

Duration: 2.5 hours

Marks: 75

Note: 1) All Question are compulsory subject to internal choice.

2) Figures to the right indicate full marks.

Q.1) A) State whether the following statements are True or False: (Any Eight) (8 MARKS)

1. Diverse professionals are in low demand.
2. Employee diversity helps to capture new clients and tap global opportunities.
3. Companies with diverse workforce build goodwill in the society.
4. Diversity and inclusion leadership is challenged to support the workforce externally.
5. Outsourcing is considered as an option in many organizations.
6. The mentees are educated through innovative development programmes.
7. Workforce diversity consists only of primary dimensions.
8. Culture is a complex of race, religion, language, social traditions and values etc.
9. To manage diversified workforce is a big challenge for any organization.
10. Promoting a multicultural work environment is a legal obligation only.

Q.1) B) Multiple choice questions: (Any Seven) (7 MARKS)

1. Multicultural workforces are found to be more _____.
a) Creative b) Innovative c) Diverse d) Productive
2. _____ is multidimensional.
a) Complex b) Dynamic c) Diversity d) Heterogeneous
3. An organisation with diverse culture are in a position to innovate _____.
a) Slowly b) quickly c) moderately d) all of the above
4. Diversity refers to _____ between people.
a) Similarities b) Interactions c) Differences d) Uniformity
5. Diversity _____ spoils the company's image.
a) turnover b) attrition c) retention d) Morale
6. Age, education, gender etc are all _____ of workforce diversity.
a) Types b) Dimensions c) Characteristics d) Benefits
7. _____ activities include strategic games, sharing stories and experience, role play.
a) Stress management b) Team building c) Conflict resolution d) Time management
8. _____ refers to arguments or disputes between two or more small groups from within a larger group.
a) Intragroup conflict b) Interpersonal conflict c) Factionalism d) organizational conflict
9. Attitude is a part of _____ diversity.
a) Workforce b) behavioural c) structural d) Business
10. Workforce diversity is seen as _____ to achieve organisational goals.
a) Obstacle b) Opportunity c) Burden d) Limitation

- Q.2** A. Explain in brief the positive effects of workforce diversity in the organization. (8 MARKS)
B. What are the limitations of having a diverse workforce? (7 MARKS)
OR
C. Explain the key dimensions of workforce diversity. (8 MARKS)
D. Discuss the importance of workforce diversity. (7 MARKS)
- Q.3** A. Discuss essentials of retaining diverse workforce. (8 MARKS)
B. What role does a recruiter play in hiring a diverse workforce? (7 MARKS)
OR
C. Explain the interface between workforce diversity and HRM functions. (8 MARKS)
D. "Workforce Diversity is a Determinant of Sustainable Competitive Advantage"
Do you agree? Justify. (7 MARKS)
- Q.4** A. Explain the concept of diversity management programmes and suggest steps for their development. (8 MARKS)
B. Suggest techniques of managing diversity at workplace. (7 MARKS)
OR
C. Discuss the key approaches adopted in diversity management systems. (8 MARKS)
D. Write a detailed note on Corporate culture and Diversity at workplace. (7 MARKS)
- Q.5** A. Discuss in brief the recent trends of workforce diversity. (8 MARKS)
B. Explain the limitations of multi-culturalism in the workplace. (7 MARKS)
OR
Q.5 C. Write short note on (Any 3) (15 MARKS)
1. Differentiate between Diversity and Multi-culturalism.
2. Advantages of having a Diverse workforce.
3. Workforce diversity - key to organizational performance.
4. Workplace inclusion strategies through corporate leadership.
5. Role of Technology in handling workforce diversity.
