



Integrating a Cultural Intelligence in Multicultural Workforce in Chennai City

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Abstract - Today's environment that is more complex, dynamic and competitive than ever before has thrown up a new term called CQ (Cultural Intelligence). The importance of CQ asking businesses to function efficiently in different cultural contexts has never been more important. The purpose of this research study is to examine the integrating a cultural intelligence in multicultural workforce in Chennai city. The Rotated Factor Matrix for the variables relating to the Integrating a Cultural Intelligence in Multicultural workforce among the overall sample member is given in Table. The study concludes that majority of the factors having positive loadings, which implies that majority of the respondents agree there is an importance of integrating a Cultural Intelligence multicultural workforce.

Keywords: Cultural Intelligence, Workforce, Multiculture.

1. INTRODUCTION

We are all familiar with IQ and EQ. Today's environment that is more complex, dynamic and competitive than ever before has thrown up a new term called CQ (Cultural Intelligence). The importance of CQ asking businesses to function efficiently in different cultural contexts has never been more important.

Employees who have a very high level of CQ are able to bridge the divides and knowledge gaps in an organization, educate their colleagues about different cultures, help to build interpersonal connections in a multicultural office environment, enhance innovation and creativity and assist the organization makes the best use of multiple perspectives in a multicultural workforce.

It is not just enough to be intelligent, emotionally mature or have good social skills. CQ is a combination of cultural knowledge, cross-cultural skills, and cultural metacognition and these skills do not operate in isolation from each other.

The internet has made it possible to communicate at one click of a button. Emails

and video conferencing have allowed information to be transferred regardless of the time and location. It is now possible talk to someone living in another country from the comfort of one's home or office. Many companies are also accepting foreign talents to grow their business.

Working in a culturally diverse environment, however, makes it easy to forget that the people one is dealing with have perceptions and perspectives different from one. Developing a sense of cultural intelligence is important to learn how to deal positively with people from different cultures. Enhancing cultural intelligence is possible and doing so will allow one to become more compassionate and sensitive to other people.

Cultural intelligence also plays a huge role in determining cooperation among people from various corporate cultures, traditions, nationalities, disciplines, functions and cultures. Bridging cultural differences can make or break one's business. Developing and enhancing cultural intelligence may not be an easy feat. It is a process where people slowly gain a new perspective and insight to new professional methods and language that will let them develop better solutions when it comes to cross cultural situations.

How to Enhance the Level of Cultural Intelligence in One's Workplace

Cultural intelligence is an important aspect in one's professional and everyday life. Building compassion between colleagues and clients of different cultural backgrounds and nationalities can be done by developing personal attributes that boost one's quality of life, personal and corporate reputation and customers' experience. There are various ways