

## An Examination on Managers' Opinions on the Importance of Cultural Intelligence

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<p><b>Keywords:</b> Cultural intelligence Cultural adaptation Cultural difference Intercultural management multiculturalism</p> <p>Received 23 September 2019 Revised 25 November 2019 Accepted 28 November 2019</p> <p><b>Article Classification:</b> Research Article</p>	<p><b>Purpose</b> – Especially, adaptation to multicultural work environments is of great importance for organizational performance as well as for individual performance. The <i>aim</i> of this study is to determine the opinions of the managers of a multinational businesses operating in Kosovo regarding the importance of the cultural intelligence of the employees.</p> <p><b>Design/methodology/approach</b> – The study is a qualitative research in terms of its <i>methodology</i> and it was designed according to the descriptive phenomenological design.</p> <p><b>Findings</b> – The <i>data</i> of the study were collected from a group of 8 participants with a <i>semi-structured interview</i> form and the study group was determined according to the “<i>purposive sampling</i>” techniques and the “<i>criteria sampling</i>” technique by taking into consideration the general fiction and problem of the study. <i>Content analysis</i> technique was used in the analysis of the data of the study.</p> <p><b>Discussion</b> – The <i>findings</i> of the study showed that for the managers, cultural intelligence levels of employees was a critical success factors in adapting to colleagues, managers, organizational and managerial processes.</p>

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