

011119

**ADVANCED DIPLOMA IN RETAILING / BBA
IN RETAILING**

Term-End Examination

December, 2012

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

*Note : Attempt **any five** questions.*

1. What do you mean by 'Human Resource Management' ? What are its core elements ? Briefly discuss the emerging challenges for HR Managers. **2+4+4**

2. Describe the significance of job analysis and state its components. **6+4**

3. Define 'Manpower Planning'. What are its objectives ? Briefly discuss career planning in Retail Sector. **2+4+4**

4. Write note on the following : **5+5**
 - (a) Internal methods of recruitment.
 - (b) Importance of selection.

5. What do you mean by training ? How is it different from development ? Briefly explain the methods of training. 2+3+5

 6. Briefly discuss the Herzberg's theory of motivation and differentiate it from Maslow's theory. 5+5

 7. Explain the concept of 'Performance Appraisal' ? Describe the modern methods of performance appraisal. 3+7

 8. Define 'Discipline'. Explain the principles and procedure for disciplinary action. 2+8
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