(b) How inter-country differences affect human resource management?

(c) Discuss the advantages of business process outsourcing.

(d) Discuss the steps to be taken to conduct an interview.

4. Answer *any four* from the following questions. 10×4 = 40
(each within 500 words)

(a) Discuss the role of a human resource manager. Discuss the qualities that the human resource manager should possess. 5+5

(b) Differentiate between job analysis and job description. Discuss the importance of selection process in an organisation. 5+5

(c) How the attitude and behaviour of interviewers influence the interview process. Discuss the challenges of human resource management in the context of modern industrial world. 5+5

(d) Discuss the steps to be taken by a human resource manager in formulating human resource plan in a medium scale enterprise.

(e) Discuss the challenges faced by a human resource manager in the context of changing expectations of employees. Discuss the effects of globalisation on human resource management. 5+5

—— × ——