

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

Term-End Examination

December, 2016

MHY-010 : INTERCULTURAL MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Explain how technological interventions are influencing Intercultural interdependence. **20**
2. Write notes on the following : **10x2=20**
 - (a) Ethics in Global Management
 - (b) Economic environment
3. Define Culture. How cultural values affect the working environment in an organisation ? **20**
4. What is communication process ? Discuss the role of intercultural communication within an organisation with examples. **20**
5. Describe decision making process in a multi-cultural MNC with examples. **20**

6. "Managing negotiations is a complex process in cross cultural organisations." Elaborate with examples. 20
7. Write notes on : 10x2=20
(a) Strategic Alliance
(b) Strategic Implementation
8. Explain various constraints while working out Labour Relation Systems in intercultural management system. Give examples. 20
9. "We get better training and development systems if selection process is global and multicultural." Illustrate with examples. 20
10. Write notes on : 10x2=20
(a) Emergent structural forms
(b) Compensating expatriates
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