

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 I : 2023/2024

DPP50103: INTERNATIONAL MANAGEMENT

TARIKH : 19 DISEMBER 2023

MASA : 8.30 AM – 10.30 AM (2 JAM)

Kertas ini mengandungi **EMPAT (4)** halaman bercetak.

Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

INSTRUCTION:

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

QUESTION 1

In the bustling heart of Bangkok, where the scent of street food mingles with the vibrant colors of bustling markets, lives Mark Thompson, an adventurous American expatriate who embarked on a transformative journey by moving to Thailand. Leaving behind the comforts of his hometown in California, Mark's story encapsulates the profound experiences and challenges faced by expats who choose to work and live in the Land of Smiles.

The following questions are based on the statement above:

- CLO1 (a) List **FIVE (5)** challenges faced by Mark as an expatriate in Bangkok. [5 marks]
- CLO1 (b) Appointing an expatriate to work in another country can bring several advantages to a company when considering the need to bridge cultural and operational gaps. Discuss **FOUR (4)** advantages of appointing an expatriate. [10 marks]
- CLO1 (c) Selecting the right candidates for international assignments is a critical process for multinational companies. Write any **TWO (2)** key selection criteria that Human Resource professionals typically consider when choosing candidates for international assignments. [10 marks]

QUESTION 2

CLO1 (a) Hofstede's Cultural Dimensions theory is a framework developed by Dutch social psychologist Geert Hofstede to help understand and compare cultural differences between countries. Elaborate any **FOUR (4)** of the dimensions using South Korea as an example.

[10 marks]

CLO1 (b) Managers in different cultural contexts often exhibit distinct managerial styles influenced by their respective cultural norms and values. Prepare details information on any **THREE (3)** differences between US managers and Japanese managers.

[15 marks]

QUESTION 3

CLO1 (a) Explain the terms below:
i) Domestic multiculturalism

[2.5 marks]

ii) Group multiculturalism

[2.5 marks]

CLO1 (b) An organisation's culture can also evolve in response to internal and external factors. Write any **TWO (2)** types of organisational culture.

[10 marks]

CLO1 (c) As a Human Resource professional trainer, you have been tasked with providing cross-cultural training to a multinational corporation, National Petroleum Limited (PETRONAS). Determine **FOUR (4)** verbal communication styles in international management.

[10 marks]

QUESTION 4

- CLO1 (a) Negotiation styles can vary significantly across countries due to cultural, historical, and social factors. Prepare details of any **TWO (2)** elements regarding negotiation styles across countries.

[10 marks]

- CLO1 (b) International negotiation involves a variety of tactics and strategies to achieve favorable outcomes. You have been selected by your company as a negotiator to discuss with the Arabs in order to enter the Saudi Arabian market. Find out **THREE (3)** most common tactics in this international negotiation.

[15 marks]

END OF QUESTION