



PG – 119

IV Semester M.B.A. (Day) Degree Examination, June/July 2013
(2007-08 Scheme)

Management

H6 : INTERNATIONAL HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** questions from the following. **Each** question carries **two** marks. (6×2=12)

- What is the difference between Domestic Organizations and Multinational Organizations ?
- Define PCNs, HCNs and TCNs.
- What is the difference between Domestic HRM and International HRM ?
- What is Geocentric ?
- What is Social Dumping ?
- What is Virtual Organization ?
- What are the types of Expatriate Training ?
- What are the issues involved in International Performance Management ?

SECTION – B

Note : Answer **any three** from the following. **Each** question carries **eight** marks. (3×8=24)

- What strategies will you adopt to manage HR in virtual organization ?
- What are the problems of Re-entry of Expatriates ?
- Write a note on Industrial relations in the context of IHRM.
- Elucidate various approaches to International Selection.
- Compare Global Managers with expatriate managers.

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SECTION – C

Note: Answer any two from the following. Each question carries twelve marks. (2×12=24)

7. Why do some expatriates fail ? Give an account of cost of failure.
8. How do you design a robust HRIS for an organization ? What are the limitations of HRIS ?
9. How do you relate Total Quality Management with HR strategy ?

SECTION – D

10. Case Study (Compulsory) :

(1×15=15)

Sanaya Information Technology Inc.

Sanaya Information Technology Inc. is a Multinational Corporation providing Software Services to clients globally. SITI is headquartered in London. They have Software Development Centers in US, Europe, Africa, Middle East and Asia Pacific regions. SITI's Country Head for Congo left recently and SITI management decided to send one Mr. Peter Loyan from London office to Nikayi city in Congo as the new Country Head for Congo. Global Head of HR, Mr. Scott Cook spoke to Peter and told him to get ready as he had to leave for Congo the following week. Peter spoke to his wife. Though Mrs. Loyan was a bit hesitant to go to Congo for safety reasons, has agreed to go as she assumed the company will take care of safety, etc. Peters have two school-going children and studying in a reputed school in London. Since Peter had multiple entry visa to Congo (as he travelled earlier) left for Nikayi, Congo the following week while his wife and children were waiting for their visa.

Wife and children joined Peter in Nikayi after three weeks. Peter had already rented an apartment and arranged for some basic furniture, etc. Wife was thrilled in arriving in a new country and busy settling in and setting up home, children's school, etc. They were able to visit couple of wildlife safaris around Congo in the first month and enjoyed. The trouble started after a couple of months, as children were complaining about school quality and class mates, as well as Mrs. Loyan was getting bored and sometime getting scared after hearing about communal tension in Congo. She started complaining daily and wanted to go back to London. Peter had to give in after three months and told his boss that he would like to go back to London. After six months and finding some temporary replacement for his position as Country Manager, they left for London.

Questions :

- 1) What went wrong ?
- 2) What would you have done better if you were Global Head of HR ?
- 3) What would have done if you were Peter to avoid this failure ?