

**SULIT**



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

**JABATAN PERDAGANGAN**

**PEPERIKSAAN AKHIR**

**SESI I : 2022/2023**

**DPP50103: INTERNATIONAL MANAGEMENT**

**TARIKH : 19 DISEMBER 2022**

**MASA : 2.30 PM HINGGA 4.30 PM (2 JAM)**

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

Bahagian A: Esei (4 soalan)

Dokumen sokongan yang disertakan : Kertas Graf, Formula dsb / 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**

- CLO1  
C1 (a) Describe international management in multinational business operations. [5 marks]
- CLO1  
C2 (b) There are many criteria on the selection of human resources among expatriate for an organisation. Elaborate **FOUR (4)** of the criteria for better understanding. [10 marks]
- CLO1  
C3 (c) Complete the table regarding the sources of human resources from the Host Country National and Third Country National.

| Sources                   | Nationality | An example |
|---------------------------|-------------|------------|
| Host Country<br>National  |             |            |
| Third Country<br>National |             |            |

[10 marks]

**QUESTION 2**CLO1  
C2

- (a) Elaborate the meaning of parochialism and simplifications with an example.

[10 marks]

CLO1  
C3

- (b) Show the business culture of these two countries:

- (i) Europe
- (ii) South America

[15 marks]

**QUESTION 3**CLO1  
C2

- (a) Elaborate organisational culture by organisational culture theorist, Edgar Schein.

[5 marks]

CLO1  
C3

- (b) There are several ways of examining multiculturalism and diversity in the international management arena such as Group Multiculturalism. Write up **FOUR (4)** of the most common diverse groups that can be categorized.

[10 marks]

CLO1  
C4

- (c) Analyze the verbal communication style in international management that shows the high and low context culture in these two styles:

- (i) Indirect vs Direct Styles
- (ii) Affective vs Instrumental Styles.

[10 marks]

**QUESTION 4**CLO1  
C3

- (a) Write about the cultural differences in international management negotiation.

[10 marks]

- (b) Explore the specific tactics used in international negotiation.

CLO1  
C4

[15 marks]

**SOALAN TAMAT**