

Introduction

- Recent research has highlighted the robust influence of **cultural intelligence (CQ)** and **occupational self-efficacy (OSE)** on **job performance (JP)** (Lestari, 2022; Wang, 2016)
- CQ** refers an individual's capabilities to navigate effectively in culturally diverse settings (Ang et al., 2015). Two dimensions that this study focuses:
 - Behavioural CQ** involves behavioural adaptation in cross-cultural interactions
 - Motivational CQ** entails the drive to engage with and learn from diverse cultures
- OSE** refers to an individual's confidence in performing job-related tasks (Çetin & Askun Celik, 2018)
- JP** encompasses overall efficiency in fulfilling job responsibilities (Motowidlo et al., 1997).
 - Task performance (TP)** pertains to specific job-related activities
 - Contextual performance (CP)** includes discretionary behaviors that enhance organisational effectiveness
- The potential mediation mechanism of **OSE** in the **CQ-JP** relationship remains unexplored

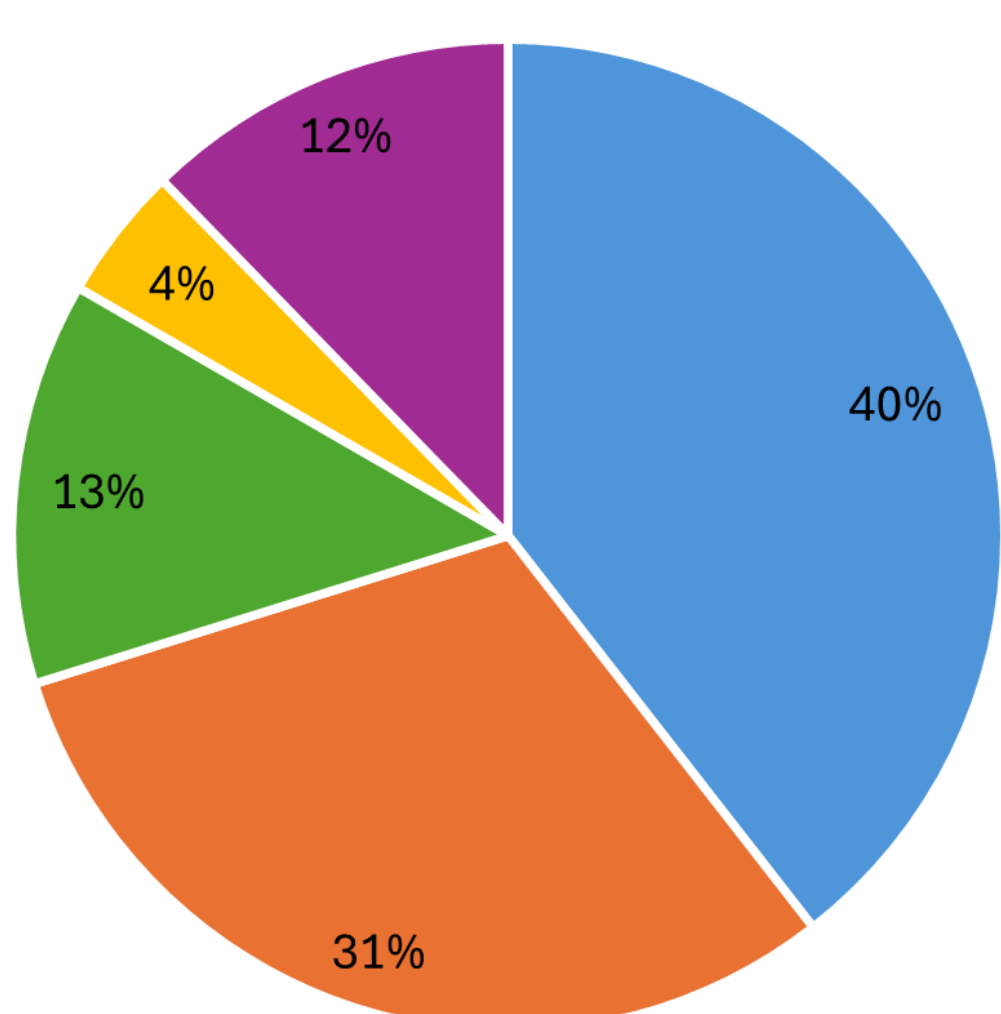
Objectives

- To examine:
 - The mediating role of OSE in the relationship between CQ and JP
 - The impact of CQ on JP
 - The impact of behavioural CQ on task performance (TP)
 - The impact of motivational CQ on contextual performance (CP)

