

ONLINE PROGRAMME EXAMINATIONS
M.B.A. (HRM) DEGREE EXAMINATION, DECEMBER 2024
Second Year - - Semester
HUMAN RESOURCE MANAGEMENT
GLOBAL HUMAN RESOURCE MANAGEMENT
(CBCS - 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

PART - A

(33 X 1 = 33)

Answer **all** the questions.

1. What is the primary focus of International Human Resources Management (IHRM)?

(a) Local workforce management	(b) Managing expatriates
(c) National regulations compliance	(d) Domestic employee relations

2. Which of the following approaches to HRM emphasizes the adaptation of HR practices to local conditions?

(a) Ethnocentric	(b) Polycentric
(c) Geocentric	(d) Regiocentric

3. What is a primary challenge in globalizing HR practices?

(a) Standardization	(b) Recruitment
(c) Cultural diversity	(d) Compensation

4. In the context of IHRM, which process involves preparing employees for international assignments?

(a) Integration	(b) Selection
(c) Training	(d) Recruitment

5. Which term refers to employees who are citizens of the country where the multinational company is headquartered?

(a) Host Country Nationals	(b) Home Country Nationals
(c) Third Country Nationals	(d) Local Nationals

6. Which term describes employees who are citizens of a country other than the one in which the multinational company is headquartered or operates?
- (a)Home Country Nationals (b)Host Country Nationals
(c)Third Country Nationals (d)Foreign Nationals
7. Which of the following is a primary challenge in global placements?
- (a)Language barriers (b)Office location
(c)Job title (d)Office furniture
8. In the global HR selection process, what is often considered to assess cultural adaptability?
- (a)Technical skills (b)Previous international experience
(c)Compensation expectations (d)Academic qualifications
9. What is the primary goal of global HR integration?
- (a)Standardization (b)Localization
(c)Differentiation (d)Automation
10. Which term best describes the ability of employees to adjust to different cultural norms while maintaining their own identity?
- (a)Adaptability (b)Uniformity
(c)Assimilation (d)Individuality

11. Which term refers to the ability of an organization to effectively manage and benefit from cultural differences within its workforce?
- (a)Homogeneity (b)Multiculturalism
(c)Monoculture (d)Ethnocentrism
12. What is the primary focus of cross-cultural training programs in multinational companies?
- (a)Profit Maximization (b)Cultural Sensitivity
(c)Product Development (d)Market Expansion
13. Which of the following is an example of direct compensation?
- (a)Health Insurance (b)Performance Bonus
(c)Company Car (d)Paid Time Off
14. What term is used to describe compensation that includes benefits such as health insurance and retirement plans?
- (a)Direct (b)Indirect
(c)Base (d)Variable
15. What is the primary objective of pay-for-performance systems in international compensation?
- (a)Equality (b)Motivation
(c)Standardization (d)Compliance

16. Which factor most commonly influences pay differences among executives in different countries?
- (a) Education
 - (b) Market conditions
 - (c) Company size
 - (d) Job tenure
17. What type of compensation structure is commonly used in multinational corporations (MNCs) to ensure fairness across different countries?
- (a) Fixed Salary
 - (b) Local Plus
 - (c) Skill-Based Pay
 - (d) Seniority-Based Pay
18. Which organization is primarily concerned with the rules of trade between nations?
- (a) IMF
 - (b) ILO
 - (c) WTO
 - (d) UNICEF
19. What is the primary objective of international compensation?
- (a) Recruitment
 - (b) Retention
 - (c) Standardization
 - (d) Localization
20. Which approach tailors training to the cultural assimilation of international employees?
- (a) Standard
 - (b) Tailor-made
 - (c) Generic
 - (d) Uniform

