

**BACHELOR OF BUSINESS ADMINISTRATION
(RETAIL SERVICES)
(BBARS)**

Term-End Examination

December, 2011

BRS-007 : HUMAN RESOURCES MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. Define Human Resource Management (HRM). 20
Discuss the objectives and scope of HRM.
2. Explain the concept of Job Analysis (JA). Discuss 20
the process of JA.
3. What are the various sources of recruitment ? 20
Discuss their advantages and disadvantages.
4. Discuss the selection process citing suitable 20
examples ?
5. Explain different methods of performance 20
appraisal with illustration.

6. What is internal mobility ? Discuss various types of internal mobility. 20
 7. What are the factors affecting wage/salary levels ? Discuss how wage/salary survey is conducted with examples. 20
 8. Explain the process of grievance handling in organisations with illustration. 20
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