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

**Term-End Examination**

**June, 2012**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 hours*

*Maximum Marks : 50*

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*Note : Attempt any five questions.*

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1. Define 'Human Resource Management'. State its objectives and briefly explain the role of human resource management in a Retail Sector. **2+3+5**
  
2. What is meant by Job Analysis ? Explain the methods of Job analysis. **3+7**
  
3. Explain the Manpower Planning Model and the steps involved therein. **2+8**
  
4. What do you mean by 'Recruitment' ? How does it differ from selection ? Also state the steps involved in the recruitment process. **2+3+5**

5. What do you understand by executive development ? Describe in detail the methods of executive development. **2+8**
6. Define 'communication' and explain the process of communication and its importance. **2+5+3**
7. (a) Briefly explain ERG Theory of motivation. **5+5**  
(b) State the challenges involved in performance appraisal.
8. (a) State the procedure of grievance handling in an organisation. **5+5**  
(b) Explain the components of Human Resource Information System.
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