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

Term-End Examination

June, 2013

BFW-021 : RETAIL ORGANIZATION II

Time : 3 hours

Maximum Marks : 70

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

1. What is transactional analysis ? Where do you find its applications ? 10
2. Differentiate between 'on-the-job' training and off the job training, in retail organisation. 10
3. What are the various external sources of recruitment ? 10
4. Explain the steps in the general selection procedure. 10
5. Differentiate between 'Central tendency' and Malo effect errors in performance appraisal. 10

6. What are SMART objectives ? Explain with the help of an example. 10
 7. What are the various causes of "absence from work" in organisations ? 10
 8. Explain the various stages in the career life cycle of an individual. 10
 9. Explain the meaning and importance of HR planning with respect to retailing. 10
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