

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 : 2024/2025

DPP50103: INTERNATIONAL MANAGEMENT

TARIKH : 4 DISEMBER 2024

MASA : 11.30 PAGI - 1.30 PETANG (2 JAM)

Kertas ini mengandungi **TIGA (3)** 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)** structure questions. Answer **ALL** questions.

QUESTION 1

- CLO1 (a) Describe the terms below with the relevant example(s):
- i. International management [2.5 marks]
 - ii. Expatriate [2.5 marks]
- CLO1 (b) Based on typical international human resources practices, the selection criteria for human resources generally include several aspects. Explain any **FIVE (5)** criteria for international human resources. [10 marks]
- CLO1 (c) Being an expatriate comes with several unique challenges that can affect both personal and professional life. Discuss any **TWO (2)** challenges of being an expatriate. [10 marks]

QUESTION 2

- CLO1 (a) Trompenaars' Model consists of seven cultural dimensions that can help explain variations in how people from different cultures approach situations and interact with each other. Explain any **TWO (2)** of Trompenaar's Cultural Dimensions. [10 marks]
- CLO1 (b) Strategic predisposition refers to a company's tendency to view and respond to cultural differences in its international operations. Examine **THREE (3)** types of cultural strategic predispositions that companies can adopt with relevant example(s). [15 marks]

QUESTION 3

CLO2

(a) Explain the corporate culture below with relevant example(s):

i) Family culture

[2.5 marks]

ii) Eiffel Tower Culture

[2.5 marks]

CLO2

(b) Diversity offers numerous advantages across various aspects of life, including organization. Write any **TWO (2)** benefits of diversity at the workplace.

[10 marks]

CLO2

(c) GlobalTech Solutions is a multinational technology company working on a crucial international project. However, inefficient communication among employees is hindering progress and causing misunderstandings. As an HR manager, determine **TWO (2)** ways to enhance communication effectiveness in international management.

[10 marks]

QUESTION 4

CLO1

(a) Negotiation is the process of reaching an agreement between parties with differing interests and preferences. Share **FOUR (4)** differences between distributive negotiation and integrative negotiation

[10 marks]

CLO1

(b) A Chinese technology company specialising in smart home devices and a European manufacturer of electronic components are considering a partnership to develop and distribute a new line of smart appliances. Determine **FIVE (5)** steps of the negotiation process involved to reach a mutually beneficial agreement.

[15 marks]

END OF QUESTION