

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2017/2018 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 309**

**COURSE TITLE: CROSS CULTURAL MANAGEMENT IN A GLOBAL ENVIROMENT**

**DATE: 22nd August 2018 TIME: 2.30 p.m. – 4.30 p.m.**

**INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory

Answer any other THREE questions

**1**. (a) Magnate Inc Ltd. a Kenyan based manufacturing concern has opened new branches in Rwanda. You have been appointed the Regional manager for that country tasked with the responsibility of setting up operations and ensuring that the company’s smooth operations in that country. You have been assigned a core team of 15 employees who shall help you establish operations there.

Highlight the possible challenges you may face managing across cultures in that country **(15 marks**)

(b) Enumerate the possible solutions to the challenges identified above. **(10 marks)**

**2.** (a)Identify Management Practices That Can Improve Employee Productivity.  **(10 marks)**

(b) Explain the meaning of comparative management practices

**(5 marks)**

**3.** (a) “Culture is the acquired knowledge that people use to anticipate events and interpret experiences for generating acceptable social & professional behaviors” Discuss **(10 marks)**

(b) State and briefly explain five important components of culture. **(5 marks)**

**4**. What are the important nonverbal cues related to the communication among cross-cultural teams?  **(15 marks)**

**5.** (a) State and explain the components of culture. **(10 marks)**

(b) Explain the meaning of management practices in the context of cross cultural management. **(5 marks)**