21. What type of training is designed to meet the specific needs of individual employees?
- (a)Standard (b)Tailor-made
(c)Generic (d)Uniform
22. Which training type follows a one-size-fits-all approach?
- (a)Customized (b)Individualized
(c)Standard (d)Adaptive
23. Which learning style involves learning through hands-on experience?
- (a)Visual (b)Auditory
(c)Kinesthetic (d)Reading
24. What is a primary focus of leadership training in international contexts?
- (a)Technical skills (b)Compliance
(c)Cultural sensitivity (d)Administration
25. What is a primary focus of labor relations in the international area?
- (a)Profit (b)Compliance
(c)Negotiation (d)Marketing

26. What is essential for maintaining a positive relationship between employer and employee?
- (a)Authority (b)Communication
(c)Technology (d)Outsourcing
27. Which country's labor relations are known for strong union involvement and collective bargaining?
- (a)US (b)Japan
(c)UK (d)Europe
28. In which country is lifetime employment a traditional aspect of labor relations?
- (a)US (b)Japan
(c)UK (d)Europe
29. _____ is not an external source of recruitment.
- (a)Campus selection (b)Internal advertisement
(c)Consultancy (d)Walk-in
30. Which of the following is the term used for describing the payment of special compensation usually tied to performance?
- (a)Tax (b)Overtime wages
(c)Incentive bonus (d)benefit

31. _____ can be defined as process of choosing the right person for the right job.

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| (a) Selection | (b) Recruitment |
| (c) Induction | (d) Orientation |

32. Which of the following has the highest influence on organizational effectiveness?

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| (a) Appraisal | (b) Feedback |
| (c) Training | (d) Goal-setting |

33. Employers use a(n) _____ to ensure that employees are working toward.

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|-------------------------------------|----------------------------------|
| (a) Performance management process | (b) Employee orientation program |
| (c) Management by objective program | (d) Rewards program |

PART - B

(7 X 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) Explain the nature and scope of International Human Resources Management (IHRM).

[OR]

(b) Discuss the challenges and opportunities of globalizing Human Resources (HR).

35. (a) Explain the different sources of recruitment for global assignments: Home Country Nationals, Host Country Nationals, and Third Country Nationals.

[OR]

(b) Describe the selection process for global placements in International Human Resource Management (IHRM).

36. (a) How can global HR teams balance the need for cultural adaptability while respecting individual differences during the integration process?

[OR]

(b) What are some best practices used by successful multinational companies (MNCs) to manage cross-cultural diversities and foster a multicultural organizational culture?

37. (a) What are the key components of direct and indirect compensation in a global HR compensation process, and how do they differ?

[OR]

(b) What are the primary causes of pay differences in international compensation, and how do these differences impact employee motivation and organizational performance?

38. (a) What are the different types of compensation structures commonly used in multinational corporations (MNCs), and what are the implications and problems associated with these structures in the context of WTO and IBRD guidelines?

[OR]

(b) Discuss the relevance of training and development in the context of international compensation.

39. (a) Explain the differences between standard and tailor-made training approaches.

[OR]

(b) Discuss how different learning styles impact the effectiveness of training and development programs

40. (a) Discuss the key elements that contribute to effective labor relations in the international area.

[OR]

(b) Compare and contrast the approaches to labor relations in the US and Japan.

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ONLINE PROGRAMME EXAMINATIONS
M.B.A. (HRM) DEGREE EXAMINATION, DECEMBER 2024
Second Year - Fourth Semester
BUSINESS ADMINISTRATION
EMOTIONAL COMPETENCE
(CBCS - 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

PART - A

(33 X 1 = 33)

Answer **all** the questions.

