



## THE EFFECTS OF CULTURAL INTELLIGENCE ON LONELINESS IN THE WORKPLACE \*

### *Kültürel Zekanın İş Yeri Yalnızlığı Üzerindeki Etkisi*

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Akgemci, T.; Bağcı, İ.C. & Yılmaz, A. (2017). "The Effects Of Cultural Intelligence On Loneliness In The Workplace",  
Vol:3, Issue:15; pp:93-106 (ISSN:2149-8598)

#### ARTICLE INFO

##### Article History

Makale Geliş Tarihi

Article Arrival Date

04/08/2017

Makale Yayın Kabul Tarihi

The Published Rel. Date

11/09/2017

##### Anahtar Kelimeler

Kültür, Zeka, Kültürel Zeka, İş  
Yeri Yalnızlığı

##### Keywords

cultural, intelligent, cultural  
intelligence, loneliness,  
loneliness in the workplace

#### ÖZ

Bu yazının amacı, kültürel zekanın iş yeri yalnızlığı üzerindeki etkisini ampirik olarak araştırmaktır. Bunun yanı sıra, verilerin analiz edilmesiyle amaç, iş yeri yalnızlığının üç boyutunun etkisini araştırmaktır. Veriler Kırgızistan'da üniversitelerde görev yapan toplam 96 Profesör, Doçent, Yardımcı Doçent ve Araştırma Görevlisi / Öğretim Görevlisinden elde edilmiştir. Veri analizi, SPSS istatistik programı ile gerçekleştirildi. Tüm varsayılan hipotezlerden elde edilen sonuçlar, varsaydığımızın tam tersini gösteriyordu. Bulgular, kültürel zekanın iş yerindeki yalnızlık üzerinde önemli ve olumlu bir etkisi olduğunu gösteriyor. Bunun yanı sıra, üst bilişsel-motivasyonel ve bilişsel-motivasyonelliğin iş yerindeki yalnızlık üzerinde olumlu ve belirgin bir etkiye sahip olduğu ancak davranışsallığın, iş yerindeki yalnızlık üzerinde olumsuz ve belirgin olmayan bir etki olduğunu ortaya koymuştur. Bu araştırmanın önemi ve amacı, çalışmanın, bilime katkıda bulunmasıdır, çünkü kültürel zekanın tüm alanlardaki çalışmalarını iş yerindeki yalnızlık üzerindeki doğrudan etkisini araştırmamaktadır.

#### ABSTRACT

The purpose of this paper was to empirically investigate the effect of cultural intelligence on the loneliness in the workplace. Besides this, by analysis from the data our aim was also to explore the effect of three dimensions of on the loneliness in the workplace. Data was obtained from 96 Professor, Associate Professor, Assistant Professor and Research Assistant /Teacher Assistant who work in universities in Kyrgyz Republic. The data analysis was performed with the statistical program SPSS. Obtained results from all assumed hypotheses indicated the opposite of what we assumed. The findings showed that the cultural intelligence has a significant and positive effect on the loneliness in the workplace. Beside this also was gained that metacognitive-motivational and cognitive-motivational has a positive and significant effect on the loneliness in the workplace but second dimension such behavioral indicate a negative and non-significant effect on the loneliness in the workplace. The importance of this research is that this study it's contribution to science because yet still now has not been studied direct the effect of cultural intelligence on the loneliness in the workplace in all areas.

#### 1. INTRODUCTION

With the increase of globalization in the world, cultural diversity in the workplace has grown as a trend. The prior literature uncover that cultural intelligence (CQ) it is other additional form of intelligence that can explain variability in confronted with diversity and functioning in new cultural settings. The overall literature CQ defined as an individual's ability to function and manage effectively in culturally varied settings. On other hand, the prior literature uncover that loneliness it is a notion within the psychologist's area and rises after 18th century but the concept loneliness in the workplace

\* Case Study: Professor, Associate Professor, Assistant Professor And Research Assistant /Teacher Assistant Who Work In Universities In Kyrgyz Republic

it is recent and rather which display itself as wrench resulting from the absence of interpersonal communication of good quality between the workers in the working surroundings.

