Multiple Choice Questions
[312 IB:]
[Cross Cultural Management and Global Leadership]

Unit I
Introduction to Cross-Cultural Management

Q.No	Question	Answer
1	**The concept of cross-cultural communication refers to:** A. Analyzing recipients culture to gain acceptance of information B. Transferring information across cultures C. Communicating information in depth and with style	**B**
2	**All of the following aspects can be lost in a translation that uses basic or simplified English except:** A. Cultural sensitivity B. Codified rules C. Nuances D. Style	**B**
3	**All of these are some of the objective elements of a culture, except:** All of these are some of the objective elements of a culture, except: A. Metaphors and word semantics B. Syntax and paragraph structure C. Reading habits and attitude D. Norms and values	**D**
4	**All of the following are some of the subjective aspects of a culture except:** A. Values B. Belief C. Language D. Attitude	**C**
5	**According to the author Warren, T. a translated text will be acceptable to users only if it:** A. Conveys all the subjective elements of the cultural group B. Transfers the society's legal, moral and religious systems C. Demonstrates cultural sensitivity	**C**
6	**Word semantics, metaphors, sentence and paragraph structure, syntax and context are all part of:** A. The linguistic features analyzed in any text before translation B. The subjective elements of culture affecting text translation C. The extra-linguistic features to be considered before translation	**A**
7	**According to Warren, T, the best definition of culture would be that one in which:** A. Ethical, moral, legal and religious features are considered B. Both objective and subjective elements of the cultural group are considered C. The elements that guide people through their daily lives are conveyed	**B**

8	**Reading habits and how people argue are aspects that are unnecessary to analyze when adapting a text to different cultures.** A. True B. False	**B**
9	**Localization can be defined as:** A. The process of adapting a product that has been previously translated into multiple languages to a specific country or region B. The process of analyzing the context of a text before translating it into multiple languages C. The planning and preparation stages of a product that is built by design to support for global markets	**A**
10	**It can be said that the process of localization is similar to the translation technique:** A. Equivalence B. Adaptation C. Modulation	**B**
11	**A major challenge in providing leadership to cross-cultural teams is that the team members may** a. in most part be looking to transfer to the United States. b. not be willing to work in different time zones. c. refuse to cooperate with a foreigner. d. have different attitudes toward hierarchy and authority.	**D**
12	**An organization must develop_____ training programmes creating conditions for development of a common organizational culture and climate.** a. Diverse b. Cross cultural c. Leadership d. Technical	**B**
13	**What is it that aims at developing and nurturing a common organizational culture and climate?** a. Human Resource Management b. Workforce Diversity Management c. Training d. Placement	**B**
14	**What is a mixture of people comprising of different caste creed educational background?** a. Population b. Cross Culture c. Diversity d. Network	**C**
15	**The focus of _____ culture is on the community and not individual differences.** a. Integration b. Unitary c. Diversity d. Acceptance	**B**
16	**A _____ culture reflects the broader culture is usually more successful.**	

	a. Mentoring b. Creativity c. Integration d. Corporate	**D**

17	**Diversity is viewed as an integral part of _____.**
	    a. Creativity
	    b. Strategic Planning
	    c. Brand Image
	    d. Team building
		B

18	**What is Culture?** a. A persons' ethnicity b. A persons' religion c. What is normal for a particular group of people d. The rules and regulations of a country	**C**

19	**_____ is the ability to think and act in ways that are new and novel.**
	    a. Creativity
	    b. Acceptance
	    c. Cross cultural
	    d. Mentoring
		A

20	To identify with a culture means what? a. You feel you have an understanding of the culture b. You were born into it c. You feel it is a part of who you are d. You are able to identify different cultures e. You have friends or family connected to the culture	**D**

Unit – II
Management in Diverse Cultures

Q. No	Question	Answer
1	**Managing culture and diversity is about:** a) Crisis & conflict management b) Creating an organizational environment that is inclusive and harmonious c) Improving performance in individuals and organizations d) All of the above	**B**
2	**Types of diversity that organizations need to manage are**: a) Race b) Language c) Culture d) All of the above	**D**
3	**Which of the following are reasons why organisations engage in managing culture and diversity:** a) To make employees feel inferior b) To become more flexible and to adapt to the changing environment c) To ensure fairness and inclusivity for all employees and stakeholders d) An organisation does not need to manage culture and diversity	**C**

