

1127

B. Voc. (Retail Management)  
Third Semester

BIR-203: Human Resource Management in Retail (OLD)

Time allowed: 3 Hours

Max. Marks: 80

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

x-x-x

I. Attempt any four of the following:-

- a) List down duties and responsibilities of 'HR Manager in a retail store.
- b) Discuss the elements of induction
- c) Explain briefly various types of selection tests.
- d) Differentiate between promotion and transfer.
- e) Explain in brief concept of Quality circles.
- f) Time rate system vs. Piece rate system

(4x5)

#### UNIT – I

- II. Define Human Resource Management in context of retail. Explain in detail various functions of Human Resource Management. (15)
- III. Distinguish between Job enrichment and Job enlargement. Describe various techniques of designing jobs in retail sector. (15)
- IV. What is meant by Manpower Planning? Discuss the importance of manpower planning in retail. (15)
- V. Distinguish between- recruitment and selection. Discuss the various sources from where retailers can recruit their employees. (15)

#### UNIT – II

- VI. Define the term training and differentiate it from development. Discuss in detail various methods of training retail employees. (15)
- VII. What is meant by performance appraisal? Explain various methods through which performance of retail employees can be appraised. (15)

P.T.O.

(2)

VIII. Write notes on:-

a) Factors affecting Compensation of retail employees

b) Fringe Benefits

(15)

IX. Elaborate upon the various tools available to improve managerial effectiveness in retail sector.

(15)

x-x-x