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BERG-172

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

Term-End Examination

June, 2025

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

Time : 3 Hours

Maximum Marks : 100

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

1. (a) Define Human Resource Management (HRM) and distinguish it from personnel management. 10

- (b) Briefly describe the importance and scope of Human Resource Management (HRM). 10
2. (a) What are the functions of Human Resource Managers ? Discuss with the help of examples. 10
- (b) Describe the challenges faced by HR Managers, citing examples. 10
3. (a) Describe the Goals of Performance Appraisal System. 10
- (b) What are the benefits of Performance Appraisal System to the Organization and the Appraisee ? 10
4. (a) Describe the process of coaching and mentoring by giving its objectives. 10
- (b) Discuss the major areas of integration between Human Resource Development (HRD) and Industrial Relations (IR) Development. 10
5. (a) Define Industrial Relations and give its objectives. 10

- (b) Define Grievance. What is the role of HR department in grievance handling ?

10

6. (a) Define Entrepreneur and Entrepreneurship. What are the different types of entrepreneurship ?

10

- (b) With the help of a case study, describe the contribution of women entrepreneurs in Micro, Small and Medium Enterprises (MSMEs).

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7. (a) Define Recruitment. Explain the process of recruitment.

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- (b) What are the limitations of career planning ?

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