4	**Which of the following statements best describes diversity management::** a) An analysis of the differences and similarities of the employees of the business b) Identification and removal of blockages within the organisation c) Improving the effectiveness of organisations & teams d) All of the above	**A**
5	**Diversity is made up of three levels of identity – they are:** a) Personal, social and organisational b) Social, practical and family c) Personal, interpersonal and intrapersonal d) Organisational, customer and stakeholder	**A**
6	**Which of the following are important to maintain during cross cultural communication:** a) Slow down b) Separate questions c) Avoid negative questions d) All of the above	**D**
7	**What is the correct term for "pictures in our heads" about other people?** a) Discrimination b) Prejudice c) Stereotype d) None of the above	**C**
8	**Which if the following are examples of prejudice?** a) Racism b) Sexism c) Ageism d) All of the above	**D**
9	**Organisational culture is made up of which of the following elements?** a) Observed behavioural regularities b) Norms c) Dominant values d) Philosophy e) Rules f) Climate g) All of the above	**G**
10	**When assessing your own organisation's culture, which of the following should not be considered?** a) Dominant characteristics b) Organisational Leadership c) Organisational glue d) Organisational "grapevine"	**D**
11	**Secondary dimensions of diversity include:** a) Work b) Education c) Income d) All of the above	**D**

12	**"Abusive, discriminatory, or exploitative behaviour towards people who have less power because of their lower rank in a particular hierarchy" describes which concept below?** a) Sexual harassment b) Rankism c) Ageism d) Powerism	**B**
13	**Which if the following terms illustrates sexist language?** a) Chairperson b) Manpower c) Secretary d) None of the above	**B**
14	**When putting together a diversity management strategy, you should::** a) Involve all stakeholders b) Analyse the similarities and differences c) Remain flexible d) Penetrate the organisational culture e) All of the above	**E**
15	**Is hugging and kissing someone as a form of greeting a type of sexual harassment?** a) Yes b) No	**B**
16	**Which of the following should not be the role of the diversity champion?** a) Facilitator b) Project Manager c) Educator d) Clown	**D**
17	**Which if the following is not a form of disability?** a) Physical b) Mental c) Visual d) Dress sense	**D**
18	**The primary purpose of the Employment Equity Act is to:** a) Eliminate unfair discrimination b) Ensure whites don't get jobs c) Protect the poor d) None of the above	**A**
19	**If an employer had more than how many employees, is it required to submit a report in the implementation of its Employment Equity Plan?** a) 25 b) 125 c) 50 d) 150	**D**
20	**The four types of generations that you will find in the workplace are:** a) Matures, Baby-boomers, X-ers and Millenials b) Dead wood, oldies, Gen-X and youth c) Matures, Retireds, Ex's and under 30's	**A**

	d) Nexters, Matures, X-ers and teens	

Unit –III
Business Dimensions of Culture

Q. No	Question	Answer
1	**The foundation for corporate culture are laid by _____** a. Corporate members b. Competitors c. Founders d. Industry standard	**C**
2	**An organization's _____ embraces the behavior, rituals and shared meaning held by employees that distinguishes the organization from all others.** a. External environment b. Culture c. Dominant culture d. Ethics	**B**
3	**Components of corporate culture includes _____** a. Vision and values b. Practices and people c. Narrative and place d. All of these	**D**
4	**Commitment, competence and consistency are three distinct characteristics that result in _____** a. Culture building b. Values c. Organizational socialization d. Attitudes	**A**
5	**Types of corporate culture are _____** a. Clan culture and Adhocracy culture b. Market culture and hierarchy culture c. Both (a) & (b) d. None of these	**C**
6	**The practices of a company for which it is accountable in relation to other parties is called _____** a. Social responsibility b. Code of Ethics c. Values d. Culture	**A**
7	**Culture needs to be kept alive by _____** a. Workers b. Salesman c. Top managers d. Human resource managers	**C**
8	**National culture is based on _____** a. Language	**C**

	b. The territory of the state c. The sense of belonging of a people d. The nation-state.	
9	**A low context culture is _____** a. A culture where much goes unsaid b. A culture in which communication is clear and direct c. A culture where ambiguity is the norm, and directness is avoided d. A culture in which body language and 'reading between the lines' are important	**B**
10	**Characteristics of organizational culture include all but which one of the following?** a. Common language, terminology and norms of behavior b. Sustainability policies c. Preference for formal or informal communication d. Rulebook of do's and don'ts for staff	**B**

11	**A list of corporate values posted on the wall in the reception area of an organization's headquarters would be classified by a culture researcher as an example of cultural:**
	   a. Values
	   b. Assumptions
	   c. Artifacts
	   d. Beliefs
		C

