**BCVS Mid Term 2**

1. **Evaluate the option that could be used as a strategies to over come the issues that have been identified.**

**Ans.** The option that could be used as a strategies to over come the issues which is cross cultural misunderstandings and conflicts arising among team member due to cultural differences in organization are by:

1. **Reducing the barrier between the two languages** ie everyone may speak different language in by which misunderstandings can be more so by reducing the gap between the languages can solve the problem.
2. **By giving a glimpse of other cultures to employees** ie it can help the employee understand other persons culture and may help enable good working environment and relationship with it for long term and may also help employees to learn many things like behaviour ,different languages, communications,etc.
3. **Training for good communication** ie it can help employees in better connection with otheremployees, can improve teamwork, decision making and problem solving abilities.
4. **Try to teach communicate better with body** ie better communication with body reflects confidence which is gives a good impression.
5. **To be patient** ie they should try to listen first and then try to understand the person which helps creating less missunderstandings.

Cultural diversity can be advantageous as it harnesses talents and expertise from employees of different culture or background but If not addressed properly, it also can become a problem as cultural diversity can create misunderstandings and conflicts among employees within the organization.

1. **As a consultant, propose your recommendation to top management of IT international SDN BHD to overcome cross culture issue faced by the company.**

**Ans.**  As a consultant, the recommendation to top management of IT international SDN BHD i will provide is to apply 80/20 rule. The Pareto principle states that, for many events, roughly 80% of the effects come from 20% of the causes. From the Pareto diagram below, it can be seen that (unpredictable personal background) & (misperception in the community) combined constitute 23% of the causes. These two causes are very much likely to cause 80% of the effects which are misunderstanding and conflict in the multi-cultural organization. It would be time consuming to overcome all of the causes at once. A recommendation to tackle the top two causes therefore will save a lot of time and resources as most organization would want fast results. For (unpredictable personal background), it is recommended that the company conduct a

personality test on all employees. This can be a survey or questionnaire utilizing Likert scale to assess each employee personality. Personality traits also known as The Big 5 traits -Neuroticism, 7 Extraversion, Openness, Agreeableness, and Conscientiousness are commonly used in an organization to assess employee personality which can linked to their behavior. By knowing employee personality, the company can predict the behaviour thus eliminating the “unpredictable” factor. As for (misperception in the community), it is recommended that the company carry out the implementation of all of the strategies of overcoming multi-cultural issues.