

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

Term-End Examination

00254

December, 2016

BFW-021 : RETAIL ORGANISATION – II

Time : 3 hours

Maximum Marks : 70

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

1. "Money cannot motivate all people in all circumstances." – Justify this statement with suitable examples. 10
2. What do you mean by internal mobility of human resources ? Why is internal mobility required ? 10
3. How does training differ from development ? Discuss the role of training and development in the present business environment. 10
4. What are the various steps involved in the selection process ? Explain them in brief. 10
5. What is meant by job specification ? How does it differ from job description ? Illustrate with examples. 10

6. What is Human Resource Management ? What are its functions and objectives ? 10
 7. Explain any four types of interviews in retail organisations. 10
 8. What are the methods adopted to provide “off the job” training to the staff ? 10
 9. What is the importance of job analysis in an organisation ? 10
 10. Distinguish between the following : 10
 - (a) Job evaluation and Performance appraisal
 - (b) Soft and Hard approaches to HRM
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