

00473  
**B.Sc. (RETAIL AND FASHION MERCHANDISE)**  
**(BSCRFM)**  
**Term-End Examination**  
**December, 2016**

**BFR-008 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 70*

*Note : (i) Attempt any seven questions in all.*  
*(ii) All the questions carry equal marks.*

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1. What is the performance appraisal process ? 10  
Explain those factors which affect performance appraisal process.
  2. Define HRM. What are its functions and objectives ? 10
  3. What do you understand by selection process ? 10  
Discuss various steps involved in it.
  4. Write short notes on : 2x5=10
    - (a) HRP
    - (b) Job Enrichment
    - (c) Demotion
    - (d) Labour Turnover
    - (e) Piece Rate Wage System

5. What are the causes of employee absenteeism ? Discuss the measures to overcome high rate of absenteeism. 10
  6. Explain the methods and approaches to training. 10
  7. What is job analysis ? What steps are involved in the preparation of job analysis ? 10
  8. What is grievance procedure ? Bring out its merits and demerits. 10
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