1. Which of the following best defines emotional competence?
 - (a)The ability to control others' emotions
 - (b)The ability to understand, express, and manage one's own emotions and those of others
 - (c)The ability to ignore emotions in decision making
 - (d)The ability to use emotions to manipulate situations
2. What is the first step in developing emotional competence?
 - (a)Controlling emotions
 - (b)Ignoring emotions
 - (c)Recognizing and understanding one's own emotions
 - (d)Manipulating others' emotions
3. Which of the following is NOT a component of emotional intelligence?
 - (a)Self awareness
 - (b)Self regulation
 - (c)Social skills
 - (d)Mathematical ability
4. Empathy can be best described as:
 - (a)Feeling sorry for others
 - (b)Understanding and sharing the feelings of another
 - (c)Agreeing with others' opinions
 - (d)Ignoring others' emotions
5. Which component of emotional competence involves managing stress and staying in control?
 - (a)Motivation
 - (b)Self awareness
 - (c)Self regulation
 - (d)Empathy

6. Why is self awareness important for emotional competence?
- (a)It helps in suppressing emotions
 - (b)It allows individuals to recognize their own emotional states and their effects on others
 - (c)It enables people to manipulate their feelings
 - (d)It eliminates the need for empathy
7. A person who is emotionally competent is likely to:
- (a)Be highly reactive to criticism
 - (b)Ignore the emotions of others
 - (c)Handle interpersonal relationships judiciously and empathetically
 - (d)Avoid difficult conversations
8. Social skills as a part of emotional competence refer to:
- (a)The ability to perform well in social settings
 - (b)The ability to avoid social interactions
 - (c)The ability to dominate social situations
 - (d)The ability to develop and maintain good relationships, communicate clearly, and influence others
9. Which of the following strategies is helpful in improving self regulation?
- (a)Acting on impulse
 - (b)Setting personal goals and reflecting on progress
 - (c)Avoiding all emotional situations
 - (d)Relying solely on others for emotional support
10. Which of the following best describes mutual trust?
- (a)A one sided belief in someone's reliability
 - (b)A feeling of sympathy for someone
 - (c)A reciprocal belief in each other's reliability and integrity
 - (d)A legal agreement to trust each other

11. What is a key element in building mutual trust in a team?
- (a)Frequent criticism
 - (b)Transparency and open communication
 - (c)Avoiding conflicts
 - (d)Dominating conversations
12. Consciousness, in the context of personal awareness, refers to:
- (a)The state of being awake and aware of one's surroundings and internal states
 - (b)The ability to physically sense the environment
 - (c)The ability to sleep deeply
 - (d)The knowledge of others' secrets
13. How does mutual trust affect team performance?
- (a)It leads to more frequent disagreements
 - (b)It enhances collaboration and overall effectiveness
 - (c)It decreases individual accountability
 - (d)It makes teams less competitive
14. Which of the following is NOT a characteristic of mutual trust?
- (a)Honesty
 - (b)Consistency
 - (c)Secrecy
 - (d)Reliability
15. Why is self awareness important in the context of consciousness?
- (a)It helps individuals ignore their emotions
 - (b)It enables individuals to understand their own thoughts, emotions, and behaviors
 - (c)It makes people more manipulative
 - (d)It decreases personal accountability

16. In building mutual trust, which behavior is most detrimental?

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| (a)Being consistent in actions and words | (b)Providing constructive feedback |
| (c)Showing empathy and understanding | (d)Withholding information and being deceptive |

17. Consciousness in a philosophical context often refers to:

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| (a)The ability to perform tasks without thinking | (b)The state of being aware of and able to think about one's own existence and thoughts |
| (c)The ability to follow orders without question | (d)The state of being unconscious |

18. How can leaders foster mutual trust within their teams?

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|---|---|
| (a)By encouraging open dialogue and being transparent | (b)By maintaining strict control over all decisions |
| (c)By avoiding team meetings | (d)By focusing solely on individual achievements |

19. Which practice can enhance personal consciousness?

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|---|--|
| (a)Ignoring one's thoughts and feelings | (b)Avoiding new experiences |
| (c)Relying on others for self awareness | (d)Regular self reflection and mindfulness practices |

20. Which leadership style involves making decisions without consulting others?

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|---------------|---------------------|
| (a)Democratic | (b)Transformational |
| (c)Autocratic | (d)Laissez faire |

