

01362 **ADVANCED DIPLOMA IN RETAILING/BBA  
IN RETAILING**

**Term-End Examination  
December, 2014**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 hours*

*Maximum Marks : 50*

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*Note : Attempt any five questions.*

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1. Explain the role of H.R- manager in the context of a retail store. 10
2. "Human Resource Information System has wide range of application in HR Management". Discuss. 10
3. What is meant by discipline ? Explain the procedure for taking disciplinary action against an erring employee. 3+7
4. What do you mean by performance appraisal ? Explain the modern methods of performance appraisal. 2+8
5. Explain Herzberg's two factor theory and differentiate it from Maslow's theory of motivation. 10

6. (a) State the commandments of communication. 5+5  
(b) Briefly discuss the importance of training.
  7. (a) Describe the steps involved in induction 5+5 process.  
(b) Briefly explain the new trends in recruitment of employees in a retail store.
  8. Write short notes on **any two** of the following : 5+5
    - (a) Career planning in retailing
    - (b) Job specification
    - (c) Job evaluation
    - (d) Employee Exit
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