GENERAL DIRECTIONS

- All the questions are compulsory and must be answered.
- Double answers will not carry any marks.
- Use pen only for writing answers.
- Observe correct spelling.

Advanced Diploma Level

Date & Day | Time | 09:00 AM – 11:00 AM
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<table>
<thead>
<tr>
<th>Type of Questions</th>
<th>Allocated Marks</th>
<th>Secured Marks</th>
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<tbody>
<tr>
<td>I. Multiple Choice</td>
<td>8 X 1 mark = 08</td>
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<tr>
<td>II. Identification</td>
<td>6 X 1 mark = 06</td>
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<td>III. True or False</td>
<td>6 X 1 mark = 06</td>
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<tr>
<td>IV. Descriptive Answer</td>
<td>4 X 4 marks = 16</td>
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<tr>
<td>V. Analytical</td>
<td>2 X 7 marks = 14</td>
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<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
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TOTAL SECURED MARKS IN WORDS

Marked by :

Signature :

Date :

Verified by :

Signature :

Date :
I. MULTIPLE CHOICE  
(8 x 1 mark = 8 marks)  
Choose the most appropriate answer by darkening the letter-box at the right side.

1. Which is NOT considered a core dimension of diversity?
   A. Age  
   B. Gender  
   C. Weight  
   D. Ethnicity

2. Caste system is a major issue in
   A. Switzerland  
   B. India  
   C. South Africa  
   D. Northern island

3. Following are dimensions of workforce diversity, except
   A. Affirmative action  
   B. Union status  
   C. Religion  
   D. Ethnic Background

4. After successfully completing a cross cultural communication skills program in understanding__________________ , a worker will be able to realize the differences in his own culture.
   A. Speaking skills  
   B. Listening skills  
   C. Observation  
   D. Patience

5. Assuming that you wanted to complete a business deal with a Japanese American, which of the following would be an effective strategy?
   A. Don’t be concerned about building a relationship  
   B. Be concerned about making an informal relationship  
   C. Be conscious of time and rush to get started  
   D. Be specific in your conversation
6. Which statement is an example of covert discrimination?
   A. Dismissing a woman because she is pregnant
   B. A Mexican manager of MNC hiring his own race
   C. Sexual harassment
   D. Native Americans are encouraged to apply for jobs

7. What could be the best diversity approach for an organization to make a common culture for all of its employees?
   A. The golden rule approach
   B. Assimilation approach
   C. Writing the wrongs approach
   D. Culture specific approach

8. Keep an open mind toward others who are different from you. Remember that not everyone sees things the same way you do. This is the definition of which step in dealing with diversity?
   A. Act as a force for change
   B. Learn how others want you to treat them
   C. Be assertive
   D. Understand and respect individual differences

(Suggested Time: 12 minutes)

II. IDENTIFICATION (6 x 1 mark = 6 marks)
   Identify the statements with suitable word/words. Marks will be reduced for spelling mistakes.

1. A model of diversity management used to maximize organizational members of different ethnic backgrounds is called
   ________________________________________

2. The primary goal of this approach will make the company seen as a benchmark in dealing with diversity programs.
   ________________________________________

3. A work environment in which differences are acknowledged is termed as
   ________________________________________
4. A major initiative of US in handling Occupational Diversity in 1990s is
________________________________________

5. A popular psychologist who discovered four categories of personality types
________________________________________

6. The common terminology used for the unified collections of computer hardware and software that track the essential data of a business' daily performance.
________________________________________

(Suggested Time: 12 minutes)

III. TRUE OR FALSE (6 x 1 mark = 6 marks)
(Encircle the word TRUE if the statement is correct and the word FALSE if the statement is wrong)

1. Equal employment opportunity prohibits discrimination against only minority groups.
   TRUE FALSE

2. In virtual work, employees rely on information technology to perform jobs away from the traditional workplace.
   TRUE FALSE

3. People of Eastern countries prefer written exchange to resolve conflicts.
   TRUE FALSE

4. Different cultures express degrees of agreement and disagreement in a variety of ways, such that the word “yes” may not carry the same meaning in another country.
   TRUE FALSE

5. Eye contact while communicating is a sign of strength and honesty to Americans.
   TRUE FALSE

6. Newly established companies are tuned to change their culture much easier than long established companies.
   TRUE FALSE
IV. DESCRIPTIVE ANSWER  
(4 x 4 marks = 16 marks)  
Answer in short and clear statements. Limit your ideas/points as required in each question. Excess answer(s) will not earn any mark.

1. Why demand and supply of labor in international labor market is imbalanced? Suggest appropriate solution to balance it.  
(4 marks)
2. “Invisible disabilities are worse diversity factor than visible disabilities”. Justify your answer with four reasons. (4 marks)

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3. As a proactive manager of diverse company, how do you transform cross cultural differences into opportunities? Suggest at least three ways to support the answer in your own words.

(4 marks)

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4. Why workforce has to be internationalized? Explain your answer in four major points. (4 marks)

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V. Analytical Questions (2 x 7 marks = 14 marks)

1. Read the issues carefully and answer the requirements:

   Workplace Discrimination (1+6=7 Marks)

   a) Mr. Alex is an Asian man who works in the marketing department of a Multi-National Corporation. He has worked for the organization for 5 years, and is very good at his job. His performance assessment has been excellent. However, he has been not given promotion three times.

   b) Ms. Badriya is a manager of a large departmental store. While on the maternity leave she made a request to work shorter hours on her return. Her request was not accepted by management, and as a result she has decided not to return to work.

Requirements:
1. Categorize each issue
2. Explain how each of these issues could be addressed.

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(Suggested Time: 40 minutes)
2. “Culture of one country varies from another” Explain the statement with the support of four (4) basic patterns of cultural differences with appropriate examples. (4+3=7 marks)

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