

01254 **ADVANCED DIPLOMA IN RETAILING/BBA
IN RETAILING**

Term-End Examination

June 2013

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

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

1. What do you mean by 'Human Resource Management' ? State the activities of human resource management and explain briefly as to how are they performed in a retail organisation. **3+7**
2. What is meant by employee selection ? State the steps involved in selection process. **2+8**
3. Explain the importance of training and the methods of on - the - job training. **4+6**
4. Define communication. Explain the importance and commandments of communication. **3+3+4**

5. What is motivation ? Describe the role of manager in motivation. 2+8
6. What do you understand by 'performance appraisal' ? Describe the various methods of performance appraisal under modern approach. 2+8
7. What are the various causes of grievance ? Explain the essentials of a sound grievance procedure. 4+6
8. Write short notes on *any two* of the following : 5+5
- (a) Job Description
 - (b) Job Specification
 - (c) Job Evaluation
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