12	**Which one of the methods below is not typically used as an interpretative method for studying culture?**
	   a. Surveys
	   b. Grounded theory
	   c. Thick description
	   d. Ethnomethodology
		A

13	**According to Hofstede, national cultures such as Singapore, Hong Kong, and Sweden, in which people are more accepting of innovative ideas and eccentric or deviant behavior, are which of the following?**
	   a. High in uncertainty avoidance
	   b. Low in uncertainty avoidance
	   c. More masculine
	   d. High power distance
		B

14	**Which of the dimensions Hofstede used to define differences between national cultures refers to the degree to which members of a culture are expected to act independently of other members?**
	   a. Individualism
	   b. Power distance
	   c. Masculinity
	   d. Uncertainty avoidance
		A

15	**A cultural analysis of a company produces the list shown below. This list exemplifies which of Schein's levels of culture? Treat employees well and they will treat customers well. People want to have fun at work. Conformity detracts from our performance, diversity enhances it.**
	   a. Artifacts
	   b. Values
		B

	c. Norms d. Assumptions	
16	**According to Siehl and Martin, a subculture that supports the larger or dominant culture in an organization is referred to as:** a. Artifacts b. Values c. Norms d. Assumptions	**B**
17	**According to Hofstede's initial study, there are four dimensions of difference between national cultures. Which of the following is not one of the dimensions Hofstede studied?** a. Uncertainty avoidance b. Power distance c. Masculinity d. Paradoxically	**D**
18	**Seeing culture as a management tool is characteristic of which perspective?** a. Symbolic b. Postmodern c. Modernist d. Dramaturgic	**C**
19	**Which of the following is not a process of cultural dynamics in Hatch's (1993) model?** a. Symbolization b. Rationalization c. Interpretation d. Realization	**B**
20	**Postmodern studies of organizational culture invoke:** a. Thick description b. Cultural dynamics c. Dramaturgy d. Intertextuality	**D**

Unit-IV
Introduction to Global Leadership

Q. No	Question	Answer
1	**According to the Five Factor model, 'extraversion' as a personality type is characterized by what type of people?** a. Good natured b. Calm and self-confident c. Sensitive and curious d. Assertive and sociable	**C**
2	**What does situational theory of leadership emphasise?** a. Personality traits b. Events	**B**

	c. Environment d. Political situation	

3	**What do you call a style of leadership that takes account of others' views, opinions and ideas?**
	    a. Laissez-faire
	    b. People-oriented
	    c. Democratic
	    d. Autocratic
		A

4	**How can you describe the thinking and outlook of transformational leaders?**
	    a. Strategic
	    b. Operational
	    c. Functional
	    d. Developmental
		A

5	**Which one of the following is not one of the three components of cultural intelligence?** a. Cognitive CQ (head) b. Financial CQ (wallet) c. Physical CQ (body) d. Emotional/motivational	**B**
6	**To achieve a high level of cultural intelligence, your ____, ____, and ____ would have to work together smoothly.** a. head, body, heart b. hands, arms, feet c. eyes, eye brows, smile d. ears, eyes, hands	**A**
7	**If cultural norms do not give employees bonuses or commissions as a form of recognition, it means that the culture:** A. Encourages stability B. Is informal C. Is high on organizational loyalty D. Frowns upon individual rewards	**D**
8	**According to a cross-cultural study of differences in work values, _____ managers place a high value on deference to superiors, on company commitment and on the cautious use of aggressiveness and control.** A. U.S B. German C. French D. Japanese	**D**
9	**Identify common characteristics found between Australian and Indian managers.** A. Both are highly individualistic B. Both are highly pragmatic C. Both have high moral orientation D. Both strongly lay emphasis on competition and risk	**C**

10	An important cultural contrast between Arabs and Americans is that of emotion and logic. Arabs often act based on _____; in contrast, those in an Anglo culture are taught to act on _____. A. Emotion; logic B. Logic; emotion C. Reasoning; empathy D. Aptitude; excitement	A
11	The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates. a. Participative b. Delegative c. Authoritarian d. All of the above	D
12	You are a person with a high level of…………………………………..if you stand by your values even if others put pressure on you to do something that is wrong or if they make fun of you. (a) Communication (b) Cooperation (c) Honesty (d) Integrity	D
13	If you don't have …………………………………., you can really get in trouble for lying, cheating or deceiving others. (a) Communication (b) Cooperation (c) Honesty (d) Integrity	C
14	If you have ……………………………., you will be a trusted person because they will see that you are committed to your company. (a) Loyalty (b) Organizational Skills (c) Productivity (d) Respect	A
15	It is important to dress appropriately for work and have good personal hygiene including brushing teeth, wearing deodorant (but not strong perfume or cologne) and having neat hair. (a) Appearance (b) Attendance (c) Attitude (d) Respect	A
16	A written statement of policies and principles that guides the behaviour of all employees is called (a) code of ethics	A

