

Faculty of Management
JAMIA HAMDARD

Examination: - MBA 2nd Year Semester IV.

International Human Resource Management (Paper no. MBA-GE-HR 11)

Time: - 3 Hours

Max. Marks: - 75

Attempt any FIVE Questions, all carries equal marks

1. What is the meaning of culture shock and culture shock pyramid? Explain in detail various stages of culture shock.
2. Explain the meaning of cultural diversity. Explain the strategy for managing across cultures.
3. What are variables that moderate differences between domestic and international HRM? Also explain in detail various stages of internationalization.
4. What are the various sources of management recruitment? What are the essential factors for screening candidates for International Assignment? Explain in detail.
5. (a) Explain the concept of International compensation. (5 Marks)
(c) What are the key components of International compensation? (10 Marks)
6. Going Abroad (Case Study) :

According to its business plan, and in practice, LearnInMotion.com “acquires content globally but delivers it locally.” In other words, the courses and other material that it lists on its site come from content providers all over the world. However, the “hard copy” (book and CD-ROM) courses are delivered, with the help of independent contracting delivery firms, locally, in three Canadian cities. Now the company is considering an expansion. While the most logical strategic expansion would probably entail adding cities in Canada, one of its major content providers— a big training company in England— believes there is a significant market for LearnInMotion services in England, and particularly in London, Oxford, and Manchester (all of which are bustling business centres, and all of which have well-known universities). The training company has offered to finance and co-own a branch of LearnInMotion.com, in London. They want it housed in the training firm’s new offices in Mayfair, near Shepherds Market. This is an

easily accessible area. This means either Jennifer or Pierre will have to move to London almost at once, and take one salesperson and one of the content management people along. Once there, this small team could hire additional employees locally, and then, once the new operation is running successfully, return to Kanata, probably within three or four months.

Jennifer and Pierre have decided to go ahead and open the London office, but this is not a decision they've taken lightly, since there are many drawbacks to doing so. The original, Kanata-based site is not generating anywhere near the sales revenue it was supposed to at this point, and being short three key employees is not going to help. Neither the board of directors nor the representatives of the venture capital fund were enthusiastic about the idea of expanding abroad, either. However, they went along with it; and the deciding factor was probably the cash infusion that the London-based training firm was willing to make. Having made the decision to set up operations abroad, Jennifer and Pierre now need to turn to the multitude of matters involved in the expansion— obtaining the necessary licenses to open the business in England, and arranging for phone lines. However, it's also obvious to Jennifer and Pierre that there are considerable human resource management implications involved in moving LearnInMotion employees abroad, and in staffing the operation once they're there. Now, they want you, their management consultants, to help them actually do it? Here's what they want you to do for them.

- (a) What do you see as the main HR-related implications and challenges as a result of opening the operation in London? (5 Marks)
 - (b) Based upon any sources available, including the Internet, explain what they need to know about the comparative cost of living of London and Kanata, including housing and transportation, as well as comparative salaries. (5 Marks)
 - (c) Create a checklist of necessary HR-related activities in regard to sending three people abroad. (5 Marks)
7. Why is training important for expatriate managers? What are the various cross-cultural training methods? Explain in detail.
8. (a) Why are international labor relations important? (5 Marks)
- (b) What are the concerns of organized labor? (5 Marks)
- (c) What are the various issues in global staff selection? (5 Marks)