

**FINAL EXAMINATION**  
**Semester 3, Academic year 2023-2024.**

**I. Examination information**

Course Title:	<b>Cultural Intelligence</b>				
Course Code:	72HCUL10033	Credits:	3		
Class code:	233_72HCUL10033_01,02,03,04,05,06,08				
Evaluation format:	Report	Duration:	7	days	
<input type="checkbox"/> Individual		<input checked="" type="checkbox"/> Groupwork			
<i>File name convention:</i>	<b>Student ID_Student's Full Name_.....</b>				

**II. The examination requirements must align with the CLOs.**

*(This part must be mapped with the information from the course syllabus)*

CLO	CLO Description	Evaluation format	CLO weight in the assessment component (%)	Exam question No.	Maximum score	Data collection on student achievement of PLOs/PIs
(1)	(2)	(3)	(4)	(5)	(6)	(7)
CLO1	Students understand the concept and importance of Cultural Intelligence in the context of globalization and multiculturalism.		20%	Q1	1	
CLO2	Students comprehend the major models and theories of Cultural Intelligence and those applications for learning and working in a multicultural environment		40%	Q2	4	
CLO3	Students are able to engage in active listening, empathy,		10%	Q3	1	

	and cultural respect while refining verbal and nonverbal communication skills suitable for diverse cultural settings.					
CLO4	Students can analyze global cultural issues and resolve conflicts and misunderstandings arising from cultural differences.		20%	Q4	2	
CLO5	Students develop open-mindedness, flexibility, and the ability to adapt to cultural change.		10%	Q5	2	

### III. Examination content

Randomly assign each group a specific nation or culture to focus on for the final test.

Q1. (1 scores): Research your assigned nation or culture. Cover history, customs, traditions, language, communication styles, business etiquette, and social norms. Explain why understanding these cultural elements is important in a globalized and multicultural world.

Minimum: 1.000 words

Q2. (4 scores): Using **Hofstede's cultural dimensions**, explain how these dimensions appear in your assigned nation or culture. Give examples of how they affect social, business, and communication practices. Describe how this understanding can improve learning and working in multicultural environments.

Minimum: 2.000 words

Q3. (1 score): Analyze how the cultural dimensions affect leadership styles, decision-making, communication, negotiation, and conflict resolution in your assigned culture. Discuss the importance of active listening, empathy, and cultural respect. Share a scenario where you used these skills in a diverse setting and explain your **communication strategies**. Ensure that your responses are well-organized, free of errors, and clearly communicate your ideas.

Minimum: 1.000 words

Q4. (2 scores): Compare the cultural dimensions of your assigned nation with Vietnam. Identify potential **conflicts** that could arise from cultural misunderstandings. Explain how Cultural Intelligence can help resolve these conflicts and improve understanding. Provide examples to support your explanation.

Minimum: 1.500 words

Q5. (2 scores): Reflect on the conflicts identified in Q4. Discuss how being open-minded, flexible, and adaptable can help resolve these conflicts and adjust to cultural changes. Share a real or hypothetical example where these traits were crucial in navigating cultural differences. What **lessons** can you **apply to future intercultural interactions**?

Minimum: 1.500 words

Total: 10 points.

## 2. Instructions on how to present the exam questions

- Report submission must be bright and clear; design a neat layout, correct spelling, and APA citation (if applied any), with an evaluation sheet of group members.
- The peer evaluation should be attached to the final report.
- Language: English
- No late submission is allowed.

## 3. Rubric and grading scale

**Rubric:** The final exam test takes 50% of the whole course. The final exam is a Group Project Report with individual evaluation. The following formula calculates the score:

Final exam score = Report scores\* 0.7 + Peer evaluation \* 0.3

### Rubric for a group report

Q1. Research on Assigned Nation or Culture (1 score):

Criteria	Excellent (1)	Good (0.75)	Fair (0.5)	Poor (0-0.25)
Coverage of Cultural Aspects and Importance in Global Context	Thoroughly covers history, customs, traditions, language, communication styles, business etiquette, and social norms. Clearly explains the importance of understanding these elements in a globalized and multicultural world with relevant examples.	Covers most cultural aspects but may lack depth in one or two areas. Explains the importance but lacks depth or specific examples.	Covers some cultural aspects but lacks depth and completeness. Provides a basic explanation with minimal relevance or examples.	Inadequate coverage of cultural aspects, missing several key areas. Fails to explain the importance or provide relevant examples.

