Scopus

Documents

Haque, A.K.M.A.^a , Chowdhury, N.A.^a , Islam, M.A.^b , Hossain, M.S.^c , Sarker, M.A.^a

Tracing the route to organisational performance through expatriate leadership effectiveness: the role of emotional, cultural and spiritual intelligence

(2024) International Journal of Business Excellence, 34 (1), pp. 31-51.

DOI: 10.1504/IJBEX.2024.141322

^a International Islamic University, Jalan Selangor, Gombak, 53100, Malaysia

^b Swinburne University of Technology, Q5B, Sarawak, Kuching, 93350, Malaysia

^c Universiti Putra Malaysia (UPM), Jalan Universiti, 1, Serdang, Selangor, Seri Kembangan, 43400, Malaysia

Abstract

This study aims to determine the effects of emotional, cultural and spiritual intelligence on organisational performance through expatriate leadership effectiveness. For doing so, a conceptual framework has been designed. Afterwards, data were collected from expatriate managers of various multinational corporations in Kuala Lumpur, Malaysia, through the employment of self-administered questionnaires. The collected data were later analysed through SPSS and SEM. The outcomes indicated that cultural and spiritual intelligence have positive effects on expatriate leadership effectiveness. Furthermore, emotional, cultural and spiritual intelligence and expatriate leadership effectiveness have positive effects on organisational performance. The results have also shown that expatriate leadership effectiveness mediates the relationship between cultural and spiritual intelligence and organisational performance. Implications, limitations and future research directions are discussed. Copyright © 2024 Inderscience Enterprises Ltd.

Author Keywords

cultural intelligence; emotional intelligence; leadership; organisational performance; spiritual intelligence

References

- Agrawal, S.
 Role of sub-constructs of psychological capital and transformational leadership in engaging employees in service sector (2020) Business Perspectives and Research, 8 (2), pp. 244-256.
- Ahmad, S., Saidalavi, K.
 Cultural intelligence and leadership effectiveness in global workplaces
 - (2019) International Journal on Leadership, 7 (1), pp. 1-7.
- Al Eid, N.A., Arnout, B.A., Almoied, A.A.
 Leader's spiritual intelligence and religiousness: skills, factors affecting, and their effects on performance (a qualitative study by grounded theory) (2021) *Journal of Public Affairs*, 21 (7), pp. 1-9.
- Almatrooshi, B., Singh, S., Farouk, S.
 Determinants of organizational performance: a proposed framework (2016) International Journal of Productivity and Performance Management, 65 (16), pp. 844-859.
- Ang, S., van Dyne, L., Koh, C., Ng, K.Y., Templer, K.J., Tay, C., Chandrasekar, N.A. Cultural intelligence: its measurement and effects on cultural judgment and decision making, cultural adaptation and task performance (2007) *Management and Organization Review*, 3 (3), pp. 335-371.
- Antonakis, J.
 Why 'emotional intelligence' does not predict leadership effectiveness: a comment on Prati, Douglas, Ferris, Ammeter, and Buckley (2003) (2003) International Journal of Organizational Analysis, 11 (4), pp. 355-361.

- Awang, Z.
 (2012) A Handbook on SEM: Structural Equation Modelling, Universiti Teknologi MARA, Kelantan, Malaysia
- Ayranci, E.
 Effects of top Turkish managers' emotional and spiritual intelligences on their organizations' financial performance

 (2011) Business Intelligence Journal, 4 (1), pp. 9-36.
- Bansal, N., Agarwal, UA.
 Examining the relationships among work-life constructs: a review (2020) Business Perspectives and Research, 8 (2), pp. 257-271.
- Basit, A., Sethumadavan, D., Hassan, Z.
 Effect of cultural intelligence and learning style on leadership effectiveness: conceptual analysis

 (2020) The International Journal of Business and Management, 8 (6), pp. 179-185.
- Block, L., Manning, L.
 A systemic approach to developing frontline leaders in healthcare (2007) Leadership in Health Services, 20 (2), pp. 85-96.
- Cho, J., Dansereau, F.

Are transformational leaders fair? A multi-level study of transformational leadership, justice perceptions, and organizational citizenship behaviors (2010) *Leadership Quarterly*, 21 (3), pp. 409-421.

Chuang, S.F.

Essential skills for leadership effectiveness in diverse workplace development (2013) *Online Journal for Workforce Education and Development*, 6 (1), pp. 1-23.

- Crowne, K.A.
 What leads to cultural intelligence?
 (2008) Business Horizons, 51 (5), pp. 391-399.
- Dabke, D.

