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IV Semester M.B.A. Examination, Sept./Oct. 2022

(CBCS) (2014-15 Scheme)

MANAGEMENT

Paper – 4.4.2 : International HRM

Time : 3 Hours

Max. Marks : 70

## SECTION – A

Answer **any five** questions, **each** carries **five** marks.

(5×5=25)

1. How is manpower planning done in the company ?
2. What are the different aspects of training for expatriates ?
3. What are the parameters considered for international compensation ?
4. What are the problems faced by women expatriate ?
5. What are IHRM experiences of Japan and China ?
6. What is the socio-cultural factors that affect IHRM ?
7. How does knowledge transfer happen in an organisation ?

## SECTION – B

Answer **any three** questions, **each** carries **10** marks.

(10×3=30)

8. What are the major differences between domestic and international HRM ?
9. What are the advantages and disadvantages of virtual organisation when compared to physical organisations ?
10. What are the various parameters considered for Total Quality in HRM ? What are the barriers for the same ?
11. How does knowledge transfer happen in an organisation ? Explain with suitable examples.

P.T.O.





## SECTION – C

(15×1=15)

Compulsory question :

## 12. Case study.

The Customer Service Unit's supervisor, Jim Mullens, enjoys his job. This department is in charge of informing customers and other staff members while also maintaining customer accounts and filings. The Customer Service Representatives (CSRs) oversees typically respond to inquiries about the services provided, give details about the customer's account, and update the files to keep them accurate and up to date. This unit was only recently established to more effectively manage the growing number of direct consumer calls using the recently deployed online customer information system. Regrettably, the planning for the new unit was not done effectively. Before bringing in the actual operations personnel, the internet computer system was acquired and implemented. Jim was entrusted with the task of starting the unit within a week as a result. He had to handle a lot of administrative tasks in a short amount of time, as well as make some quick personnel decisions.

Jim feels a sense of success three weeks after obtaining the assignment. He was fortunate that everything turned out the way it did. Jim's representatives' phone interactions with consumers are actually his sole current concern. The purpose of his unit must be successfully completed, and although his management is aware of this, his reps disregard basic conventions and use a variety of call-answering techniques. For instance, the representatives frequently forget to put customers on hold while they look up information. They don't explain why they are asking a question, they don't check the accuracy of the information, and occasionally, when they don't know the answers, they may act defensively. These are the main mistakes they make, though not the only ones .

Jim is aware that he needs to teach kids proper phone etiquette. He cannot send his staff to any training programmes that are now offered. As a result, he must train and supervise the reps while they are working.

Answer the question below :

- 1) What are the training needs that Jim needs to analyze and apply to grow globally ? Substantiate your answer using relevant example from industry.
- 2) Develop a suitable training content to improve the performance of the representatives.
- 3) Analyse the case and evaluate the effectiveness of training program for better performance.