TRƯỜNG ĐẠI HỌC VĂN LANG

**KHOA: NGOẠI NGỮ**

**ĐỀ THI VÀ ĐÁP ÁN ĐỀ THI KẾT THÚC HỌC PHẦN (LẦN 1)**

**Học kỳ 3, năm học 2021 - 2022**

Mã học phần: DNN0550

Tên học phần: Business Culture (Văn hóa thương mại)

Mã nhóm lớp học phần: 213\_DNN0550

Thời gian làm bài (phút/ngày): 60 phút

Hình thức thi: **Trắc nghiệm kết hợp tự luận**

**Cách thức nộp bài phần tự luận (Giảng viên ghi rõ yêu cầu):**

***Gợi ý:***

- SV gõ trực tiếp trên khung trả lời của hệ thống thi

**PHẦN TRẮC NGHIỆM (3 điểm)**

**PART 1. VOCABULARY**

**Choose the correct word to fill in the blank in each sentence. (3 marks-10 questions/ 0.3 marks- each question)**

**The term which refers to the mixing of the ideas of different groups of people, which often produces a better result is\_\_\_\_\_\_\_\_\_.**

**A**. cross-fertilization

**B.** cross-culture

**C.** cross-border

**D.** cross-value

ANSWER: A

**Having a presence in a market is the best way to \_\_\_\_\_\_\_\_\_\_\_\_ it fully.**

**A.** exploit

**B.** deposit

**C.** establish

**D.** sort out

ANSWER: A

**The tendency to be original, creative and curious refers to the personal traits of \_\_\_\_\_\_\_\_\_\_\_\_\_.**

**A.** openness to new experiences

**B.** emotional balance

**C.** agreeableness

**D.** conscientiousness

ANSWER: A

**The workers who are reliable, well-organised, self-disciplined and careful belong to the group of\_\_\_\_\_\_\_.**

**A.** conscientiousness

**B**. openness to new experiences

**C.** agreeableness

**D.** emotional balance

ANSWER: A

**If you are sociable, friendly, fun-loving and talkative, you are \_\_\_\_\_\_\_\_\_\_\_\_\_.**

**A**. extroversion

**B.** agreeableness

**C**. conscientiousness

**D.** introversion

ANSWER: A

**Those who tend to be good-natured, sympathetic, forgiving and helpful to others are classified into\_\_\_\_\_\_\_\_\_\_\_\_.**

**A.** agreeableness

**B.** kindness

**C.** introversion

**D.** emotional balance

ANSWER: A

**In Asian cultures, group \_\_\_\_\_ is important, so people do not openly disagree with each other.**

**A.** harmony

**B.** effort

**C.** interaction

**D.** expectation

ANSWER: A

**We all have \_\_\_\_\_ and make assumptions about how people will behave before we meet them.**

**A.** expectations

**B**. interactions

**C.** efforts

**D.** communications

ANSWER: A

**If people really don't want to do what you suggest, then your ideas will probably be \_\_\_\_\_\_\_\_\_.**

**A**. met with resistance

**B.** come across

**C**. abrupt

**D.** non-caring

ANSWER: A

**An invented word combining worldwide and regional concerns is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**A.** glocalization

**B.** collectivist

**C.** connections

**D.** intuition

ANSWER: A

**PHẦN TỰ LUẬN (7 điểm)**

**PART 2. READING COMPREHENSION (3 marks-10 questions/ 0.3 marks-each question)**

**READ THE FOLLOWING PASSAGE AND ANSWER THE QUESTIONS**

**Section A: Questions 1 - 4**

Read the text about **‘Why it pays to put the workers in the picture’**, and answer questions.

Look through the whole article and put these paragraph headings into the correct order.

**Why it pays to put the workers in the picture**

*Alicia Clegg*

When workplace disputes flare up, the blame is often laid on a break­down in communication. Talking may not always resolve disagreements, but withholding management plans until the last moment can certainly make a difficult situation worse. From 6th April 2005, UK employees gain the legal right to know about, and be consulted on, matters that affect them at work. This covers anything from the economic health of the business to decisions likely to cause redundancies or changes in how work is organised. The new rules, which implement a European Union directive, move the UK closer to other European states, most of which already require work­place consultation.

There are good reasons for businesses to forge ahead with such agreements voluntarily. First, there is the commonsense belief, backed by academic research, that companies do better when their employees are well informed and have a say in decisions that affect them. Second, by kick-starting negotiations the employer effectively takes charge. The regulations give organisations free reign to agree internally what consulting and informing employees amounts to in practice - what topics will be discussed, how often and by what means. In the UK - in contrast to most other EU states - once a framework for information and consultation has been agreed, there is no requirement to work through elected representatives. If the workforce approved, a business could rely solely on face-to-face and electronic communication.

The mobile operator prefers the personal approach. Whenever possible, it uses video calls and e-mail to put its young work­force in contact with senior managers. At the other end of the spectrum is AstraZeneca, the Anglo-Swedish pharmaceuticals group, which has a history of consulting employees through elected forums and union representatives. Consulting through intermediaries can yield dividends, particularly during a change of ownership or under a redundancy programme. Another point in favour of a mediated approach, says Ross Hutchison, head of internal communications at KPMG, the accountancy firm, is that representatives can be taken into the confidence of management in a way that an entire workforce cannot.

But do the gains from indirect consultation outweigh the attractions of more direct approaches? Not everyone is persuaded that they do. Alison Gill, co-founder of Getfeedback, a talent management consultancy, argues that knowledge exchange and online polling, not elected assemblies, produce better performance. "The goal is to involve people directly and profit from their ideas." In spite of earlier opposition, a growing number of companies believe that putting employees in the picture is good for business. If the remainder do not follow suit, they may now find their workers give them little choice.

From the *Financial Times*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Answers** | **Paragraph headings** |  | **Paragraphs** |
| **1.** | \_\_\_\_\_\_ | Some advantages of consultation | **A** | **Paragraph 1** |
| **2.** | \_\_\_\_\_\_ | European law encourages consultation | **B** | **Paragraph 2** |
| **3.** | \_\_\_\_\_\_ | Some good reasons for acting now | **C** | **Paragraph 3** |
| **4.** | \_\_\_\_\_\_ | The different approaches | **D** | **Paragraph 4** |

**Đáp án Section A:**

**1. D**

**2. A**

**3. B**

**4. C**

**Section B: Questions 5 - 10**

Read the text again, and then decide whether these statements are True, or False.

1. It is a good idea for businesses to set up these consultation agreements before they are put under any legal pressure to do so.
2. Academic research shows that it is risky for companies to keep their employees informed and give them a say in decisions that affect them.
3. Employers are better able to be in control if they do not even start these negotiations about consultation.
4. Under the new regulations, bosses and employees can agree on the format of the information and consultation process.
5. There is, however, an obligation to use face-to-face and electronic communication.
6. Sharing secrets with a small group of employees was adopted by KPMG.

**Đáp án Section B:**

**5. T**

**6. F**

**7. F**

**8. T**

**9. F**

**10. T**

**PART 3. WRITING. (4 marks)**

**Question 1 (2 marks):**

What are the positive aspects of working across cultures?

**Question 2 (2 marks):**

What are the challenges or difficulties of working across cultures?

**Đáp án Part 3:**

**The answer is subject to the students’ performance.**

*Ngày biên soạn:26/6/2022*

**Giảng viên biên soạn đề thi: Trương Thị Mai Hạnh**

*Ngày kiểm duyệt: 28/06/2022*

**Phó trưởng Bộ môn kiểm duyệt đề thi: Đỗ Phú Anh**