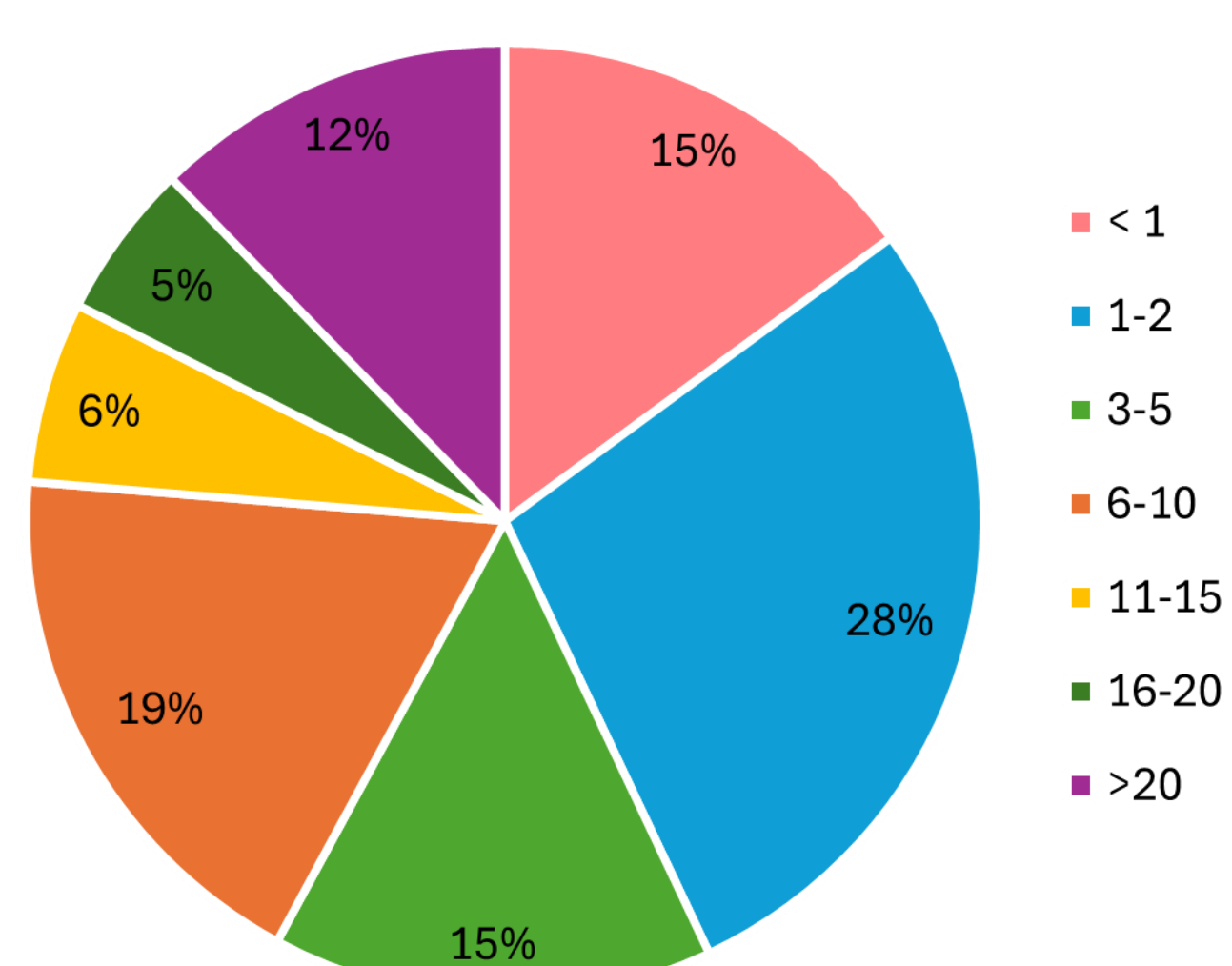
Methods

- Participants**
 - 114 Hong Kong participants (53 male, 61 female, mean age \pm standard deviation = 31.38 ± 13.38)
 - 11.4% Higher diploma/Associate degree,
 - 82.5% Bachelor's degree, and 6.1% Master's degree