Impact of leader's emotional intelligence and transformational behavior on perceived leadership effectiveness: a multiple source view (2016) *Business Perspectives and Research*, 4 (1), pp. 27-40.

- Delaney, J.T., Huselid, M.A.
 The impact of human resource management practices on perceptions of organizational performance (1996) Academy of Management Journal, 39 (4), pp. 949-969.
- Deng, L., Gibson, P.
 Mapping and modeling the capacities that underlie effective cross-cultural leadership: an interpretive study with practical outcomes (2009) Cross Cultural Management: An International Journal, 16 (4), pp. 347-366.
- Dinh, J.E., Lord, R.G., Gardner, W.L., Meuser, J.D., Liden, R.C., Hu, J.
 Leadership theory and research in the new millennium: current theoretical trends and changing perspectives (2014) *The Leadership Quarterly*, 25 (1), pp. 36-62.
- Ersoy, A. **The role of cultural intelligence in cross-cultural leadership effectiveness: a qualitative study in the hospitality industry** (2014) *Journal of Yasar University*, 35 (9), pp. 6100-6108.

- Gorgi, H.A., Ahmadi, A., Shabaninejad, H., Tahmasbi, A., Baratimarnani, A., Mehralian, G. The impact of emotional intelligence on managers' performance: evidence from hospitals located in Tehran (2015) *Journal of Education and Health Promotion*, 4 (1), pp. 63-72.
- Gutiérrez-Moret, M., Ibáñez-Martinez, R., Aguilar-Moya, R., Vidal-Infer, A.
 Assessment of emotional intelligence in a sample of prospective secondary education teachers
 (2010) Journal of Education for Teaching, 42 (2), np. 422, 424

(2016) Journal of Education for Teaching, 42 (2), pp. 123-134.

- Hair, J.F., Black, W.C., Babin, B.J., Anderson, R.E. (2010) *Multivariate Data Analysis*, 7th ed., Prentice Hall, Upper Saddle River, New Jersey
- Hair, J.F., Bush, R.P., Ortinau, D.J. (2009) *Marketing Research: In a Digital Information Environment*, 4th ed., McGraw-Hill/Irwin, New York
- Harteis, C.
 When workplace learning fails: individual and organizational limitations exemplarily demonstrated by the issue of responsibility in work life (2012) International Journal of Human Resources Development and Management, 12 (2), pp. 92-107.
- Hassan, M.U., Iqbal, Z., Shafique, U., Bukhari, N.
 Transformational leadership and team performance: an empirical study of the hotel industry of Pakistan

 (2019) International Journal of Business Excellence, 18 (2), pp. 151-173.
- Hassan, S., Mahsud, R., Yukl, G., Prussia, G.E. Ethical and empowering leadership and leader effectiveness (2013) *Journal of Managerial Psychology*, 28 (2), pp. 133-146.
- Hosen, S., Islam, M.A., Arshad, M.M., Khan, A.M., Alam, M.K.
 Talent management: an escalating strategic focus in Bangladeshi banking industry (2018) International Journal of Academic Research in Business and Social Sciences, 8 (1), pp. 156-166.
- Hussain, S.T., Abbas, J., Lei, S., Jamal Haider, M., Akram, T.
 Transactional leadership and organizational creativity: examining the mediating role of knowledge sharing behavior

 (2017) Cogent Business & Management, 4 (1), pp. 1-11.
- Irving, J.A.
 Educating global leaders: exploring intercultural competence in leadership education

 (2010) Journal of International Business and Cultural Studies, 3 (1), pp. 1-14.
- Islam, A.
 Globalization creates 'global village' for businesses: main considerations and challenges
 (2015) Bangladesh Research Publication Journal, 11 (1), pp. 93-99.
- Islam, M.A., Jantan, A.H., Hashim, H., Chong, C.W.
 Organisational culture and the millennials intention to stay: the mediating role of leadership management practices
 (2020) International Journal of Business Excellence, 22 (4), pp. 1-21.
- Islam, M.A., Jantan, A.H., Hashim, H., Chong, C.W., Abdullah, M.M. Factors influencing female progression in leadership positions in the ready-made

garment (RMG) industry in Bangladesh (2018) *Journal of International Business and Management*, 1 (1), pp. 1-13.

