



**FACULTY OF BUSINESS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1334 CROSS CULTURE MANAGEMENT**  
Semester & Year : January – April 2020  
Lecturer/Examiner : Chris Ong  
Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.  
PART B (75 marks) : FIVE (5) short questions. 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.

**Total Number of pages = 6 (Including the cover page)**

**PART B : SHORT ANSWER QUESTIONS (75 MARKS)**

**INSTRUCTION (S)** : Answers all **FIVE (5)** questions.

Write your answers in the Answer Booklet (s) provided.

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1. Comments on the different viewpoints on leadership based on the countries as below stated:
  - a. Americans
  - b. Dutch
  - c. Arabs
  - d. Malaysians
  - e. French

(15 marks)
  
2. Discuss the **FIVE (5)** Human Resource Manager roles so much more complex and important in the International context. Provide relevant examples to support your answer.

(15 marks)
  
3. Explain **THREE (E)** categories of comparison value systems of societies. Provide relevant examples to support your answer.

(15 marks)
  
4. You are required to explain **FIVE (5)** profiles of Italian to be a successful negotiator. Provide relevant examples to support your answer.

(15 marks)
  
5. The different states of India have different official languages but some of them is not recognize by the central government. Some states have more than one official language. Hence, Indian society is very rich in culture. You are required to explain **THREE (3)** dining etiquette and customs in India to have good chance to close the business deal. Provide relevant examples to support your answer.

(15 marks)

END OF EXAM PAPER