

**RELATIONSHIP BETWEEN CULTURAL INTELLIGENCE
AND TEAM EFFECTIVENESS: A CASE OF MINISTRY OF
INDUSTRIAL AND ENTREPRENEUR DEVELOPMENT, TRADE
AND INVESTMENT SARAWAK (MIETI)**

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ABSTRACT

The objective of this study was to find out the relationship between cultural intelligence and team effectiveness. The main objective of this study is to identify the relationship between cultural intelligence and team effectiveness. This study involved 104 support staff at the Ministry of Industrial and Entrepreneur Development, Trade and Investment Sarawak (MIETI) as the respondents of this survey. The data collection method was questionnaire survey that was be distributed to all the 104 support staff at MIETI. Reliability test for the instrument used was done using the SPSS version 22. The results showed that the strategy CQ ($r = 0.317$) and motivation CQ ($r = 0.375$) have a positive, moderate and has a significant relationship with team effectiveness meanwhile knowledge CQ ($r = 0.018$) has a positive, low and no significant relationship and for the behavior CQ ($r = - 0.107$) showed a negative, low and no significant relationship with team effectiveness. It is recommended that future researchers should expand the number of respondents and conduct the future research in a private organization.

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CHAPTER 1

INTRODUCTION

This chapter discusses the overview of the research that was conducted. The background, research problems, research objectives, research questions, limitations of the study, significance and definition of the terms will be briefly stated. Therefore, this chapter were aimed at answering the question as to why there is a need to conduct this study and the importance of the research findings to the relevant parties.

Background of the Study

With cultural diversities among peoples in our society, effective communication has become more challenging. As globalization rendered the business environment around the world to became more complex, dynamic and competitive, the ability to function effectively in different cultural contexts called Cultural Intelligence (CQ) has never been more important for organizations (Lion, 2015). Cultural differences can affect a team's performance in an organization (Sarah C. Bauer, 2016) and a lack of attention on cross cultural communication in a team setting can bury your organization in strife, muted conflict, poor motivation and worse (Corey & Fok, 2014). Cultural intelligence is important because it can affect interpersonal relationships of trust, global identity, team member acceptance, and integration.

The model used in this study is the Four Factor Model of Cultural Intelligence developed by Ang & Earley in 2003. The first factor is Strategy CQ, which refers to