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Your Roll No.....

Sr. No. of Question Paper : 5718
Unique Paper code : 61017915
Name of the Paper : Cross Cultural human Resource Management
Name of the Course : **Bachelor of Management Studies (BMS),
2022 LOCF**
Semester : VI
Duration : 3 Hours
Maximum Marks : 75

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Question 1 is compulsory.
3. Attempt a total of 5 question
5. All questions carry equal marks.

Q 1. A firm has finished an important project concerning a new major route in Kenya long time ago. However, not all money has been paid by their customer (Kenya government). Therefore, the managing director (of subsidiary in Kenya) organized a meeting with the representative of the Kenya government. Actually, he is having difficult time in fixing a meeting with the authority over there. To his success, he got meeting scheduled for the next Friday at 10 am.

The meeting started and the representative was very polite and friendly. However, at the same time he also seemed to be quite nervous. Every few minutes the counterpart was either receiving the call or initiating the call himself. All phone conversations were carried out in the local language. Despite the interruptions, our managing director tried to explain the reason for his visit, the outstanding account balance. Of course, the government representative apologized for every interruption. However, after 15 minutes they were both extremely tense as the conversation did not advance at all.

Eventually, MD said that he was sorry as the counterpart was having so much to do and asked for another meeting the next Tuesday. Instantly, the government representative was relaxed and happily confirmed the new meeting. Now, he could finally concentrate on the preparation and organization of his big family meeting this weekend, which is typical for large Kenyan families.

P.T.O.

- a) Relate the described case situation to one of the cultural dimensions identified by Hofstede. Explain the dimension.
- b) How does your home nationals have behaved in similar situation in your home country? Would it be similar or different?

Q 2. "Strategic alliances have become modern day reality for business expansions across borders". With reference to the above statement, what is relevance of cross border mergers and acquisitions along with concerns and role of IHRM?

Q 3. Psychologist Frederick Herzberg developed the "two-factor theory" (also known as Herzberg's motivation-hygiene theory), which had concluded that there are certain factors at the workplace whose presence causes job satisfaction and there are a separate set of factors whose absence causes dissatisfaction. Is this theory of motivation same across countries? If not, how it would be different in the international context?

Q 4. What are expatriates and inpatriates? What are different approaches for their movement decisions? Is the situation of women different from general expatriates and inpatriates? If different, what are their specific needs?

Q 5. Write short notes on any two:

- (a) Work-life balance of expatriates
- (b) Approaches to international staffing
- (c) Employee contribution in organization in international context

Q 6. Workforce diversity and inclusion are part of the organization's purpose, goals, and strategies. All the industries have understood this reality. In India too, be it Coca-Cola, TCS, Infosys, Amazon, etc., have worked towards putting in place the diversity policies. Comment on the importance of workforce diversity and how the multi-national corporations are managing the same.