

1059

B. Voc. (Retail Management) Second Semester
RSC-204: Human Resource Management in Retail

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

x-x-x

I. Write short notes on:-

- a) Job description
- b) Human resource planning
- c) Differentiate between HRM and Personnel Management
- d) Team development

(4x4)

UNIT – I

II. Discuss the importance of HR planning and suggest ways of division and clarification of work for team members. (16)

III. "Discussion and briefing of team members is important." Highlight its relevance and the importance of allocation of work on a fair basis. (16)

UNIT – II

IV. What is the importance of performance appraisal of team members? Give the relevance of constructive feedback. (16)

V. How will you encourage and motivate team members? (16)

UNIT – III

VI. "Conflict has negative impact on the performance of a team." Discuss the causes and ways of managing conflict in light of this statement. (16)

VII. How can performance appraisal and logging of related information help in identifying and solving unforeseen problems for the team members? (16)

UNIT – IV

VIII. How can you boost team morale? Who can help you set goals, plan your learning and give you feedback? (16)

IX. "Good relations can bring a synergistic effect in a team". Do you agree? Discuss. (16)

x-x-x