

An Empirical Study of Expatriate Expectations in IT/ITES Sector from Human Resource Management Perspective

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ABSTRACT

Human Resource professionals at multinational organizations need to integrate HR policies across all its centres in diverse countries so that overall organizational goals can be accomplished. The employees of IT/ITES sector in India are constantly interacting and traveling abroad for work related purposes. In this scenario, the role of HR becomes all the more challenging. The current study aims to understand the challenges and expectations of these expatriates from the HR system in terms of policies, procedures and framework.

Based on a questionnaire that was developed from the literature review, responses from 55 expatriate were taken from the IT/ITES sector. It was found that in order to be selected for the international assignment, a good job performance is a prerequisite. In most cases the home country manager did the appraisal review, in few cases, in consultation with the foreign one.

Keywords: Expatriate, IT/ITES, HR Policies, Culture, Performance Management