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Total No. of Pages : 02

Total No. of Questions : 15

MBA (2012 & Onwards) (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 in brief Cross cultural communication.
2. Explain in brief Cross cultural negotiation.
3. Explain in brief role of Manager in Cross cultural differences.
4. Explain in brief Cross culture Ethics.
5. Explain in brief role of Culture in Strategic Decision Making.
6. List the methods used to motivate multi cultural teams.

SECTION-B

UNIT-I

7. Explain the impact and significance of Culture on Organization.
8. Explain the Cultural and Behavioural differences in US and India.

UNIT-II

9. Explain the significance of Shift in Culture and various economic factors that impact the Shift in National Culture.
10. Explain the role of effective communication for international and cross-cultural management.

UNIT-III

11. Explain leadership implications in managing cultural diversity.
12. Explain the Culture Negotiation Process in India-Europe and India-US Setting.

UNIT-IV

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

SECTION-C

15. Case study :

Richard was 30 year old American sent by his Chicago-based company to set up a buying office in India. India's Ministry of Foreign Trade (MFT) had invited Richard's company to open this buying office because they knew it would promote exports, bring in badly-needed foreign exchange and provide manufacturing know-how to Indian factories. Richard opened his office in Delhi and met the government officials on regular basis. He found these meeting frustrating as bureaucrats kept him waiting for half an hour or more. The meetings were interrupted by phone calls, unannounced guests and clerks, taking half of the day's work of Richard. After three months Richard asked for transfer as he cited that he has the right to expect reasonable courteous treatment from the officials in the various ministries and agencies he had to deal with.

Questions :

- (a) Why is Richard not able to jell with local conditions?
- (b) If you were Richard, What would you do?
- (c) What is the cultural difference between US and India?