21. What is a key characteristic of transformational leadership?
- (a) Maintaining the status quo
 - (b) Inspiring and motivating followers to achieve extraordinary outcomes
 - (c) Delegating all decision making to team members
 - (d) Focusing solely on short term goals
22. Which leadership style emphasizes participation and collaboration?
- (a) Democratic
 - (b) Autocratic
 - (c) Laissez faire
 - (d) Transactional
23. Laissez faire leadership is characterized by:
- (a) A high level of control and direction from the leader
 - (b) Minimal intervention and allowing team members to make decisions
 - (c) Strict adherence to rules and procedures
 - (d) Providing continuous feedback and close supervision
24. Which leadership style focuses on rewarding or punishing followers based on performance?
- (a) Transformational
 - (b) Democratic
 - (c) Transactional
 - (d) Servant
25. Which of the following is NOT a social skill important for effective leadership?
- (a) Active listening
 - (b) Empathy
 - (c) Technical expertise
 - (d) Effective communication

26. Effective leaders often use active listening to:

- (a) Give immediate solutions to problems
- (c) Dominate conversations

- (b) Avoid having to provide feedback
- (d) Understand and respond to the needs and concerns of their team members

27. Who proposed the theory of multiple intelligences?

- (a) Sigmund Freud
- (c) Albert Einstein

- (b) Howard Gardner
- (d) Daniel Goleman

28. Which of the following is NOT one of Gardner's multiple intelligences?

- (a) Linguistic
- (c) Emotional

- (b) Logical mathematical
- (d) Bodily kinesthetic

29. Interpersonal intelligence involves:

- (a) Understanding and managing one's own emotions
- (c) Solving mathematical problems

- (b) Understanding and interacting effectively with others
- (d) Analyzing musical compositions

30. Intrapersonal intelligence refers to:

- (a) The ability to understand others
- (c) The ability to communicate effectively

- (b) The ability to understand oneself, including one's own emotions and motivations
- (d) The ability to work with others

31. Which intelligence involves sensitivity to sounds, rhythms, and music?
- (a)Musical intelligence (b)Spatial intelligence
(c)Logical mathematical intelligence (d)Bodily kinesthetic intelligence
32. Emotional intelligence is primarily concerned with:
- (a)The ability to solve logical problems (b)The ability to recognize, understand, and manage our own emotions and the emotions of others
(c)Physical coordination and dexterity (d)The ability to create artistic expressions
33. Which of the following is a component of emotional intelligence?
- (a)Self awareness (b)Spatial awareness
(c)Verbal fluency (d)Mathematical reasoning

PART - B

(7 X 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) What is emotional intelligence, and how does it impact an individual's professional and personal life? Discuss its significance and provide examples of how working with emotional intelligence can lead to better outcomes in the workplace.
- [OR]
- (b) Define emotional competencies and explain the difference between personal competence and social competence. Provide examples for each.
35. (a) Discuss the concept of self-marketing and its importance in personal and professional development.
- [OR]
- (b) Discuss the concept of accurate self-assessment and its importance in personal and professional development. Provide examples of how accurate self-assessment can lead to enhanced self-confidence.
36. (a) Discuss the importance of developing a strong sense of self-worth and capabilities in fostering personal growth and resilience. Provide examples of how self-worth influences behavior and decision-making.
- [OR]
- (b) Discuss the importance of leadership traits such as teamwork and career planning in organizational success.
37. (a) How does trustworthiness influence the relationship between individuals and institutions?
- [OR]
- (b) How do adaptability and innovation contribute to organizational success?
38. (a) How can understanding others contribute to effective leadership?
- [OR]
- (b) How can effective communication skills contribute to successful conflict management in organizational settings?
39. (a) Describe the characteristics of transformational leadership and its impact on organizational culture.

[OR]

(b) What are the key differences between a group and a team, and how do these differences impact their objectives and performance?

40. (a) How does emotional intelligence contribute to employee motivation and involvement in the workplace?

[OR]

(b) How does emotional intelligence contribute to effective time management and stress management in the workplace?

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