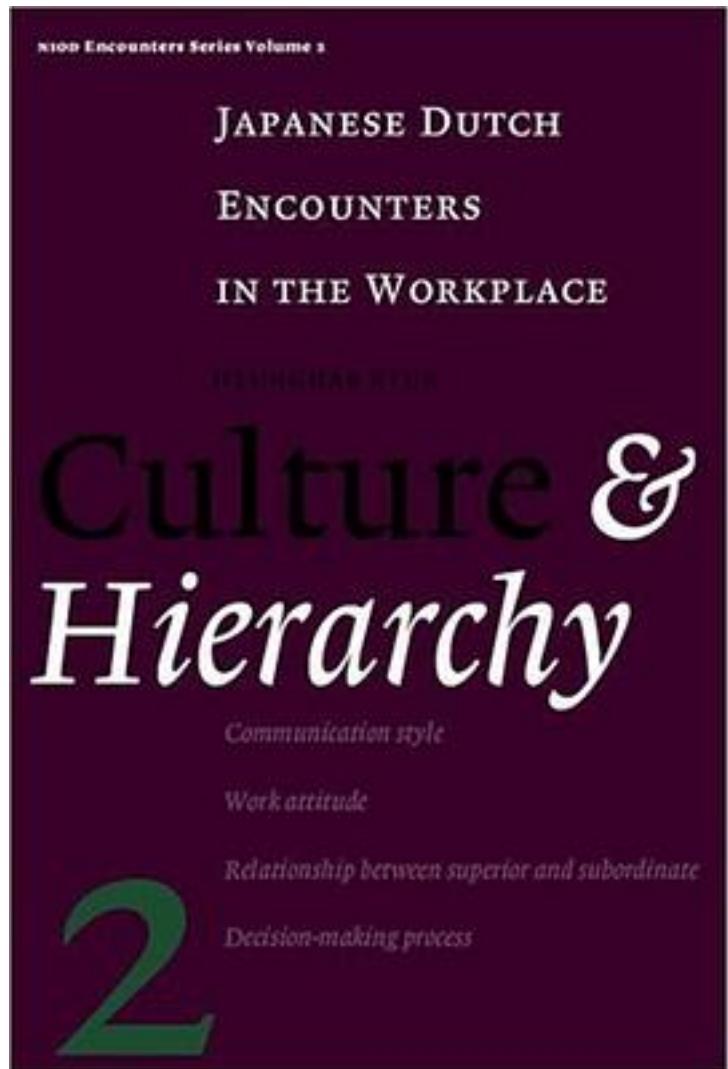


# Culture & Hierarchy



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At the European Head Office of a well-known Japanese multinational in the Netherlands, western pop music mingles softly with the sound of a waterfall as it cascades between bonsai trees in the glass-walled entrance hall. Does this idyllic scenery, emanating a well-balanced harmony between East and West, reflect the rest of the organization and the feelings of its staff members? How do the Japanese expatriates and the Dutch natives experience their encounters? How do they perceive and deal with the cultural differences in their working relationships? This informative case study of cross-cultural encounters within a medium-sized enterprise directed from Japan offers clear insights into Japanese and Dutch working styles by focusing on communication style, work attitude, relationship between superior and subordinate, and the decision-making process.

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