



HELSINKI UNIVERSITY OF TECHNOLOGY
Department of Industrial Engineering and Management
Laboratory of Work Psychology and Leadership

TU-53.1360 Cross-Cultural Management (3 credits)

EXAMINATION 18.12.2009

Please answer THREE (out of four) of the following questions. Please, write EACH answer to a SEPARATE sheet of paper i.e. you should return three sheets of paper. Remember to write down your name and student number on all of them.

To get maximum points per question, please connect your answers to the theory presented in the material.

- ①. Based on the articles and lectures explain the major reasons for difficulties encountered in cross-cultural communication. What can be done to overcome these difficulties? (8p.)
- ②. Describe the three basic organizational strategies for managing cultural differences. What aspects do these strategies have an implication on? What kind of implications? (8p.)
3. Discuss human resource management (HRM) issues from cultural point of view. How national cultures affect HRM practices? (8p.)
- ④. Please, evaluate your learning experiences from the course. Here are some questions that may help you: Did you get any new insights considering different cultures; did the contents of the course (group assignment, lectures, exam material) help you anyway to deal with or understand better people from other cultures? How did you feel about the contents and concepts introduced in the course? Points are given for the scope of answer (covering the contents of the course) and the depth of your analysis. (8p.)