

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

Term-End Examination

00324

June, 2014

BFW-021 : RETAIL ORGANISATION – II

Time : 3 hours

Maximum Marks : 70

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

1. Explain the concept of Human Resource Management. Also discuss its nature and its features. 10
2. What is Human Resource Planning ? Identify its objectives and role in Human Resource Management. 10
3. Differentiate between job specification and job description by giving suitable examples. 10
4. What are the advantages and disadvantages of various external recruitment sources ? Compare them with internal sources. 10
5. "Selection is picking up the right people for the right job." Comment by giving suitable examples. 10
6. Define the term Performance Appraisal. How is performance appraisal useful ? 10

- 7. Define the term Training & Development. Bring out the importance of training and development in an organisation.** *10*
 - 8. What are the different types of promotion ? Discuss the need for promotion in an organisation.** *10*
 - 9. What is meant by compensation ? What are the constituents of compensation ?** *10*
 - 10. What is grievance handling procedure ? Describe its merits and demerits.** *10*
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