In addition, taking into consideration the importance of these two concepts this article consists different parts and is organized as follows. We first discuss the concept of cultural intelligence (CQ), loneliness in workplace and which involve review the constructs of CQ and loneliness. Then, also we try to explain the effect of cultural intelligence that can be on the loneliness in the workplace and with proposing our hypotheses, we showed our objectives for the current research. Furthermore, by achieving the results from the survey article conclude with conclusion that indicate general contribution of this study.

Within this scope, the current study predict to examine the effect of cultural intelligence (CQ) on the loneliness workplace for the academics who work in universities abroad of Turkey. Besides this, by analysis of the data our aim also was to explore the effect of three dimensions of CQ such as: metacognitive and motivational, behavioral, cognitive and motivational on the loneliness in the workplace.

## 2. CONCEPTUAL FRAMEWORK

### 2.1. Cultural Intelligence (CQ)

Intelligence remain a variable that has get abundance of interests in the past three decades (P. Christopher Earley & Ang, 2003, p. 4) where in other hand in the management investigation are well documented the challenges of working with people from various cultures (Ng, Dyne, & Ang, 2012, p. 29). However, recently different forms of intelligence started to become the topic of numerous theoretical debates and empirical studies (Petrović, 2011, p. 276) but large gap remains in exploring the nature of intelligence from a cultural standpoint (P. Christopher Earley & Ang, 2003, p. 4). Nevertheless, above all to understand the aspect of "culture intelligence (CQ)" which relatively introduced into the international business literature (D. C. Thomas, 2006, p. 78), literature indicates that CQ it is other additional form of intelligence that can explain variability in confronted with diversity and functioning in new cultural settings (Soon Ang & Van Dyne, 2015, p. 4). However, (Soon Ang et al., 2007, p. 337)'s body of investigation cited that CQ is a special form of intelligence concentrate on abilities to understand , reason and behave efficiently in situations characterized by cultural variety.

Nevertheless, the concept of the "cultural intelligence" in the theoretical foundation construct into professional discussion is the Sternberg theory of intelligence (Petrović, 2011, p. 276) but formally first specific conceptualization was introduce by Earley and Ang in 2003 the researchers of the London Business University (Ismail, Reza, & Mahdi, 2012, p. 254) where the gained concept quickly gained burst (Lima, West, Winston, & Wood, 2015, p. 2). In consistent with Earley and Ang (2003) CQ defined as an individual's ability to function and manage effectively in culturally varied settings (D. C. Thomas, 2006, p. 80). The above cited definition come in accordance with another research which indicate that cultural intelligence it is not the capability to grasp the behavior of people from other culture, but also the capability to show those cultural model accepted in that culture (Soldatova & Geer, 2013, p. 471). However, past conducted research indicate that the concept is a multidimensional construct gunpoint at cases including cross-cultural interplay deriving from differences in race, ethnicity and nationality (Soon Ang et al., 2007, p. 336). As it is cited in the (Lima et al., 2015, p. 3) the concept of the CQ includes four dimensions such as: metacognitive, cognitive, motivational and behavior. Moreover, (P. Christopher Earley, Ang, & Tan, 2006, p. 5) in their research noted where motivational not you are energized and continues in your action (motivational) and whether you can act in certain ways (behavior)

Moreover, in the research of the (P. Christopher Earley & Peterson, 2004) it is noted that metacognitive dimension of cultural intelligence it is known as "thinking about thinking". Furthermore, this dimension expression mentally processes that persons use to get and to understand cultural knowledge (Petrović, 2011, p. 276) involving knowledge of and control over persons thought processes regarding to culture (Soon Ang & Van Dyne, 2015, p. 5). As it is noted in the (Ismail et al., 2012, p. 255) cognitive aspect of cultural intelligence reflects the perceptions of person's about cultural differences, likeness and also indicate the overall erudition and an individual's cognitive and

