

**M.Sc. FASHION MERCHANDISING AND
RETAIL MANAGEMENT (MSCFMRM)**

Term-End Examination

June, 2017

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**MFW-006 : HRM/ORGANISATIONAL
BEHAVIOUR**

Time : 3 hours

Maximum Marks : 70

**Note : Attempt *six* questions in all. Question no. 1 is
*compulsory.***

1. Write short notes on the following : 4×5=20
- (a) Halo Effect
 - (b) Transactional and Transformational Leadership
 - (c) Positive Attitude
 - (d) McGregor's Theory X and Y
2. Define Organizational Behaviour. Explain the nature and significance of understanding organizational behaviour for managers in the 21st century. 10

3. What is the need of training and development in an organization ? 10
4. Enumerate the different causes of employee's grievances and outline the various steps involved in a model grievance handling procedure. 10
5. Describe the following in brief : 2×5=10
- (a) Job Analysis
 - (b) Union-Management Relations
6. What is career planning ? State the employers' and the employees' responsibility in career planning. 10
7. What is collective bargaining ? Write down the process of collective bargaining. 10
8. What do you understand by the term "Organizational Conflict" ? Describe various types of conflicts along with resolution strategies. 10
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