



The Role of Intercultural Competence in Retaining Immigrants and Enhancing Settlement Outcomes

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INTERCULTURAL COMPETENCE

The performance of culturally appropriate and effective behaviours in intercultural situations based on one's knowledge, skills and attitudes.

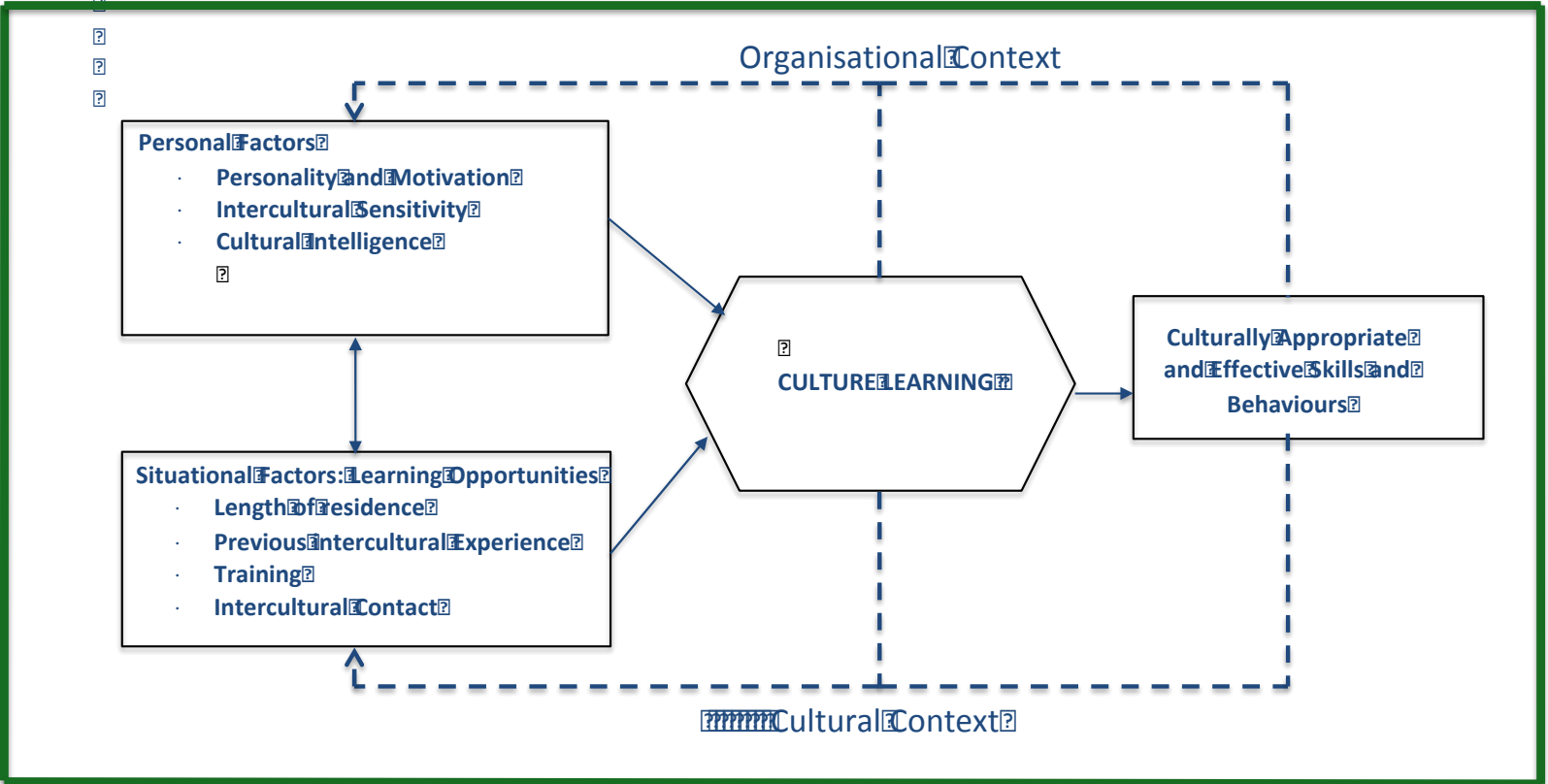




CULTURE LEARNING: ACQUIRING INTECULTURAL COMPETENCE

Antecedents of Culture Learning
Learning Processes
Learning Outcomes

Antecedents of Culture Learning Learning Processes Learning Outcomes





MEASURING INTERCULTURAL COMPETENCE

- Socio-cultural Adaptation Scale
 - Making friends
 - Understanding jokes and humour
 - Making yourself understood
 - Obtaining community services
 - Working effectively with colleagues
 - Building and maintaining relationships
 - Changing your behaviour to suit social norms



WHY IS INTERCULTURAL COMPETENCE IMPORTANT?