mental plans for other cultures. Also the (Soon Ang & Van Dyne, 2015, p. 6)'s literature quote that this dimension of CQ it is emphasizes as a critical component of cultural intelligence because knowledge of culture impact individual's thoughts and behaviors. In addition, the third aspect of CQ motivational intelligence advert to the mental aptitude to undertake and support energy on a special task or situation and is based on modern views that motivational abilities are critical to "real-world" problem resolving (Soon Ang & Van Dyne, 2015, p. 4). Moreover, this dimension involve the intrinsic value of an individual for self-confidence and multicultural intercommunion which let individuals act efficiently in different cultural circumstance (Ismail et al., 2012, p. 255). The literature about fourth dimension of CQ behavioral Intelligence explain that this dimension in itself involve social mimesis and behavioral repertoire (P. Christopher Earley & Peterson, 2004, p. 105). Actually, behavioral intelligence it is explained as the ability to expose proper verbal and nonverbal actions when interacting with individuals from another cultures (Lima et al., 2015, p. 3).

As mentioned in the literature that working with people from the various cultures can be hard for persons and for their corporation because cultural obstacles can cause misapprehensions that detract from efficient and effective interplay (S. Ang, 2006, p. 100) because of this one person have to pass across adaption because the adaption through new culture context requires one way of dealing with other that can be discovered (P. Christopher Earley & Peterson, 2004, p. 105). Actually, one culturally intelligent person requires training to raise the probability of desirable's behaviors and to landing the probability of undesirable behaviors (Triandis, 2006, p. 23). In addition, the culturally intelligent individual also knows how and in what conditions these cultural differences are likely to have an impact because in one hand the culture matters but in other hand it doesn't matter to the same level in all conditions all the time (David C. Thomas & Inkson, 2009, p. 174) . Moreover, one individual with high level of cultural intelligence has the ability of learning new cultural surroundings and enjoys faced new cultures (Ismail et al., 2012, p. 254). Findings from the one study indicated that CQ will assist business people anywhere to become most effective in making decision, communication and discussing across cultures, guiding and motivating others who are culturally diverse, and managing their international careers (D. Thomas, 2008, p. 215). In nutshell, all above arguments things which are under inclusion of literature come into compliance with a quote that culture intelligence captures an individual's regulation to new culture (P. Christopher Earley et al., 2006, p. 5).

## 2.2. Loneliness in the Workplace

In the research across a range of fields "loneliness" is often conceptualized as a selfish prosecution that is promoted by interpersonal disability or social interruption (Wright, 2005) where in other words it can be stated that for human being loneliness is as a notion which is in versus with his nature since wight perpetually is in need of social intercommunication and social integration (Ayazlar & Güzel, 2014, p. 320). In parallel with this view and in accordance to theorists such as Weiss persons are willing to express their both past and present emotions of loneliness (Ertosun & Erdil, 2012, p. 469) and this concept it is not triggered by being alone but by being without some definite needed relationship or set of relationships (Erdil & Ertosun, 2011, p. 507). Moreover, in the extensive literature on loneliness it is stated that mostly of general population loneliness have appointed as a pervasive chronic state (Hawkey & Cacioppo, 2010, p. 218) problem among adults (Lam & Lau, 2012, p. 4265).

The prior literature uncover that loneliness it is a notion within the psychologist's area and rises after 18th century as a result of dredging social, cultural and financial depression between industrial associations. Researches on loneliness began as late as the 1950s (Pinar, 2014, p. 967) but it was only 1970s that the concept start to take intense empirical exploration (Marangoni & Ickes, 1989, p. 93). As it is argued above that loneliness is not a new occurrence to investigate empirically (Wright, 2005, p. 125) but studies on loneliness in the workplace are recent and rather (Pinar, 2014, p. 967), comparatively few studies has been conducted on loneliness under the workplace context (Lam & Lau, 2012, p. 4265) in the organization literature (Ertosun & Erdil, 2012, p. 469) which remains a nebulous and under-examined construct, both empirically and theoretically (Wright, 2005, p. 125). On the other side, one of the issues with trying to determine work-connected loneliness for broad applications is that there is a big difference in what makes people feel lonely, and the way they potentially understand intercourse absence in the workplace (Wright, Burt, & Strongman, 2006, p. 59). Herewith, loneliness in the workplace display itself as wrench resulting from the absence of

interpersonal communication of good quality between the workers in the working surroundings (Ayazlar & Güzel, 2014, p. 320). Proofs indicate that workplace loneliness is a result of competitive and uncooperative organizational climate (Lam & Lau, 2012, p. 4266).

