

No. of Printed Pages : 2

BRL-008

B. B. A. IN RETAILING
Term-End Examination
June, 2024

BRL-008 : HUMAN RESOURCES

Time : 2 Hours

Maximum Marks : 50

Note : Attempt any **five** questions. All questions carry equal marks.

1. Define Job Design ? Discuss the methods of Job Design. 2+8
2. What is meant by recruitment ? Explain the new trends in recruitment. 3+7
3. What is meant by induction ? Discuss various steps involved in induction process. 2+8
4. What is training ? Describe the importance of training for a retail store. 3+7
5. What are the ten commandments of communication ? Explain in brief. 10

P. T. O.

[2]

6. What do you mean by Motivation ? Explain the role of manager in motivating the employees.

3+7

7. Define grievance. Explain the Model grievances redressal procedure.

3+7

8. Describe the significance of Human Resource Information System. Explain the principles of Human Resource Record Keeping System.

5+5

9. Write a short note on the following :

5+5

(a) Manpower Planning

(b) Performance Appraisal

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