

**Roll No.**

**Total No. of Pages : 02**

**Total No. of Questions : 15**

**MBA (2012 & Onward) (Sem.-4)**

# INTERNATIONAL HUMAN RESOURCE MANAGEMENT

**Subject Code : MBA-967**

**Paper ID : [A2542]**

**Time : 3 Hrs.**

**Max. Marks : 60**

### INSTRUCTION TO CANDIDATES :

- 1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.**
- 2. SECTIONS-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.**
- 3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying EIGHT marks.**

## SECTION-A

1. Explain the term “Expatriate”.
2. Explain the Cross - Cultural Training process.
3. Explain the term Ethical Dilemma.
4. Define Culture and its impact on Organization.
5. Explain in brief managing and motivating Multi Culture Teams.
6. What do you mean by divergence of cultures?

## SECTION-B

## UNIT-I

7. Explain Hofstede's framework for understanding cultural diversity across nations.
8. Explain various Culture dimensions and impact of Cross-Culture on Organization.

## **UNIT-II**

9. Explain the significance of Shift in Culture and impact of Foreign Culture on the Shift in Local Culture.
10. Explain the role of effective communication for managing Culture.

## **UNIT-III**

11. Examine the need for cross-cultural training for a global organization and methods of expatriate training.
12. What is conflict? How conflicts can be resolved in multicultural business environment?

## **UNIT-IV**

13. Explain core ethical values and its impact in International Business.
14. Bring out major US National Culture Characteristics.

## **SECTION-C**

15. When a major international software developer needed to produce a new product quickly, the project manager assembled a team of employees from India and the United States. From the start, the team members could not agree on a delivery date for the project. The Americans thought the work could be done in two or three weeks; the Indians predicted it would take two or three months. The conflicts arise due to difference due to Indian team members who were reluctant to report the setbacks in the production process. This resulted in conflicts over delivery dates and communication gap among the team members. The project manager intervened resulting both teams have to rely on him for minute details. The manager became so bogged down from daily issues that project became stagnated and the teams never learned to work together effectively.

### **Questions :**

- (a) What mistakes did the project manager commit while constituting the team?
- (b) Which of the strategies do you recommend to bring team back on the track?
- (c) What is the cultural difference between US and India?