

**Roll No.**

**Total No. of Pages : 03**

**Total No. of Questions : 17**

MBA IB (2021 Batch) (Sem.-3)

# INTERNATIONAL MANAGEMENT

**Subject Code : MBAIB-304-18**

**M.Code : 77004**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTIONS TO CANDIDATES :**

1. **SECTION-A** contains **EIGHT** questions carrying **TWO** marks each and students has to attempt **ALL** questions.
2. **SECTION-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **TWELVE** marks.
4. Analyse the facts given in the case and answer the given questions.

## SECTION-A

- Q1. Hawthorne study.
- Q2. Logistics management.
- Q3. Knowledge outsourcing.
- Q4. Visa issues plaguing Indian IT companies.
- Q5. How do cross cultural variations impact processes of management?
- Q6. What do you understand by global competitiveness?
- Q7. Cross border migration.
- Q8. Training programmes for expatriate.

## SECTION-B

### UNIT-I

- Q9. What are the advantages and disadvantages to a MNC vis a vis domestic corporation?
- Q10. What challenges Indians manager face when there organisations are doing business globally?

### UNIT-II

- Q11. Write a detailed note on prevalent leadership styles across countries. What types of leadership styles are constructive for Indian organization? Discuss.
- Q12. Discuss with examples the ethical issues in light of technological advancements.

### UNIT-III

- Q13. What are the key cultural issues and their impact on management processes?
- Q14. What would you do as a project manager working in Indian culture having European bosses to avoid cultural clashes?

### UNIT-IV

- Q15. What are the key challenges posed by international competition?
- Q16. What would you do as HR manager to find and recruit talent internationally?

## SECTION-C

### Q17. Case Study :

In 2007 two important changes happened in Maruti one Shinzo Nakanishi the current MD of Maruti Suzuki took over the reins current MD of Maruti Suzuki Jagdish Khattar. RC Bhargava who was a director, was made chairmen. Two Maruti and the Indian Maruti are also become increasingly important of Suzuki Motors. On till date Maruti contributed more than half of the parent's profits. As Maruti's contribution to Suzuki has increased, the latter's tendency to control Indian operations has increased. It had an India chairmen but Bhargava was 78 years old. It does have many senior Indian executives who have been lifters at Maruti. Insiders who will speak on the condition of anonymity say the

Japanese voice counts and often tends to dominate crucial decisions. Indian and Japanese are far different there discipline, punctuality, employee connect are very different. They are some major points that are can't make connect with Indians.

From 4th to 17th of June 2011 around 2,000 young workers engaged in a wildcat sit-down strike at Maruti Suzuki factory in Manesar. It was a hard strike. The workers gave no notice to management, they stepped production completely and around 2,000 workers stayed inside the factory for nearly two weeks. The strike 'Postponed. the production of 13,200 cars and caused a loss of about 6 billion Rs. (133 million USD / 100 million Euro). Maruti Suzuki's June sales figures dropped by 23 percent, the sharpest fall in two and a half years. In July management announced to shift one production-line back from Manesar to Gurgaon plant. Workers continued the strike despite the police stationed within the factory premises and despite strike having been officially declared illegal by Haryana government on 10th of June.

**Questions :**

- a. Analyse the possible reasons and their solutions in management, which could have fueled the unrest.
- b. What kind of cross cultural variations do you think could have caused the above incident. How as a Indian manager with foreign bosses you could have kept such incidents at abeyance?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**