

2072

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. Answer the following:-

- a) Define the term 'team'.
- b) What are the outcomes achieved from planning?
- c) State the advantages of recognizing performance of team members.
- d) What do you understand by the term 'feedback'?
- e) Why is inclusion important in forming teams?
- f) How can we gather information about the ongoing performance of the team?
- g) Define the term 'learning'.
- h) What is the importance of good working relations in the functioning of a team? (8x2)

### UNIT - I

II. State the importance of communication. What measures can managers take to effectively communicate with team members? (16)

III. a) Discuss the safety issues involved in planning and allocation of work.

b) How can a team identify its priorities and critical activities? (2x8)

### UNIT - II

IV. What do you understand by the term cultural diversity? State the ways cultural diversity can be beneficial for the functioning of teams. (16)

V. Completion and improvement of performance are utmost important for team functioning. Elaborate the role of motivation in improving and completing team performance. (16)

P.T.O.



(2)

**UNIT - III**

- VI. What are the common causes of conflict among team members? How can conflict be handled within teams? (16)
- VII. What are the different methods through which performance appraisal of team members can be done? (16)

**UNIT - IV**

- VIII. Why is it important to maintain morale of the team members? Discuss the ways to improve their morale. (16)
- IX. How does goal setting improve the process of learning and achievement? Define the characteristics of effective goals. (16)

x-x-x