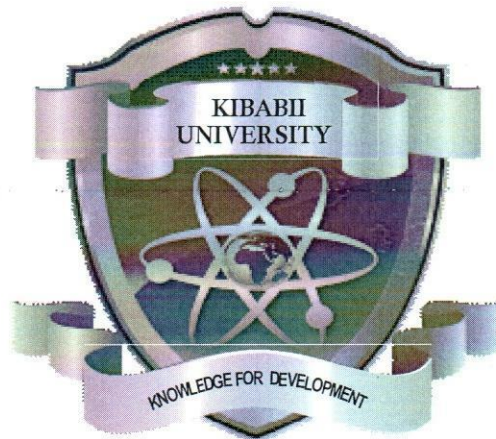


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR
THIRD YEAR SECOND SEMESTER
SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCH 361E
COURSE TITLE: CULTURE AND MANAGEMENT**

DATE: 18/11/2022

TIME: 8.00 – 10.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

- a) When we engage with people from around the world and with different backgrounds, we're exposed to different ideas and perspectives. Discuss the tips for successfully managing international teams (10 marks)
- b) Non-verbal barriers to intercultural communication can often pose greater problems than language barriers. Describe on ways to improve cross-cultural communication (10 marks)
- c) As a human resource officer describe on the ways you will use in creating an ethical organization culture (10 marks)

QUESTION TWO

- a) Trompenaars and Charles Hampden Turner developed a cultural model, that distinguishes cultural dimensions. Discuss Trompenaars Cultural Dimensions (10 marks)
- b) Describe how culture affects managerial approaches in an organizational setting (10 marks)

QUESTION THREE

- a) 'Leaders must understand the culture and recognize their responsibility in creating or changing it'. Elaborate this statement (10 marks)
- b) Explain the characteristics of innovative culture (10 marks)

QUESTION FOUR

- a) When the diversity in organisation is high ,employees develop shared identity in the organisational culture keeping aside their national culture unlike organisation with moderate diversity ".Discuss (10 marks)
- b) Culture helps in development of organizational commitment and consistency of employee's behaviour; this provides benefits to an organization. Describe the major drawback of culture (10 marks)

QUESTION FIVE

- a) Elaborate on the relationship between culture and strategy in an organization (10 marks)
- b) Today's workforce is made up of a very diverse population of individuals from every part of the world, which creates dynamic multiracial and multicultural organizations. Discuss the importance of cultural diversity (10 marks)