



PG – 022

IV Semester M.B.A. Degree Examination, June 2011

(2007-08 Scheme)

Management

H-6 : INTERNATIONAL HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** questions : (6×2=12)
- Explain TCN and PCN.
 - What is Polycentric approach ?
 - Differentiate DHRM and IHRM.
 - What is equality in IHRM ?
 - What do you mean by expatriate failure ?
 - Explain cultural adjustment curve.
 - What are anxieties of repatriation ?
 - What is social auditing ?
 - What is whistle blowing ?

SECTION – B

Answer **any three** from the following : (3×8=24)

- Describe some of the challenges faced in training the expatriate managers.
- What do you mean by virtual organization ? Explain the advantages of virtual organizations.
- “Due to globalization impact, the employment opportunities are increasing” explain with examples of ITES sector in India.

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5. TQM culture is a much talked and useful subject, explain how you correlate it to human resource management.
6. Mobility of employees has improved the pace of technology transfer in various sectors. Explain with example of any automobile industry.

SECTION – C

Answer **any two** questions :

(2×12=24)

7. Explain what do you understand by (a) Ethnocentric (b) Regiocentric (c) Geocentric approaches in international recruitment.
8. Describe various problems associated with expatriation and repatriation of (a) Employees and (b) Family members.
9. Write labor related notes on (a) Social dumping (b) Labor relations in Japan (c) Unionism on decline.

SECTION – D

Case Study :

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Failed Expatriate :

Mr. Amir Ali Khan - a Malaysian national and an MBA from International Islamic University, Malaysia was unable to fulfill the long awaited desire of his wife of working and living in a foreign country. Finally, situation has set-in as Ghana Telikom, Accra, Ghana selected Mr. Amir Ali Khan as its marketing manager on a contract basis for a three - year period. Mrs. Khan was excited and planned for the departure of the entire family including two children, her old parents. In fact, Mr. Amir tried to convince his wife that he does not know anything of Ghana. In addition, he informed his wife that the culture, climate, living cost, social, security and political situations of Ghana are quite different from that of a Malaysia and he has no clear idea of all these aspects. But Mrs. Amir did not listen to him and ultimately she herself decided the date for their travel.

The Ghana Telikom could not arrange for their work permit, visa and air tickets before the date fixed by Mrs. Khan. Then Mrs. Khan asked her husband to arrange for visitors visa for all of them and buy the tickets from their savings as Ghana Telikom anyhow reimburses the cost of travel. Mr. Khan could not displease his wife and ultimately they landed in Accra as planned by Mrs. Khan.



The housing and schooling facilities in Accra are quite inferior to the expectations of Mr. & Mrs. Khan. However, she initially did not complain as everything was done as per her wishes. But the two children started complaining of the facilities in the school every day. Sooner or the later, her mother fell sick and Mr. Khan had to spend 50% of his savings for her medical expenses, as Ghana Telikom's pay packages does not include the medical allowances for other than employee, spouse and children of employee. Sooner or the late Mrs. Khan's father also fell sick and Mr. Khan started experiencing financial crisis.

Mrs. Khan's honeymoon stage was over within three months and her desire of living in a foreign country was also fulfilled. Sooner, she developed a negative picture of Ghana and started feeling that they could not live properly as the food stuff they desire is not available in Ghana as well as the entertainment facilities are not according to their taste. She started murmuring and pressurizing Mr. Khan that we should go back to Malaysia as the home land is far better than any other country including Ghana. All the family members pressurized Mr. Khan that we should leave Ghana within 15 days.

Mr. Khan could not do anything except tendering his resignation and Ghana Telikom did not pay him for their return fare as he did not honor the contract of working for three years. His superior expressed his unhappiness over the resignation, as the Ghana Telikom has to restart the selection process for the job of a marketing manager. Mr. Khan requested his friends in Malaysia to send money for their return ticket fares as his savings were just dismal. Finally, the whole family landed in Malaysia.

Questions :

- 1) Discuss the major reasons for the failure of Mr. Khan.
 - 2) To what extent Mrs. Khan is responsible for the failure of Mr. Khan ?
 - 3) To what extent Ghana Telikom is responsible for the failure of Mr. Khan ?
 - 4) What strategies do you suggest for the prevention of such expatriate failures ?
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