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BERG-172

**BACHELOR OF ARTS
(VOCATIONAL) MICRO, SMALL
AND MEDIUM ENTERPRISES
(BAVMSME)**

Term-End Examination

December, 2025

**BERG-172 : HUMAN RESOURCE
MANAGEMENT AND INDUSTRIAL RELATIONS
IN MSMEs**

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

1. Define Human Resource Management (HRM) and describe the various components of Human Resource Management (HRM). 20

2. (a) With the help of examples, describe the functions of Human Resource (HR) Managers. 10
- (b) Describe the responsibilities of Human Resource (HR) Managers, citing relevant examples. 10
3. (a) Describe the 360 degree performance appraisal with the help of examples. 10
- (b) What is career planning ? Explain its needs, purpose and objectives. 10
4. (a) Highlight the significance of coaching and mentoring in employee development. 10
- (b) Describe the sequential process of coaching along with examples. 10
5. (a) Explain the concept of Industrial and Employment relations. 10
- (b) Describe the role of Human Resource (HR) department in grievance handling. 10

6. (a) Explain why is it important to train the employees of micro and small enterprises. 10
- (b) Briefly describe the major obstacles faced by micro and small enterprises in imparting training and development. 10
7. (a) Enlist the guidelines for making career planning a success. 10
- (b) “In future, the compensation policies, programmes and practices of an organization will revolve around newer reward systems and benefits.” Discuss. 10

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