PREDICTING MIGRATION INTENTIONS

- Research Participants
 - 184 overseas-born residents in New Zealand
 - *M* age: 39.13 years (*SD* = 9.02)
 - European (63%), Asian (25%), MELAA (8%), Pacific (2%)
 - Mean length of residence in NZ = 26.5 months (*SD* = 18.7)
- Survey
 - Personal background information
 - Self-reported English language proficiency
 - Migration motivations: DoL questionnaire
 - Inclusion: Everyday Discrimination Scale ($\alpha = .91$)
 - Well-being: Life satisfaction ($\alpha = .87$)
 - Intercultural Competence: SCAS-R ($\alpha = .91$)
 - Migration intentions: Stay/Go



MIGRATION MOTIVATIONS

Factor Analysis

- Life Style ($\alpha = .83$)
 - Relaxed pace of life
 - Clean, green environment
- Family Unification ($\alpha = .61$)
 - Marry or live with spouse or partner
 - Join family member
- Economic and Employment ($\alpha = .81$)
 - Employment opportunities
 - Economic conditions
- Security ($\alpha = .75$)
 - Safety from crime
 - War or violence in home country





PREDICTING MIGRATION INTENTIONS

Who plans to remain in New Zealand?

- Migration Motivations
 - Economic and Employment
 - Life Style
 - Security
 - Family Unification
- Inclusion
- Well-being
- Language Proficiency
- Intercultural Competence

	<i>B</i> (SE)	Wald	OR	95% CI
Age	.04 (.02)	2.82	1.04	.99-1.08
Gender	.27 (.48)	.31	1.31	.51-3.34
Employ-M	.11 (.18)	.35	1.11	.79-1.58
Life St-M	.14 (.22)	.40	1.15	.75-1.76
Security-M	.75 (.22)	12.11	2.12***	1.39-3.25
Family-M	.17 (.18)	.93	1.19	.84-1.70
Inclusion	-.54 (.41)	1.72	.58	.26-1.31
Well-being	.64 (.29)	4.94	1.89*	1.08-3.31
ELP	.53 (.26)	4.24	1.69*	1.03-2.80
ICC	1.29 (.46)	8.00	3.62**	1.49-8.84
Constant	13.99 (2.93)	22.73	.00	-

$\chi^2(10, N = 161) = 64.75, p < .001$. 75.2% of the cases correctly classified by this model.



New Outcomes Framework for Migrant Settlement and Integration





CORRELATES OF INTERCULTURAL COMPETENCE

Meta-analysis: 66 studies, $N = 10,672$

	<i>N</i>	<i>K</i>	<i>R</i>
Language Proficiency	4523	28	.35
Inclusion	1704	7	.50
Psychological Well-being	8529	53	.42
Integration	16,278	51	.49



Note: N = Number of respondents,
k = number of studies,
r = mean effect size



SUMMARY

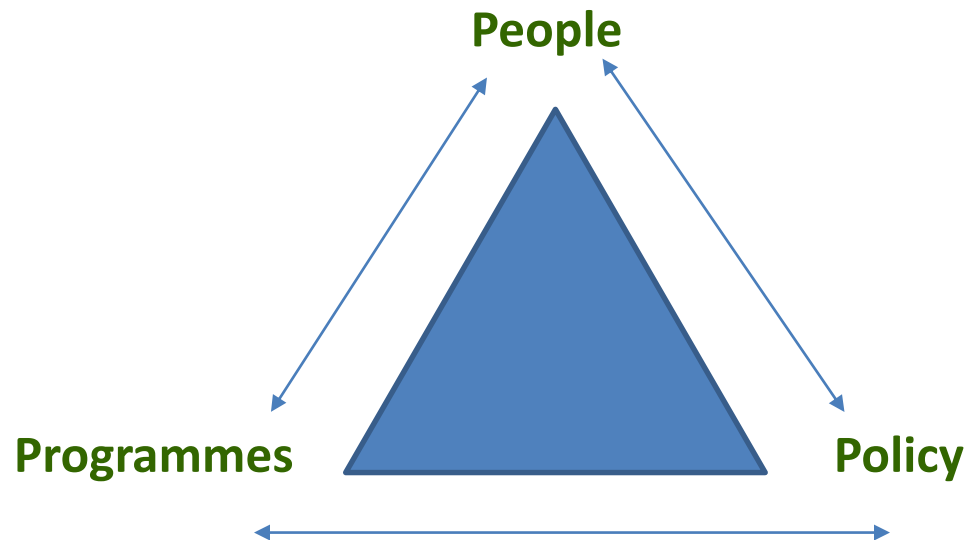
- The Importance of Intercultural Competence
 - Predicts greater likelihood of immigrants' remaining in New Zealand
 - Links to greater inclusion, integration and psychological well-being
- Implications and Applications?





INTERCULTURAL COMPETENCE: COLLABORATING FOR OUTCOMES

- People
- Programmes
- Policy





PROGRAMMES



- Intercultural Training





POLICY

- Policy provides an infrastructure for programmes and people
- In general, multicultural and diversity policies both at the organisational and national levels support the enhancement of intercultural competence and the improvement of intercultural relations





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