

## ABSTRACT

The main purpose of this paper is to highlight the effects of CCT on job satisfaction of local staff in dealing with foreign expatriates in business organizations in Myanmar. This research use an organizational development intervention (ODI) to assess the concept of cross-cultural competence (CCC) in Myanmar ICT Development Corporation (MICTDC). MICTDC is one of the leading IT companies in Myanmar, and has begun to develop its external activities. The organization has a number of international employees, but there is some evidence that there may be communication and relationship problems between international and local employees.

Both quantitative (survey) and qualitative (interview) approaches were employed. The research was conducted in Myanmar from January 2015 to November 2015. The data collected were analyzed using SPSS software (for survey) and content analysis (for interview).

The research findings indicated there was a positive change in recognition of cultural issues in the organization after ODI. During the pre-ODI stage, interviewees recognized in principle that cultural awareness was a problem for the organization as employees avoided working with expatriate workers or expressed frustration in working with them. However, during the post-ODI stage, there was a much stronger recognition of the importance of cross-cultural awareness across the organization, while the perspective of the pre-ODI stage was so large that CCC was important only for those who worked with expatriate workers or international clients. Another noticeable outcome was the connection between CCC and the level of job satisfaction in the organization.

The ODI resulted in an increased level of CCC and increased the level of job satisfaction on the part of both local and expatriate staff. Both local staff and expatriate staff

reported that the cross-cultural training improved their knowledge and skill levels which in turn improved their level of job satisfaction and work experience. Thus, this research showed that CCT did result in improved job satisfaction levels for the organization.

