

**MASTER OF BUSINESS
ADMINISTRATION (RETAIL)
(MBARS)**

00282

Term-End Examination

December, 2010

**MRS-007 : PEOPLE MANAGEMENT AND
ORGANISATIONAL BEHAVIOUR**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions, all questions carry equal marks.

-
1. Define and discuss the importance of HRM in service industries. Illustrate. 20
 2. Discuss different on the job training methods, their advantages and disadvantages. 20
 3. Define motivation. Discuss any three theories of motivation. 20
 4. Explain how performance evaluation is carried out in organisation with examples. 20
 5. What are effective methods of employee retention ? Discuss the associated challenges. 20

6. Define HRD and distinguish it from HRM. What are the rule systems of HRD ? 20
 7. Differentiate between formal and informal groups. Compare any two models of group development. 20
 8. Define morale. Discuss the methods of enhancing employee morale in work environment write suitable example. 20
-