A Study of Intercultural Effectiveness for American and Japanese Expatriates in Taiwan

E-mail: 8919328@ mail.dyu.edu.tw

ABSTRACT

The purpose of the research was to investigate Intercultural Effectiveness Competencies (ICE) for American and Japanese Expatriates in Taiwan. The ICE were success or competence in cross-cultures. Han (1997) concluded ICE were: 1.Communication competence 2.Psychological stress 3.Relationship building 4.Cultural empathy 5.Cross-cultural awareness. The research quoted 5 ICE items from Han and revised in English and Japanese questionnaires. The target population were American and Japanese expatriates in Taiwan. The data were analyzed with the SPSS software package and were submitted to MANOVA procedures corresponding to each hypothesis. Conclusion: 1.for all: ICE of respondents located in the category of American expatriates reported higher means than those respondents located in the category of Japanese expatriates. 2.for American expatriates:The following people have higher ICE: The higher stratum in the organization; working more than three years in other countries; willing to work in multinational enterprises in their career planning; having international co-workers. 3.for Japanese expatriates: The following people have higher ICE: local languages ability; international experience; having experience with other cultures; having participated in cross-cultural training programs; having international co-workers.

Keywords : International human resource management ; Intercultural effectiveness competence ; Cross-cultural

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