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

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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

- Personal Factors
  - Personality and Motivation
  - Intercultural Sensitivity
  - Cultural Intelligence

- Situational Factors: Learning Opportunities
  - Length of residence
  - Previous intercultural Experience
  - Training
  - Intercultural Contact

Learning Processes

CULTURE LEARNING

Learning Outcomes

- Culturally Appropriate and Effective Skills and Behaviours

Organisational Context

Cultural Context
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

Ward & Kennedy (1999); Wilson, Ward & Bethel (2016)
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 (α = .91)
  – Well-being: Life satisfaction (α = .87)
  – Intercultural Competence: SCAS-R (α = .91)
  – Migration intentions: Stay/Go

Wilson, Ward & Bethel (2016)
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

Wilson, Ward & Bethel (2016)
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

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<th>B (SE)</th>
<th>Wald</th>
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$\chi^2(10, N = 161) = 64.75, p < .001$. 75.2% of the cases correctly classified by this model.
New Outcomes Framework for Migrant Settlement and Integration

**Outcome 1: Employment**
Working-age migrants have work that matches their skills and New Zealand-ready qualifications.

**Outcome 2: Education and Training**
Migrants achieve educational and vocational qualifications.

**Outcome 3: English Language**
Migrants confidently use English in their daily lives.

**Outcome 4: Inclusion**
Migrants participate in and have a sense of belonging to their community and to New Zealand.

**Outcome 5: Health and Wellbeing**
Migrants enjoy healthy lives and feel confident and safe.

**Overarching Outcome**
Migrants make New Zealand their home, participate fully and contribute to all aspects of New Zealand life.
### CORRELATES OF INTERCULTURAL COMPETENCE

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

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**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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