

1058

B. Voc. (Retail Management)

2nd Semester

RSC-204: Human Resource Management

Time allowed: 3 Hours

Max. Marks: 80

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

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I. Attempt any four of the following: -

- (a) Differentiate between 'Self Managed' and 'Cross Functional' team.
- (b) Importance of planning in team work.
- (c) Discuss in brief stages of team building.
- (d) What is virtual team?
- (e) What is the impact of high morale on performance?
- (f) What are the warning signs of low morale?

(4×4)

UNIT - I

II. What are the characteristic of high performance team? Discuss factors that lead to building team performance. (16)

III. Explain the concept of work teams. Explain the importance of effective team. (16)

UNIT - II

IV. Highlight the impact of cultural diversity among team members. (16)

V. Discuss the different ways of encouraging team members. (16)

UNIT-III

VI. Explain the reasons that cause conflict among team members. Suggest measures to resolve such conflicts. (16)

VII. Discuss the ways of improving the poor performance among team members. How supporting team members deal with such situation? (16)

UNIT-IV

VIII. What are the benefits of maintaining team morale? Discuss the role of manager when employees' behavior indicates low morale. (16)

IX. Discuss the importance of good working relations. Describe various techniques for removing tension between colleagues. (16)

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