

**FACULTY OF BUSINESS**

**FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

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Course Code & Name : **MGT5233 NEGOTIATION**

Semester & Year : May – August 2020

Lecturer/Examiner : Dr. Akram Al-Khaled

Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of one part:  
**PART A (100 marks) : Answer only FIVE (5) essay questions out of 6 questions given. Answers are to be written in the Answer Booklet provided.**
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

**PART A : ESSAY QUESTIONS (100 MARKS)**

**INSTRUCTION(S)** : Answer **ONLY FIVE (5)** questions. Write your answers on the Answer Booklet(s) provided.

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**Question 1**

Nowadays, cultural differences can impact the trajectory of business negotiations. It is all about communication and comprehending the customs of different cultures. In light of this, negotiators should be aware of cross-cultural barriers when negotiating with their foreign counterparts. As a negotiator, propose **FOUR (4)** strategies of overcoming cultural obstacles in international negotiations.

(20 marks)

**Question 2**

Workplace conflicts are the disagreements that occur in the work environments that can be either productive or unproductive depending on their impact on the overall performance of an organization. As a manager, propose **FIVE (5)** strategies to manage workplace conflict using relevant examples.

(20 marks)

**Question 3**

Negotiation is an art that has been used to settle disputes for many years to-date. Assess how ethical negotiations could create win-win approaches in business dealing. Provide a relevant example to support your answer.

(20 marks)

**Question 4**

In negotiations, making concessions and reciprocating can lead to great deals. Analyze the significance of reciprocating (or not reciprocating) concessions throughout a negotiation process.

(20 marks)

### Question 5

Debate the following statement “Integrative bargaining produces more satisfactory outcomes than distributive bargaining, for all parties involved in workplace negotiations.”

(20 marks)

### Question 6

When dealing with typical hardball tactics in a negotiation, there are several choices about how to respond to it. Examine **FOUR (4)** relevant techniques of countering hardball negotiation tactics.

(20 marks)

**END OF EXAM PAPER**