

Roll No.

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May, 2019

MBA (IB) - IV SEMESTER

**Cross Cultural Human Resource Management
(MBA/IBM215)**

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. Briefly explain the following :

- (a) Characteristics of culture. (1.5)
- (b) Expatriation. (1.5)
- (c) Cross cultural leadership. (1.5)
- (d) Techniques of international staffing. (1.5)
- (e) Strategy alignment for managing global business operations. (1.5)

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- (f) Hofstede's cultural dimensions. (1.5)
- (g) International reward systems. (1.5)
- (h) Culture implications for team building. (1.5)
- (i) Global human resource planning. (1.5)
- (j) Cross cultural negotiation. (1.5)

PART-B

- 2. (a) Explain the importance of cultural sensitivity. (7.5)
- (b) What is organizational culture? Explain its various dimensions. (7.5)

- 3. What are the trends and future challenges in IHRM? (15)

- 4. Explain the various elements and processes of communication across cultures. Also explain the barriers in cross cultural communication. (15)

- 5. (a) How a global organization can develop the values and behaviours necessary to build high-performance organization personnel? (7.5)
- (b) Explain the process of HR strategy formulation and implementation for managing global business operations. (7.5)

- 6. (a) What do you understand by cultural convergence and divergence? (7.5)
- (b) Explain the concept of global workforce training and development. What are the various challenges associated with it? (7.5)

- 7. Write short note on :
 - (a) Cultural background of business stake-holders. (7.5)
 - (b) Performance management in international organization. (7.5)