- Kasapi, Z., Mihiotis, A.
 Emotional intelligence quotient and leadership effectiveness in the pharmaceutical industry: a new template

 (2014) International Journal of Business Administration, 5 (1), pp. 15-26.
- Katou, A.A.
 Transformational leadership and organizational performance: three serially mediating mechanisms

 (2015) Employee Relations, 37 (3), pp. 329-353.
- Keung, E.K., Rockinson-Szapkiw, A.J.
 The relationship between transformational leadership and cultural intelligence: a study of international school leaders

 (2013) Journal of Educational Administration, 51 (6), pp. 836-854.
- Kim, K., Kirkman, B.L., Chen, G.
 Cultural intelligence and international assignment effectiveness

 (2008) Handbook of Cultural Intelligence: Theory, Measurement, and Applications, pp. 71-90.

 Ang, S. and Van Dyne, L. (Eds): Sharpe, New York, NY
- Kodwani, A.D.
 Beyond emotional intelligence (EQ): the role of cultural intelligence (CQ) on crossborder assignments (2012) World Review of Business Research, 2 (4), pp. 86-102.
- Koh, C.B., O'Higgins, E.
 Relationships between emotional intelligence, perceived and actual leadership effectiveness in the military context
 (2018) *Military Psychology*, 30 (1), pp. 27-42.
- Koražija, M., Šarotar Žižek, S., Mumel, D.
 The relationship between spiritual intelligence and work satisfaction among leaders and employees (2016) Naše gospodarstvo/Our Economy, 62 (2), pp. 51-60.
- Lee, L.Y., Sukoco, B.M. **The effects of cultural intelligence on expatriate performance: the moderating effects of international experience** (2010) *International Journal of Human Resource Management*, 21 (7), pp. 963-981.
- Lovvorn, A.S., Chen, J.S.
 Developing a global mindset: the relationship between an international assignment and cultural intelligence (2011) International Journal of Business and Social Science, 2 (9), pp. 275-283.
- MacKillop, E.
 Leadership in organizational change: a post-structuralist research agenda (2018) Organization, 25 (2), pp. 205-222.
- Marques, J., Dhiman, S., King, R.
 Spirituality in the workplace: developing an integral model and a comprehensive definition

 (2005) Journal of American Academy of Business, 7 (1), pp. 81-91.
- Mcnair, D.E., Duree, C.A., Ebbers, L.
 If I knew then what I know now: using the leadership competencies developed by the American association of community colleges to prepare community college

presidents

(2011) Community College Review, 39 (1), pp. 3-25.

- Milliman, J., Czaplewski, A.J., Ferguson, J.
 Workplace spirituality and employee work attitudes: an exploratory empirical assessment

 (2003) Journal of Organizational Change Management, 16 (4), pp. 426-447.
- Okoro, E.

Cross-cultural etiquette and communication in global business: toward a strategic framework for managing corporate expansion

(2012) International Journal of Business and Management, 7 (16), pp. 130-138.

Okpara, J.O.

Cross-cultural adjustment of expatriates: exploring factors influencing adjustment of expatriates in Nigeria

(2016) International Journal of Cross Cultural Management, 16 (3), pp. 259-280.

- Pallant, J. (2010) SPSS Survival Manual: A Step by Step Guide to Data Analysis Using SPSS, Open University Press, Berkshire, England
- Pekaar, K.A., van der Linden, D., Bakker, A.B., Born, M.P.
 Emotional intelligence and job performance: the role of enactment and focus on others' emotions

 (2017) Human Performance, 30 (2), pp. 135-153.
- Pradhan, S., Pradhan, R.K.
- An empirical investigation of relationship among transformational leadership, affective organizational commitment and contextual performance (2015) *Journal of Business Perspective*, 19 (3), pp. 227-235.
- Prezerakos, P.E.
 Nurse managers' emotional intelligence and effective leadership: a review of the current evidence

 (2018) The Open Nursing Journal, 12 (1), pp. 86-92.
- Rajagopal, A., Davila, F.A.M.
 Organisational performance and growth in start-up enterprises: analysis of leadership patterns and functional perceptions
 (2020) International Journal of Business Excellence, 22 (4), pp. 516-541.
- Ramachandaran, S.D., Krauss, S.E., Idris, A.H.K.
 Effectiveness of the use of spiritual intelligence in women academic leadership practice

 (2017) International Journal of Educational Management, 31 (2), pp. 1-21.
- Rao-Nicholson, R., Carr, C., Smith, S.
 Cross-cultural leadership adjustment: a strategic analysis of expatriate leadership at a British multinational enterprise

 (2020) Thunderbird International Business Review, 62 (6), pp. 675-687.
- Rawat, P.S.
 Effect of psychological empowerment on commitment of employees: an empirical study

(2011) Paper presented at the 2nd International Conference on Humanities, Historical and Social Sciences, 17, pp. 143-147.

