

M.A. DEGREE EXAMINATION, NOVEMBER 2019
II Year IV Semester
International Human Resources Management

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define international human resource management.
2. What is HR centre of excellence?
3. Write a short note on TCNs.
4. How to manage dual career couples?
5. What is cross cultural training?
6. What do you understand by repatriation?
7. What is the nature of labour relations?
8. How is off-shoring different from out sourcing?
9. What is diversity management?
10. What do you mean by cultural sensitivity?
11. What is cross culture?
12. What is social dumping?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. State the role of IHRM.
14. Discuss the various sources of international recruitment.
15. What are the key components of an international compensation program?
16. Why do expats fail? How to manage such failure?
17. Discuss the challenges and implications of managing people in international context.
18. Compare cross cultural management studies and its advantages and disadvantages.
19. What are the main similarities and differences between domestic and international HRM?

Section C ($3 \times 10 = 30$) Marks

PART - A - Case Study - Compulsory Question

20. Richard was a 30 year old American sent by his Chicago-based company, to set up a buying office in India. The new office's main mission was to source large quantities of consumer goods in India: Cotton piece goods, garments, accessories and shoes, as well as industrial products such as tent fabrics and cast iron components.

India's Ministry of Foreign Trade (MFT) had invited Richard's company to open this buying office because they knew it would promote exports, bring in badly-needed foreign exchange and provide manufacturing know-how to Indian factories.

Richards was, in fact, the first international sourcing office to be located anywhere in South Asia. The MFT wanted it to succeed so that other Western and Japanese companies could be persuaded to establish similar procurements offices.

The expatriate manager decided to set up the office in the capital. New Delhi, because he knew he would have to meet frequently with senior government officials. Since the Indian government closely regulated all trade and industry, Richard often found it necessary to help his suppliers obtain import licences for the semi-manufactures and components they required to produce the finished goods his company had ordered.

Richard found these government meetings frustrating. Even though he always phoned to make firm appointments, the bureaucrats usually kept him waiting for half an hour or more. Not only that, his meetings would be continuously interrupted by phone calls and unannounced visitors, as well as by clerks bringing in stacks of letters and documents to be signed. Because of all the waiting and the constant interruptions, it regularly took him half a day or more to accomplish something that could have been done back home in 20 minutes.

Three months into this assignment Richard began to think about requesting a transfer to a more congenial part of the world... "Some where things work." He just could not understand why the Indian officials were being so rude. Why did they keep him waiting? Why did not the bureaucrats hold their incoming calls and sign those papers after the meeting so as to avoid the constant interruptions?

After all, the Government of India had actually invited his company to open this buying office. So did not he have the right to expect reasonably courteous treatment from the officials in the various ministries and agencies he had to deal with?

Questions:

- A) Why is Richard not able to jell with local conditions?
- B) If you were Richard, What would you do?

PART - B

Answer any **TWO** questions

21. State and explain the international HRM approaches.
22. What are the selection criteria for international assignments?
23. Explain repatriation process.
24. Explain the cross cultural study of Hofstede.