PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2025
(Sixth Semester)
Branch – COMMERCE (RETAIL MARKETING)
HUMAN RESOURCE MANAGEMENT FOR RETAIL

Time: Three Hours   Maximum: 50 Marks

SECTION-A (5 Marks)
Answer ALL questions
ALL questions carry EQUAL marks   (5 x 1 = 5)

1.   Scope of the HRM includes ____.
      (i)   Recruitment and selection of employees
      (ii) HR training and development
      (iii) Industrial relations
      (iv) All of the above

2.   The process of determining the nature and contents of a job is called ____.
      (i) Job description   (ii) Job specification
      (iii) Job analysis   (iv) Job evaluation

3.   ____ the most important external factor governing recruitment.
      (i) Sons of soil   (ii) Supply and demand
      (iii) Unemployment rate   (iv) Labour market

4.   The process through which person came to know about self skills, interests and motivation is called ____.
      (i) Career   (ii) Career management
      (iii) Career development   (iv) Career planning

5.   The purpose of Job Evaluation is to determine ____.
      (i)   Worth of a job in relation to other jobs
      (ii) Time duration of a job
      (iii) Expenses incurred to make a job
      (iv) None of the above

SECTION - B (15 Marks)
Answer ALL Questions
ALL Questions Carry EQUAL Marks   (5 x 3 = 15)

6. a. Analyze the objectives of Human Resource Management for Retail.
                                OR
    b. Explain about strategic HRM.

7. a. Write a note on Job Description.
                                OR
    b. Bring out the benefits of job analysis.

8. a. Describe the importance of Selection.
                                OR
    b. State the various types of Interview.

9. a. Outline the importance of employee Training.
                                OR
    b. Classify the various methods of Grievance Handling.

10. a. Bring out the problems in performance Appraisal.

OR

   b. Summarize the objectives of Job Evaluation.

SECTION -C (30 Marks)
Answer any **Three** questions
ALL questions carry **EQUAL** Marks   (3 x 10 = 30)

11. Elucidate the functions of HRM.

12. Examine the importance of Job Analysis.

13. Highlight the different sources of Recruitment.

14. Discuss the various steps involved in the process of Career Planning.

15. Analyze the various methods available for appraising the performance of employees.

Z-Z-Z   END