

**SULIT**



**KEMENTERIAN PENDIDIKAN TINGGI  
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI**

**BAHAGIAN PEPERIKSAAN DAN PENILAIAN  
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI  
KEMENTERIAN PENDIDIKAN TINGGI**

**JABATAN PERDAGANGAN**

**PEPERIKSAAN AKHIR**

**SESI II : 2022/2023**

**DPP50103: INTERNATIONAL MANAGEMENT**

**TARIKH : 06 JUN 2023**

**MASA : 11.15 PG – 1.15 PTG (2 JAM)**

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Kertas ini mengandungi **TIGA (3)** halaman bercetak.

Esei (4 soalan)

Dokumen sokongan yang disertakan : Tiada

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**JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN**

(CLO yang tertera hanya sebagai rujukan)

**SULIT**

**SECTION A: 100 MARKS****INSTRUCTION:**

This section consists of **FOUR (4)** essay questions. Answer **ALL** questions.

**QUESTION 1**

Mr Khan is an Indian expatriate who has been living in Kuala Lumpur, Malaysia since 2020

The following questions are based on the statement above:

- CLO1  
C1 (a) Define international management with an appropriate example. [5 marks]
- CLO1  
C2 (b) Explain **FIVE (5)** challenges Mr. Khan faced as an expatriate. [10 marks]
- CLO1  
C3 (c) Write any **TWO (2)** basic sources of human resources. [10 marks]

**QUESTION 2**

- CLO1  
C2 (a) Interpret any **TWO (2)** Hofstede's Cultural Dimensions in the context of Japanese culture. [10 marks]
- CLO1  
C3 (b) Most MNCs have a cultural strategic predisposition towards doing things in a particular way. Write any **THREE (3)** of these strategic predispositions. [15 marks]

**QUESTION 3**

- CLO1  
C2 (a) Explain the concept of glocal in international management. [5 marks]
- CLO1  
C3 (b) Write **FOUR (4)** problems associated with diversity. [10 marks]
- CLO1  
C4 (c) As one of the trainers who is also an expert in cultural differences among countries, you have been asked to give cross-cultural training to one of the multinationals firm, Lotus's Malaysia. Determine **FOUR (4)** verbal communication styles in international management. [10 marks]

**QUESTION 4**

You are a producer of local fruit, durian. Due to the increased demand for durian in China, you would like to expand your product market to China. Before meeting your potential business partner from China, you are required to construct your negotiation plan.

- CLO3  
C3 (a) Write about any **TWO (2)** types of negotiation in international management. [10 marks]
- CLO3  
C4 (b) In order to make your negotiation successful, determine **THREE (3)** tactics that you might use during the negotiation. [15 marks]

**END OF QUESTIONS**