

ADMISSION NUMBER											

School of Liberal Education

Master of Arts in Applied Psychology
Semester End Examination - May 2024

Duration : 180 Minutes
Max Marks : 100

Sem IV - PSY6038 - Managing Organizational Culture and Processes

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) Define the stages typically associated with culture shock? K1 (2)
- 2) Illustrate how do symbols, rituals, and stories contribute to the formation of a company's culture. K2 (4)
- 3) Explain the concept of "interacting spheres" within organizational culture. K2 (6)
- 4) Identify how can cultural awareness and sensitivity contribute to successful outcomes in cross-cultural negotiations. K3 (9)
- 5) Construct tips for building rapport and establishing trust with counterparts from different cultural backgrounds. K3 (9)
- 6) Explain the importance of self-assessment in evaluating one's Cultural Quotient (CQ)? K5 (10)
- 7) Analyse the consequences of poor communication practices within organizations. K4 (12)
- 8) Decide the benefits and limitations of self-assessment in measuring Cultural Intelligence? K5 (15)
- 9) Explain how can self-assessment results inform personal development plans and cultural competence training programs. K5 (15)
- 10) Discuss the organizations balance the use of technology with face-to-face communication to maintain interpersonal relationships and cultural nuances. K6 (18)