Rawat, P.S., Basergekar, P.
 Managing workplace diversity: performance of minority employees

(2016) *Indian Journal of Industrial Relations*, 51 (3), pp. 488-501. [online]

- Rockstuhl, T., Seiler, S., Ang, S., Dyne, L., Annen, H.
 Beyond general intelligence (IQ) and emotional intelligence (EQ): the role of cultural intelligence (CQ) on cross-border leadership effectiveness in a globalized world (2011) *Journal of Social Issues*, 67 (4), pp. 825-840.
- Rosete, E., Ciarrochi, F.
 Emotional intelligence and its relationship to workplace performance outcomes of leadership effectiveness
 (2005) Leadership & Organization Development Journal, 26 (5), pp. 388-399.
- Sadri, G., Weber, T.J., Gentry, W.A.
 Empathic emotion and leadership performance: an empirical analysis across 38 countries

(2011) Leadership Quarterly, 22 (5), pp. 818-830.

- Salim, A., Rajput, N.A.R.
 The relationship between transformational leadership, prosocial behavioral intentions, and organizational performance

 (2021) The Journal of Asian Finance, Economics, and Business, 8 (1), pp. 487-493.
- Sarabi, A.A., Saleh, A.A.
 Factors affecting the leadership effectiveness of hospital managers: a systematized review
 (2018) Medical journal of the Islamic Republic of Iran, 32 (1), pp. 6-11.
- Shafiee, M.M., Tabaeeian, R.A., Mehri, M.
 Performance excellence through spirituality, emotional labour and customer orientation in insurance industry

 (2020) International Journal of Business Excellence, 21 (4), pp. 513-529.
- Soebbing, B.P., Wicker, P., Weimar, D.
 The impact of leadership changes on expectations of organizational performance (2015) *Journal of Sport Management*, 29 (5), pp. 485-497.
- Ssekakubo, J., Lwanga, F., Ndiwalana, G.
 Employee motivation, job satisfaction and organizational performance in Uganda's oil sub-sector

 (2014) Global Advanced Research Journal of Management and Business Studies, 3 (7), pp. 315-324.
- Stanescu, D.F., Cicei, C. C.
 Leadership styles and emotional intelligence of Romanian public managers: evidences from an exploratory pilot study (2012) *Revista de cercetare si interventie sociala*, 38 (1), pp. 107-121.
- Stegaroiu, I., Radu, V., Simsek, H., Tabirca, A.I. Impact of leadership team values and performance on organizational behavior (2020) Book Chapters – LUMEN Proceedings, 10, pp. 241-251.
- Sternberg, R.J.
 A systems model of leadership: WICS (2007) The American Psychologist, 62 (1), pp. 34-42.
- Tang, H.W.V., Yin, M.S., Nelson, D.B.
 The relationship between emotional intelligence and leadership practices: a crosscultural study of academic leaders in Taiwan and the USA (2010) *Journal of Managerial Psychology*, 25 (8), pp. 899-926.

- Tomal, D.R., Jones, K.J.
 A comparison of core competencies of women and men leaders in the manufacturing industry

 (2015) The Coastal Business Journal, 14 (1), pp. 13-25.
- Turnipseed, D.L. Emotional intelligence and OCB: the moderating role of work locus of control (2018) *The Journal of Social Psychology*, 158 (3), pp. 322-336.
- Vilkinas, T., Shen, J., Cartan, G.
 Predictors of leadership effectiveness for Chinese managers

 (2009) Leadership & Organization Development Journal, 30 (6), pp. 577-590.
- Widianto, S.
 Empowering leadership to performance excellence: the role of knowledge sharing and self-efficacy

(2021) International Journal of Business Excellence, 23 (3), pp. 297-311.

 Zahonogo, P.
 Globalization and economic growth in developing countries: evidence from Sub-Saharan Africa
 (2018) The International Trade Journal, 32 (2), pp. 189-208.

Correspondence Address

Islam M.A.; Swinburne University of Technology, Q5B, Sarawak, Malaysia; email: mislam@swinburne.edu.my

Publisher: Inderscience Publishers

ISSN: 17560047 Language of Original Document: English Abbreviated Source Title: Int. J. Bus. Excellence 2-s2.0-85204016327 Document Type: Article Publication Stage: Final Source: Scopus



Copyright @ 2024 Elsevier B.V. All rights reserved. Scopus $\!\! ^{ B}$ is a registered trademark of Elsevier B.V.

RELX Group[™]