

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

**Term-End Examination**

**June, 2014**

00084

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

*Time : 3 hours*

*Maximum Marks : 70*

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

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1. What is the meaning of Human Resource Planning ? Discuss the various factors involved in Human Resource Planning. 10
2. What do you mean by the term 'training' ? Explain different types of training in brief. 10
3. What is 'performance appraisal' ? Discuss the suitability of formal performance appraisal system in retailing business. 10
4. What is rewarding system ? Discuss the various types of reward systems in retailing business. 10

5. Define the term 'employee grievance procedure'. Explain the points to be remembered when handling a grievance. 10
  6. What do you mean by 'Human Resource Management' ? Discuss the elements of Human Resource Management. 10
  7. Define the term 'Supervisor'. What is the role played by a supervisor in an organisation ? 10
  8. Career planning and growth plans are essential ingredients of HRD system. In the light of this statement, enlighten about career planning and growth plans in retailing. 10
  9. What do you understand by HRD ? What is the role of HRD recruitment in enhancing productivity of retailing business ? 10
  10. Explain in brief the factors affecting the performance appraisal system. 10
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