

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBAIHM)**

Term-End Examination

December, 2011

MHY-010 : INTER CULTURAL MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *All questions carry equal marks.*
(ii) *Attempt any five questions.*
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1. Explain in detail the Managing strategies on "Interdependence" in Intercultural environment. 20
2. For an intercultural organization, how can you assess : 10x2=20
 - (a) Political and Economical Environment.
 - (b) Legal Environment.
3. Explain in detail about the culture and Management styles around the world. 20
4. In an organization with employee of different culture, how you manage cross-cultural communication. 20

5. Managing Negotiation is always a hurdle for Intercultural organization. Discuss. 20
6. Explain in detail (*any two*) : . 10x2=20
- (a) Negotiation Process
 - (b) Decision Making
 - (c) Negotiation styles
7. Explain different steps in developing International and Global strategies in an organisation ? 20
8. Explain the importance of "Strategy Formulation" for an organization. How strategic formulation process flows in an organization ? 20
9. Discuss strategies for Managing effective monitoring system of an organisation-structure ? 20
10. Discuss in detail. 10x2=20
- (a) Control system for global operations.
 - (b) Emergent structural form of organisational structure.
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