

[Time: 03.00 Hrs]

[Marks:75]

Please check whether you have got the right question paper,

N.B:

1. Q.1 is compulsory and carries 20 Marks.
2. Q. 8 is compulsory and carries 15 Marks.
3. Attempt any four questions from Q.2, Q.3, Q.4, Q.5, Q6 and Q7. Each of these questions carry 10 Marks.
4. Figures to the right indicate full marks.

Q.1 (A) Read the case study carefully and answer the following questions: (20)

Case Study:

A family-owned carbon steel company from Germany has extended its business to Hong Kong. The owners bought a small traditional Chinese firm and decided to copy the successful structure they had developed at home. This structure was headed by three general managers who equally shared the responsibilities for the business activities of the firm. The consequences were as follows. 1 Now the Chinese employees were assigned tasks by people they have never seen before and whom they did not understand. Many misunderstandings occurred, some were quite costly. 2 The employees back in Europe were only concerned with whether the assigned tasks were completed and did not consider any other obligations to the Chinese employees, such as taking care of the relationships with the Chinese government, banks, etc. 3 Eventually, the local employees became frustrated and were ready to leave the company. The result was that the management model was changed again and a single managing director of the subsidiary was accountable for all business activities in Hong Kong.

Questions:

- a) What are the challenges of cross-cultural employees?
- b) How would you handle the above situation. Give example
- c) Describe the training process you would provide to the employees of different nation.
- d) In your opinion would it be advisable to expand the business into more foreign countries?

Q.2 Attempt any Two of the following: (10)

- (a) What is the difference between Training & Development?
- (b) What is culture shock?
- (c) What are some measures that can be taken to coach international employees?

- Q.3 Attempt any Two of the following: (10)**
- (a) What is the impact of HRM with regards to technology?
 - (b) Explain the two types of labour markets.
 - (c) What Are Framework Agreements?
- Q.4 Attempt any Two of the following: (10)**
- (a) Explain the process of repatriation.
 - (b) What are the challenges of managing a cross-cultural team?
 - (c) Explain management development programs?
- Q.5 Attempt any Two of the following: (10)**
- (a) Why should workers join a Trade Union?
 - (b) What is the difference between IHRM and domestic HRM?
 - (c) Who are the stakeholders in an industrial relation?
- Q.6 Attempt any Two of the following: (10)**
- (a) What are the objectives of International Compensation?
 - (b) Why is employee relations important?
 - (c) What role does family play during expatriation?
- Q.7 Write Short note on any Two of the following: (10)**
- (a) Employee Coaching
 - (b) Ethnocentric approach
 - (c) Global workforce
- Q.8 Attempt any Three of the following: (15)**
- (a) What are the various types of motivation?
 - (b) What are International Labor Standards?
 - (c) What is the importance of employee engagement?
 - (d) What is Trade Union?