Q. No	Question	Answer
	(b) word of ethics (c) ethical dilemma (d) None of the above	
17	**What is the classical view of management's social responsibility?** (a) To create specific environment in work place (b) To maximise profits (c) To protect and improve society's welfare (d) All of the above	**B**
18	**Which of these is a factor that affects ethical and unethical behaviour?** (a) Ethical dilemma (b) Diversity (c) Teamwork (d) Open communication	**A**
19	**Which of this is a second stage of moral development?** (a) Principled (b) Conventional (c) Pre conventional (d) None of the above	**B**
20	**The three major types of ethical issues include except?** (a) Communication issues (b) Systematic issues (c) Corporate issues (d) Individual issues	**A**

Unit – V
Global Team Management

Q. No	Question	Answer
1	**Teams typically outperform individuals when the tasks being completed _____.** a. require multiple skills b. require judgment c. require experience d. all of the above e. none of the above	**D**
2	**Which of the following helps explain the current popularity of teams? Team's _____.** a. are easier to manage b. are a way to better utilize employee talents c. are less expensive	**B**

	d. promote socialization e. are very efficient	
3	**Which of the following does not explain the current popularity of teams? Teams' _____.** a. outperform individuals when the tasks require multiple skills b. enable organizations to better utilize employee talents c. are a means to increase employee motivation d. allow employee independence in making operating decisions e. outperform individuals when the tasks require experience	**D**
4	**Teams generally have a(n) _____ impact on employee motivation.** a. inconsistent b. unknown c. positive d. discouraging e. neutral	**C**
5	**Which of the following qualities is not found in work groups?** a. energy b. enthusiasm c. synergy d. objectives e. security	**C**
6	**_____ results in a level of performance that is greater than the sum of the individual inputs.** a. Synergy b. Enthusiasm c. Energy d. Initiative e. Inversion	**A**
7	**_____ are work groups established by the organization that have designated work assignments and specific tasks.** A) Tasks groups B) Formal groups C) Informal groups D) Cross-functional groups	**B**
8	**Which type of team meets to discuss ways to improve quality, efficiency, and the work environment?** a. self-managed b. virtual c. problem-solving d. cross-functional e. committee	**C**
9	**Which of the following statements best characterizes the use of work teams?** a. Teams are unnecessary if an individual can do the job better. b. Teams are necessary for encouraging individuals to work independently. c. Within a company, teams perform best if they are structured similarly.	**A**

	d. Employees are usually responsible for suggesting that teams be created. e. In successful companies, teamwork is always preferable to individual work.	
10	**To provide teams with adequate resources, a company must supply which of the following?** a. proper equipment b. adequate staffing c. encouragement d. all the above e. none of the above	**D**

11	**Structural Diversity means _____**
	   a. Personal Value system
	   b. Market Segmentation
	   c. Organizational hierarchical levels
	   d. Individual differences
		C

12	**_____ is the ability to think and act in ways that are new and novel.**
	   a. Creativity
	   b. Acceptance
	   c. Cross cultural
	   d. Mentoring
		A

13	**_____ can increasingly help to remove visible and invisible barriers.**
	   a. Cross cultural
	   b. Integration
	   c. Technology
	   d. Communication
		C

14	**_____ are designed to encourage interactions between employees across departments and teams**
	   a. Training
	   b. Placement
	   c. Communication
	   d. Google Cafes
		D

15	**_____refers to arguments or disputes between two or more small groups within a larger group**
	   a. Rationalism
	   b. Plagiarism
	   c. Factionalism
	   d. Integration
		C

16	**_____ is a core benefit of multiculturalism that can benefit the workplace.**
	   a. Unitary
	   b. Creativity
	   c. Open mindedness
	   d. Integration
		C

17	**_____ is a term similar to diversity.**
	   a. Open
	   b. mindedness
		D

	c. Unitary d. Creativity e. Multiculturalism	
18	**Diversity is defined as the _____ between people.** a. Creativity b. Differences c. Factionalism d. Integration	**B**
19	**_____ are appointed to help assimilate new employees into the organizational culture.** a. Creators b. Trainers c. Mentors d. Open mindedness	**C**
20	**A _____ culture reflects the broader culture is usually more successful.** a. Mentoring b. Creativity c. Integration d. Corporate	**D**