

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

Term-End Examination

December, 2014

00495

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

Time : 3 hours

Maximum Marks : 70

Note : Answer any *seven* questions. All questions carry equal marks.

1. What is HRM ? What are its functions and objectives ? Outline the policies and principles of HRM. 10
2. Define the term 'training and development'. Explain the various inputs required for a training and development programme. 10
3. What is performance appraisal ? What are its objectives ? How do the results of performance appraisal affect other HR activities ? 10
4. What is motivation ? Why is it a critical issue of interest to managers in an organisation ? Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation. 10

5. What is grievance procedure ? How does arbitration differ from grievance procedure ? Bring out the respective roles in resolving disputes. 10
 6. What do you understand by Human Resource Planning ? Explain the various steps in the Human Resource Planning. 10
 7. Draw an organisation chart, which is suitable for a big retailing outlet and write down the functions carried out by each head of hierarchy in the organisation chart. 10
 8. Design a reward system for retailing personnel to enhance the sales growth. 10
 9. List out the different types of employee grievances observed in the retailing organisation. Write down the procedure for solving any one type of grievance. 10
 10. What do you understand about career positions and growth plans in retailing ? Explain with suitable examples. 10
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