

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: MAY - 2025
SEMESTER - IV

Sub.: Cross Cultural & Global Human Resource Management (MHRM404)

Date : 20/05/2025

Total Marks : 60

Time: 10.00am to 12.30pm

Instructions: 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

- Q. 1. Write Short notes on (Any Three) (15)**
1. Cultural awareness training
 2. Leadership styles
 3. Equal Employment Opportunity
 4. Global Staffing
 5. Corporate Culture
- Q. 2. Answer in detail (Any One) (10)**
1. Why is understanding different cultural levels important in international HR management?
 2. How can HR managers bridge cultural differences in a global workforce?
- Q. 3. Answer in detail (Any One) (10)**
1. Define conflict. What are some best practices for resolving conflicts arising from cultural differences?
 2. Define cultural diversity. What are the benefits of cultural diversity in the workplace?
- Q. 4. Answer in detail (Any One) (10)**
1. What is Cross-Cultural Leadership and why do we need it?
 2. Explain expatriate management. What are the key challenges faced by expatriate managers?
- Q. 5. Case study (15)**
- Jim, based in Cleveland, Ohio, brings over 25 years of experience in software development and is managing a team remotely in Pune, India. Despite the geographical distance, he's been closely collaborating with Aruna, a highly knowledgeable team leader who understands the intricacies of the new networking program they're developing together. While Jim contributes a wealth of experience and leadership, Aruna brings technical expertise and local team coordination.
- One week, as Jim reviews his recent work, he discovers that he made a mistake in the programming code. However, instead of being notified, he notices that Aruna had silently corrected the error without mentioning it to him. This leaves Jim puzzled—he values open communication and would have appreciated a

heads-up, not only to prevent future mistakes but also to avoid unnecessary delays. From his perspective, pointing out such issues is part of a healthy, transparent feedback loop and aligns with the Western value of direct communication and continuous learning.

Questions:

1. Should Aruna have informed Jim of his mistake? Why or why not?
 2. If Jim wants to be notified of his mistakes in the future, how should he proceed?
 3. According to you why did Aruna rectify Jim's mistake? Does she have any impact of culture on her?
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