

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH,
Vidyavihar, Mumbai- 400077
Program: PGDM-IB (Batch 2018-20) Trimester-III
Subject: Human Resource Management
(End Term Examination)**

**Maximum Marks: 25
2019**

Duration: 2 Hours

Date: 26/03/

Instructions: *Answer any three questions from Question No. 1 to 5
Question No. 6 is compulsory
Marks for each question is given in parenthesis*

Q1. Discuss two different tests in selection process with suitable examples.
(5)

Q2. Explain the problems to be avoided in appraising performance
(5)

Q3. Maintaining positive employee-employer relationship contributes to satisfactory productivity-Explain with help of two methods.
(5)

Q4. How differing perspectives affect views of compensation?
(5)

Q5. Explain the four stages of Kirkpatrick's Model of Training Evaluation.
(5)

Q6. The restaurant industry in America is facing increased demand for fresh, quality foods with diverse and ethnic flavors - the time is right for Indian food to hit its stride. The write up in a blog caught the attention of Navin. He is the owner of 'Hot and Fresh' restaurant which is situated in the downtown of Cleveland. 'Hot and Fresh' serves variety of Indian breakfasts and is quite a favorite amongst the local people. He has Indian chefs working in his restaurant who are expert in cooking these variety of delicious dishes. He has also employed people from India as manager and waiters. Navin has himself trained them. So that they can give flawless service to customers.

Navin knows there is dearth of good quality business venture like his in America. The restaurant industry in America is dominated by Chinese and Mexicans. And with only 5000 Indian restaurants nationwide, there is ample opportunity to expand his business.

As he started to ponder upon the idea, he began to formulate the questions he needs to have an answer before deciding to expand.

A) Assuming Navin begins by opening just one or two stores in the adjacent cities like Akron and Toledo, what do you see as the main HR related challenges he would have to address?

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(5)

- B) How would you go about choosing a manager for a new store if you were Navin?
For instance, would you hire someone locally or send someone from your existing restaurant?

(5)

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