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**B.Sc. FASHION MERCHANDIZING AND
RETAIL MANAGEMENT (BSCFMRM)**

Term-End Examination

December, 2012

BFW-021 : RETAIL ORGANIZATION II

Time : 3 hours

Maximum Marks : 70

Note : Attempt any seven questions. All questions carry equal marks.

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1. Explain with suitable examples how the job of HRM is becoming increasingly challenging. 10
 2. Distinguish between : 5+5
(a) Job evaluation and Performance appraisal.
(b) Soft and hard approaches to HRM.
 3. What benefits can induction/orientation provide to employees and organisations ? 10
 4. What are the various steps involved in Human Resource Planning ? 10
 5. Explain any four methods of job evaluation. 10

6. Explain any four methods of performance appraisal. 10
7. You are a team leader in an organisation. One of your team members always comes late for work, gossips during office hours and does not complete work on time. You do not want to be harsh to that employee because you know he is very talented otherwise. How will you use your HRM understanding to tackle this situation ? 10
8. What is the importance of job analysis in an organisation ? 10
9. Write short notes on : 5+5
(a) Supply forecasting
(b) Delphi technique
10. What are the methods adopted to provide training to the staff 'off the job' ? 10
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