

**II MBA - II Semester - Regular/Supplementary Examinations  
MAY 2017**

**GLOBAL HUMAN RESOURCE MANAGEMENT**

Duration: 3 hours

Max. Marks: 70 M

**SECTION-A**

**1. Answer any FIVE of the following:      5 x 2 = 10 M**

- a) Concept of Global Human Resource Management.
- b) Industrial democracy.
- c) Global HR Planning.
- d) Cross culture teams.
- e) Skill Building.
- t) Diversity Management.
- g) New corporate culture in International Human Resource Management.
- h) Global Human Resource Development climate.

**SECTION – B**

**Answer the following:      5 x 10 = 50 M**

2. a) Discuss the emerging Issues and Concerns of Global Human Resource Management.

(OR)

b) Explain the Challenges to Human Resources in Globalization scenario.

3. a) Discuss the different Training and Development Methods of Global Human Resource Management.

(OR)

b) State the global challenges of Indian MNCs Human Resources.

4. a) How can employers be more successful with retention of repatriates?

(OR)

b) What are the problems and Skill Building methods for Human Resource in Cross Culture Management?

5. a) Explain the process of Mergers and Acquisition and the Role of HR in it.

(OR)

b) Discuss the problems and strategies involved in Diversity Management.

6. a) Explain the advantages and disadvantages to Human Resource Development in Globalization Climate.

(OR)

b) Discuss the Role of Human Resource Audit in Globalised Era.

## **SECTION-C**

### **7. Case Study**

**1x10=10**

When fast-food king KFC initially expanded outside of the Canada, it followed a very ethnocentric approach to going

global. Canada expatriates were sent abroad to develop the new sites and maintain as much consistency as possible with domestic operations. Locals were "KFC"-taught the specific operations and business plans developed back in the Canada. This approach has evolved over the years to one that is now very polycentric. When opening locations outside of the Canada, expatriates are rarely used and HR professionals at KFC's partner closely with locals to develop an operation that fits with local culture, customs and lifestyles. A four- phase approach is used in which HR has a specific and critical role to play at each step. The first phase, development preparation, usually begins in 18 to 24 months prior to the actual opening. During this phase, HR researches issues such as compensation and benefits, considers recruiting strategies, and secures a labour attorney or consultant. The second phase, resources selection, takes place 8 to 12months prior to opening. HR takes the information gathered in phase one and begins to develop specific HR programs and plans and determines staffing needs and compensation levels. The third phase, resource development and strategy implementation, takes place 3 to 8 months prior to opening. HR puts together employee handbooks, considers the effects of local labour laws on operations, and begins to implement its staffing plan by hiring- employees. The final phase, pre-opening preparation, begins 90 days prior to opening. Here HR conducts training and lays the groundwork for the performance review system.

### Case Questions:

1. Give your views on the KFCs strategy for its global operations.
2. How is KFC successful in the Global Market with HR as a key strategic partner? Discuss.
3. Do you accept that KFC facilitates the implementation of the human and cultural dimension of its operations globally.