

**ASSESSING THE DETERMINANTS OF THE CROSS-CULTURAL
ADJUSTMENT OF ACADEMIC EXPATRIATE**

BY:

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ABSTRAK

Peningkatan dalam persaingan global dan pengantarabangsaan pasaran dunia menyumbang kepada perubahan yang pesat dalam pengurusan antarabangsa dan juga pengurusan sumber manusia antarabangsa. Sebagai organisasi yang menuju ke arah pengantarabangsaan, mengambil atau menggaji ekspatriat adalah penting sebagai sebahagian daripada strategi organisasi tersebut. Oleh sebab itu, institusi akademik juga menerapkan strategi yang sama dengan menggaji ekspatriat akademik untuk berkongsi pengetahuan mereka tentang pengalaman mereka untuk diterapkan ke universiti tempatan. Dalam membantu mereka untuk menyesuaikan diri dengan lingkungan silang budaya di negara tuan rumah, adalah penting untuk mengetahui faktor-faktor penentu terhadap penyesuaian silang budaya ini. Kajian ini dilakukan untuk mengetahui faktor-faktor penentu penyesuaian silang budaya ekspatriat akademik di Malaysia berdasarkan kerangka kajian yang dicadangkan untuk menyiasat hubungan antara kepuasan kerja, sokongan keluarga dan *kekuatan sendiri dalam* penyesuaian silang budaya. Tambahan pula, terdapat kurang kajian yang dijalankan ke atas ekspatriat akademik di Malaysia tentang penyesuaian silang-budaya mereka. Dalam menyiasat pengalaman ekspatriat akademik di Malaysia, instrumen yang digunakan adalah satu set soal selidik. Data dikumpul daripada 114 orang ekspatriat akademik dari Universiti Utara Malaysia, Universiti Malaysia Terengganu dan Universiti Malaysia Perlis. Penyelidikan ini menggunakan Statistical Package for Social Science (SPSS) sebagai sistem untuk menganalisis data. Analisis deskriptif, analisis kebolehpercayaan (*reliability*) dan analisis korelasi telah dilakukan dalam kajian ini. Tiga hipotesis yang diuji dalam kajian ini menunjukkan bahawa semua hipotesis diterima dan ini bererti bahawa semua pembolehubah bebas mempunyai hubungan yang signifikan dengan faktor penyesuaian silang budaya. Kerangka kajian yang dicadangkan dalam kajian ini boleh digunakan oleh para ekspatriat akademik dan pengurusan universiti sebagai panduan dalam merancang dan meningkatkan penyesuaian silang budaya dan pengurusan sumber manusia antarabangsa.

Kata kunci: Ekspatriasi, Ekspatriat Akademik, Kepuasan Kerja, Sokongan Keluarga, Kekuatan Kendiri, Penyesuaian Silang Budaya.

ABSTRACT

Increasing the global competition and chasing the internationalization of world markets contributes to the rapid changing in international management as well as international human resource management. As international organization is moving towards internationalization, hiring expatriates become important part of the company's strategy to internationalize their organization. Therefore, academic institutions are also applying the same strategy by hiring the academic expatriates to share their knowledge regarding their worldwide experience to the local universities. To assist them in adjusting in the cross-cultural environment in the host country, it is important to know the determinants of the cross-cultural adjustment. For this reason, this study was conducted to know the determinants of the cross-cultural adjustment of academic expatriate in Malaysia with the proposed framework to investigate the relationship among job satisfaction, family support and self-efficacy to the cross-cultural adjustment. Furthermore, there is lack of studies that had been done on academic expatriate in Malaysia about their cross-cultural adjustment. In investigating the experiences of academic expatriates in Malaysia, the instrument used was a set of questionnaire. Data was gathered among 114 academic expatriates from Universiti Utara Malaysia, Universiti Malaysia Terengganu and Universiti Malaysia Perlis. This study used the Statistical Package for Social Science (SPSS) as the system to analyze the data. The descriptive analysis, reliability analysis and correlation analysis were undertaken in this study. Three hypotheses were tested in this study and results show that all hypotheses are accepted, which means that all independent variables have significant relationship with the cross-cultural adjustment factor. The proposed framework of this study can be used by the academic expatriates themselves and the management of universities as a guideline in designing and improving the cross-cultural adjustment as well as international human resource interventions.

Keywords: Expatriation, Academic Expatriates, Job Satisfaction, Family Support, Self-Efficacy, Cross-Cultural Adjustment.

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Sincerely,

Nor Diana Binti Deraman

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LIST OF ABBREVIATIONS

COB	=	College of Business
CAS	=	College of Art and Science
COLGIS	=	College of Governments and International Studies
H	=	Hypothesis
KUKUM	=	Kolej Universiti Kejuruteraan Utara Malaysia
KUSTEM	=	Kolej Universiti Sains dan Teknologi Malaysia
UUM	=	Universiti Utara Malaysia
UNIMAP	=	Universiti Malaysia Perlis
UMT	=	Universiti Malaysia Terengganu
SPSS	=	Statistical Package for Social Science

CHAPTER ONE

INTRODUCTION

1.0 Introduction

The introductory chapter in this study presents an inclusive background of the study that is focusing on the topic of the research. Particularly, this chapter discuss on the knowledge gap between the actual and the desired states through the investigation on problem statement of the research, followed by research question, research objectives, the purpose of the study, and finally the organization of study.

1.1 Background of Study

As the company are entering international arena, activities of management turning into more complex because they need to deal with international human resource that involves people with different nationality and mixture of employees' background. As we see, globalization era shows the rapid growth on transferring of not only in the services and products among nations, but also includes the other factors of production such as expertise, skills, ability and know-how (Aycan, Al-Hamad, Davis & Budhwar, 2007). Richardson and McKenna (2002) revealed that globalization has drive to the fast growing on exchanging and international mobility amongst business person and academic specialized. Transferring

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