

Impact of Cultural Intelligence on Lower-Level Employees' Job Performance: A Study based on Ansell Lanka (Pvt) Limited

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Cultural intelligence has developed as a critical component of effective performance and interaction within and between cultures. Employees with high levels of cultural intelligence play a critical role in bridging organizational divides and knowledge gaps by educating their peers about different cultures, transferring knowledge between otherwise disparate groups, developing interpersonal connections, and smoothing interpersonal processes in a multicultural workforce. Due to their ability to integrate diverse resources and help the business make the best use of the multiple perspectives that a multicultural workforce brings to the workplace.

There is a research gap in manufacturing sector regarding assess the impact of cultural intelligence on lower-level employee job performance. Thus, the current study assesses the impact of cultural intelligence of lower-level employee job performance at Ansell Lanka Pvt Ltd which is a manufacturing company. The researcher identified four dimensions to assess the impact of cultural intelligence: cognitive cultural intelligence, meta-cognitive cultural intelligence, motivational cultural intelligence, and behavioral cultural intelligence.

This study follows deductive approach and cross-sectional field study. The approach used for this includes a review of current literature and primary data linked to the research issue. A structured and standard questionnaire was used to obtain primary data. The study was conducted using a random sample of employees at Ansell Lanka. The correlation was the type of investigation, and Individual level analysis was the unit of analysis. Respondents in this survey included lower-level employees at Ansell Lanka Pvt Ltd. Descriptive statistics, Pearson Correlation coefficient, and simple random were applied to analyze data.

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