## Q2. Hofstede's Cultural Dimensions (4 scores):

Criteria	Excellent (4)	Good (3)	Fair (2)	Poor (0-1)
Explanation of Dimensions/ Impact on Practices/ Application to Learning and Working	Thoroughly explains how Hofstede's dimensions manifest in the assigned culture with detailed examples. Clearly illustrates how these dimensions affect social, business, and communication practices with relevant insights. Clearly describes how understanding these dimensions can improve multicultural learning and working with specific applications.	Explains dimensions with some examples, but lacks depth in one or two areas. Illustrates impact but lacks depth or specific insights in some areas. Describes application but lacks specific details or examples.	Provides a basic explanation with few examples. Basic illustration of impact with minimal insights. Basic description with minimal application.	Inadequate explanation with minimal examples or understanding. Fails to illustrate the impact effectively. Fails to describe the application or relevance to learning and working.

## Q3. Analysis of Cultural Dimensions in Key Areas (1 score):

Criteria	Excellent (1)	Good (0.75)	Fair (0.5)	Poor (0-0.25)
Analysis and Importance of Skills	Thoroughly analyzes the impact on leadership, decision-making, communication, negotiation, and conflict resolution. Clearly discusses the importance of active listening, empathy, and cultural respect with a relevant scenario.	Analyzes the impact but lacks depth in one or two areas. Discusses importance but lacks depth or specific scenario.	Basic analysis with minimal depth. Basic discussion with minimal relevance or scenario.	Inadequate analysis, missing several key areas. Fails to discuss the importance or provide a relevant scenario.

## Q4. Comparison and Conflict Resolution (2 scores):

Criteria	Excellent (2)	Good (1.5)	Fair (1)	Poor (0.5)
Comparison and Conflict Resolution	Thoroughly compares cultural dimensions with Vietnam, identifying potential conflicts with detailed examples. Clearly explains how Cultural Intelligence can resolve conflicts with specific examples.	Compares dimensions with Vietnam, identifying conflicts but lacks detail in examples. Explains resolution but lacks depth or specific examples.	Basic comparison with minimal identification of conflicts. Basic explanation with minimal examples.	Inadequate comparison with few or no identified conflicts. Fails to explain conflict resolution effectively.

## Q5. Reflection and Adaptability (2 score):

Criteria	Excellent (2)	Good (1.5)	Fair (1)	Poor (0-0.5)
Reflection and Application	Reflects thoroughly on conflicts, discussing open-mindedness, flexibility, and adaptability with a real or hypothetical example. Clearly identifies lessons for future intercultural interactions.	Reflects on conflicts with some discussion of key traits and examples. Identifies lessons but lacks depth or specificity.	Basic reflection with minimal discussion or example. Basic identification with minimal relevance.	Inadequate reflection with few or no discussed traits or examples. Fails to identify relevant lessons for future interactions

**Rubric for peer evaluation**

Rating	Student's name
<b>Group Participation</b> Attends meetings regularly and on time.	
<b>Time Management &amp; Responsibility</b> Accepts fair share of work and reliably completes it by the required time	

<b>Adaptability</b> Displays or tries to develop a wide range of skills in service of the project readily accepts changed approach or constructive criticism.	
<b>Creativity/Originality</b> Problem-solves when faced with impasses or challenges, originates new ideas, and initiates team decisions.	
<b>Communication Skills</b> Effective in discussions, good listener, capable presenter, proficient at diagramming, representing, and documenting work.	
<b>General Team Skills</b> Positive attitude, encourages and motivates team, supports team decisions, helps team reach consensus, helps resolve conflicts in the group.	
<b>Technical Skills</b> Ability to create and develop materials on own initiative provides technical solutions to problems.	
<b>Comments, Examples, Explanations, etc.</b>	
<i>Total score (convert to the 10-point scale)</i>	

**Note for Scoring:** award yourself and each team member a score using this scale.

- 3 – Better than most of the group in this respect
- 2 – About average for the group in this respect
- 1 – Not as good as most of the group in this respect
- 0 – No help at all to the group in this respect

**Approval**



*Đoàn Duy Hải Lâm*

*Ho Chi Minh City, 12 / 6 /2024.*

**Lecturer**

