THE RELATIONSHIP BETWEEN INDIVIDUALISM-COLLECTIVISM
AND CONFLICT RESOLUTION STYLES:
A CROSS CULTURAL STUDY BETWEEN SCHLUMBERGER FINANCIAL
CENTER (M) & HONDA MANUFACTURING (M).

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DECLARATION OF ORIGINAL WORK

BACHELOR DEGREE OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL BUSINESS
FACULTY OF BUSINESS ADMINISTRATION
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MELAKA

“DECLARATION OF ORIGINAL WORK”

We, MUHAMAD SHUKRI BIN ABDUL RAZAK (I/D Number: 2010916673) and MOHD HAFIZ BIN MOHD RAZALI (I/C Number: 2010756355)

Hereby, declare that

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this master or any other masters
- This project paper is the result of our independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: __________________________ Date: __________________________

(MUHAMAD SHUKRI BIN ABDUL RAZAK)

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(MOHD HAFIZ BIN MOHD RAZALI)
LETTER OF TRANSMITTAL

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27 Jun 2013

Head of Program
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Dear Sir,

SUBMISSION OF PROJECT PAPER (IBM661/663)

The above matter is referred.

Enclosed herewith is our final project paper titled “The Relationship between Individualism-Collectivism and conflict Resolution Styles: A Cross Cultural Study between Schlumberger Financial Center (M) and Honda Manufacturing (M)” for your kind perusal.

We hope this project paper will fulfill the requirement of the Faculty of Business Administration, Universiti Teknologi Mara.

Thank you.

Yours Sincerely,

…………………………………                                  ………………………………..
Muhamad Shukri Bin Abdul Razak,                                    Mohd Hafiz Bin Mohd Razali,
2010916673                                                           2010756355
This research paper is about on how to measure the conflict resolution style among Schlumberger Malaysia Sdn Bhd and Honda Malaysia Sdn Bhd. With 2 independent variables that already identified individualism and collectivism and the dependent variable conflict resolution style the investigation on the research title have been held. 40 sets each of questionnaires had been distributed among Schlumberger and Honda employees and finding already being analyzed and interpreted where some group of respondent have their own conflict resolution style.

Hence, this research aim that the Conflict resolution Style measured through the two independent variables which is Individualism , collectivism and also dependent variable which is conflict resolution style. Based on the result findings all the variables will influence a certain conflict resolution style and based on finding.

The objectives of this research is to measure the relationship between individualism and conflict resolution styles in Schlumberger and Honda employees/Management, to know if Schlumberger employees type of conflict resolution style can enhance individualism, to find whether collectivism will effect which type of conflict resolution style, either the result is integrating, compromising, obliging, dominating, or avoiding. All of the objectives have been conclude that all of it is achieved and answered the research questions.
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