Age Distribution

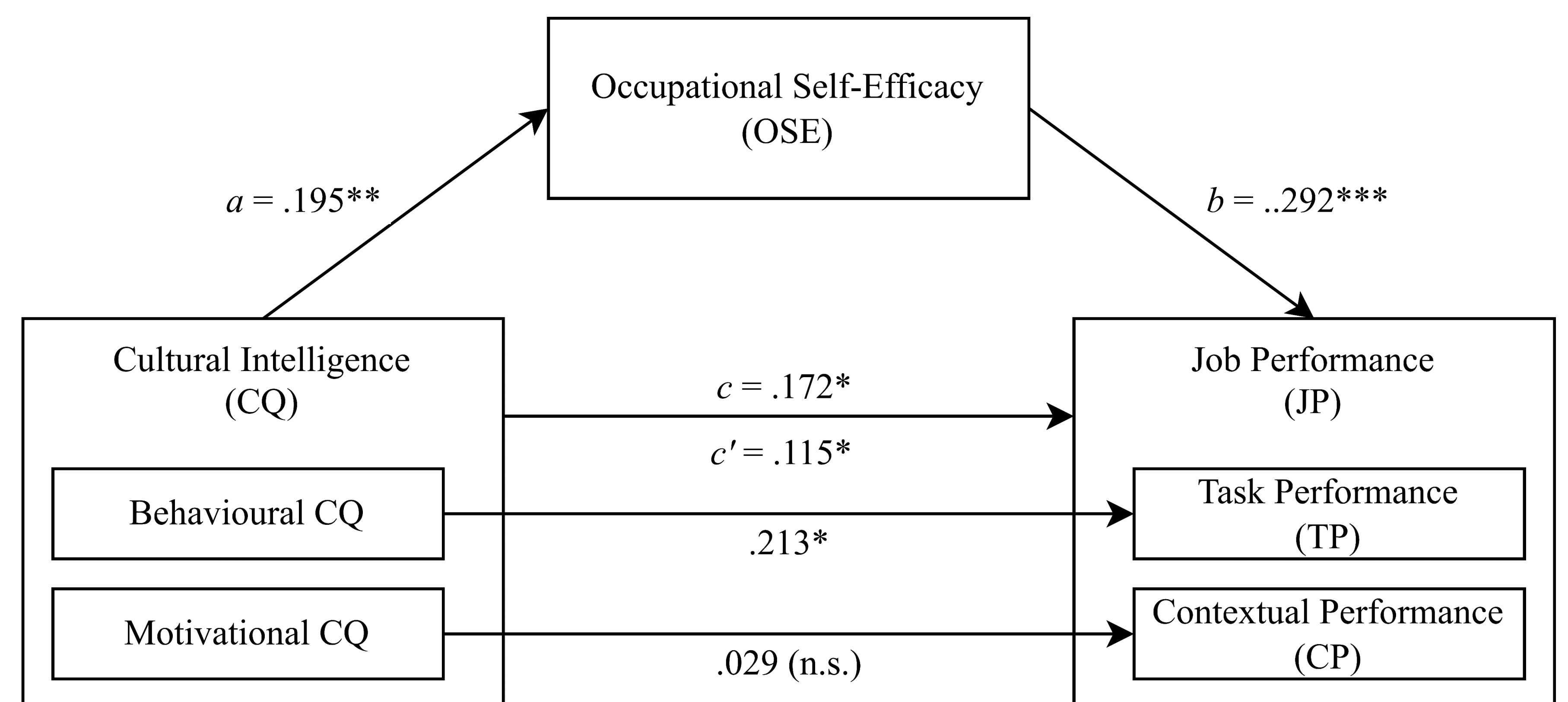


Work Experience (in years)



- Procedure**
 - An online self-reported survey was distributed through personal and professional networks via online platforms and social media
- Statistical Analysis**
 - IBM SPSS Version 29.0 with PROCESS was used for:
 - Regression analysis
 - Mediation analysis

Results



Note. * $p < .05$, ** $p < .01$, *** $p < .001$.

- Key Findings**
 - OSE partially mediates the relationship between CQ and JP
 - CQ has a significant positive impact on JP
 - Behavioural CQ has a significant positive impact on TP
 - Motivational CQ has no significant impact on CP
- Other Findings**
 - Educational level positively correlates with CQ
 - Cultural exposure negatively correlates with CQ

Discussion

- Theoretical Implications**
 - Identify occupational self-efficacy as a partial mediator contribute to the current understanding of the underlying mechanisms through which cultural intelligence influences job performance
 - Support the notion that cultural intelligence is a crucial competence that leads to enhanced job performance
 - Highlight the manifestation of behavioural cultural intelligence into concrete actions that contribute to task performance
- Practical Implications**
 - Organisations may benefit from investing in training programs on cultural intelligence and occupational self-efficacy to enhance employee job performance
 - Incorporate cultural intelligence assessments in recruitment processes for roles requiring effective cross-cultural interactions
 - Foster behavioural CQ among team members may enhance collaboration and improve overall team performance on cross-cultural tasks

Conclusion

- Limitations**
 - Cross-sectional study limits temporal relationships
 - Self-reported survey may introduce response bias
- Future Research**
 - Conduct longitudinal studies to capture changes in variables
 - Include objective measures

References

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