

2056  
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. I which is compulsory and selecting one question from each Unit. All questions carry 16 marks.*

*x-x-x*

I. Answer any four of the following:-

- a) Objectives of HRM.
- b) Difference between human resource management and human resource planning.
- c) Barriers in effective communication.
- d) List some key health and safety issues while allocating work among team members.
- e) How to prevent organisation from negative outcome of conflict?
- f) Role of constructive feedback among team-members.

**UNIT - I**

- II. Discuss in detail different ways to communicate effectively with members of team. How effective communication does help to minimize misunderstandings among team members?
- III. "Allocation of work on fair basis is essential for the success of a team." Comment in the light of above statement.

**UNIT - II**

- IV. What are the different challenges faced by manager from culturally diverse teams? How can these be managed effectively?
- V. Discuss various methods to motivate and support team members. Also discuss different techniques used by managers for recognizing achievements of team members.

**UNIT - III**

- VI. Explain the importance of identifying unacceptable and poor performance by the members of a team. Suggest ways to improve performance of team members.
- VII. Discuss different methods used for tracking team performance.

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**UNIT - IV**

- VIII. Why is it necessary to maintain good working relations in a team? How do they help in enhancing overall performance and productivity?
- IX. Explain common causes of tension between colleagues. What are the different techniques for removing tension between colleagues?

x-x-x