The findings from the one study indicate that loneliness as other workplace emotion predicted not only to impact how worker feel, but also their level of workplace performance (Ozcelik & Barsade, 2011, p. 2) actually also the another research with the same standpoint support the that loneliness in the workplace it is an emotional attitude originating from the fact that relations in the workplace are not enough good (Yilmaz, 2011, p. 5071) which means employees who feel themselves lonely are less affected to perform their jobs efficiently (Lam & Lau, 2012, p. 4266). In this way, the level of difference and contradiction among desired and actual relations that face employee in the work conditions exposes the level of loneliness at workplace (Pinar, 2014, p. 968). In order to achieve more clear view in the context of the notion of loneliness in the workplace the research of the (Wright, 2005, p. 127) indicate that in the workplace the lonely can prevail in to employee even the contact with other workers is frequent because loneliness in the workplace is not only part of the personal characteristic but also deals with organizational factors as negative social or emotional environment, poor job design.

To date, past investigations explore that population belief to the contrary that employees who work longer hours, are more committed to their organizations and spend less time with their families may be less lonely cause of they have high-level jobs or who work in prestigious occupations (Bell, Roloff, Camp, & Karol, 1990, p. 11). Actually the findings from other investigation showed that loneliness in the workplace may experience poor psychological well-being (Ertosun & Erdil, 2012) which results that loneliness in the workplace negatively impact the attitude of psychological well-being (Yilmaz, 2011, p. 5071). Furthermore, another research cited that the presence of loneliness in the work environment employee is likely more to experience the absence of the belongingness at work cause is lees connected with coworkers (Ozcelik & Barsade, 2011, p. 2) and it is possible for them to being known less (Pinar, 2014, p. 968) which in this way decreasing their emotional engagement (Ozcelik & Barsade, 2011, p. 2) and t causes heir affective divergence to their organization (Ayazlar & Güzel, 2014, p. 320).

### 2.3. Cultural Intelligence and Loneliness in the Workplace

Actually, from explored and red literature it was almost no scholars and practitioners to explain the importance, effect, impact of cultural intelligence on the loneliness in the workplace but in the research of (Imai & Gelfand, 2010, p. 83) research emphasize that the disturbance for discussing effectively through cultures is actually a new phenomenon. Moreover, cultural intelligence is a new field of intelligence which is closely connected to different job surroundings (Isfahani, Jooneghani, & Azar, 2013, p. 366).

Conducted past research stated that nobody can deny that globalization is happening fast (Crowne, 2008) because in this global market, people are more opportunities to choose employment at various locations (Chen, Lin, & Sawangpattanakul, 2011, p. 246) which bring to individuals skills to feel culturally which are beneficial not only to those who travel or work abroad, but also to every individual in the workplace (Crowne, 2008, p. 396). On other hand, another study emphasizes that loneliness can be expression of the relationship of the person with the union (Ami Rokach & Bauer, 2004, p. 4) but always it comes in the context of a greater society and culture with its intrinsic normative values and practices (Lykes & Kemmelmeier, 2013, p. 469).

However, the (Anvari, Irum, Ashfaq, & Atiyaye, 2014, p. 46)'s body of investigation showed that while working in international workplace requires familiar persons to various cultures who may be associated with people from to another cultures because otherwise the absence of support could worse the experience of loneliness and isolation between peoples who are unvoiced in the workplace (Steinberg, Sullivan, & Montoya, 1999, p. 22).

To date, one study's results explore that that the causes of loneliness are perceived differently depending on one's age and culture and cited that loneliness is a widespread experience which everybody has experienced a (Ami Rokach & Neto, 2005, p. 477). In order to achieve more clear view between notion of cultural intelligence and workplace loneliness study of (Martin, 2014, p. 89) indicate that cultural diversity can affect the workplace in various ways which in one hand can

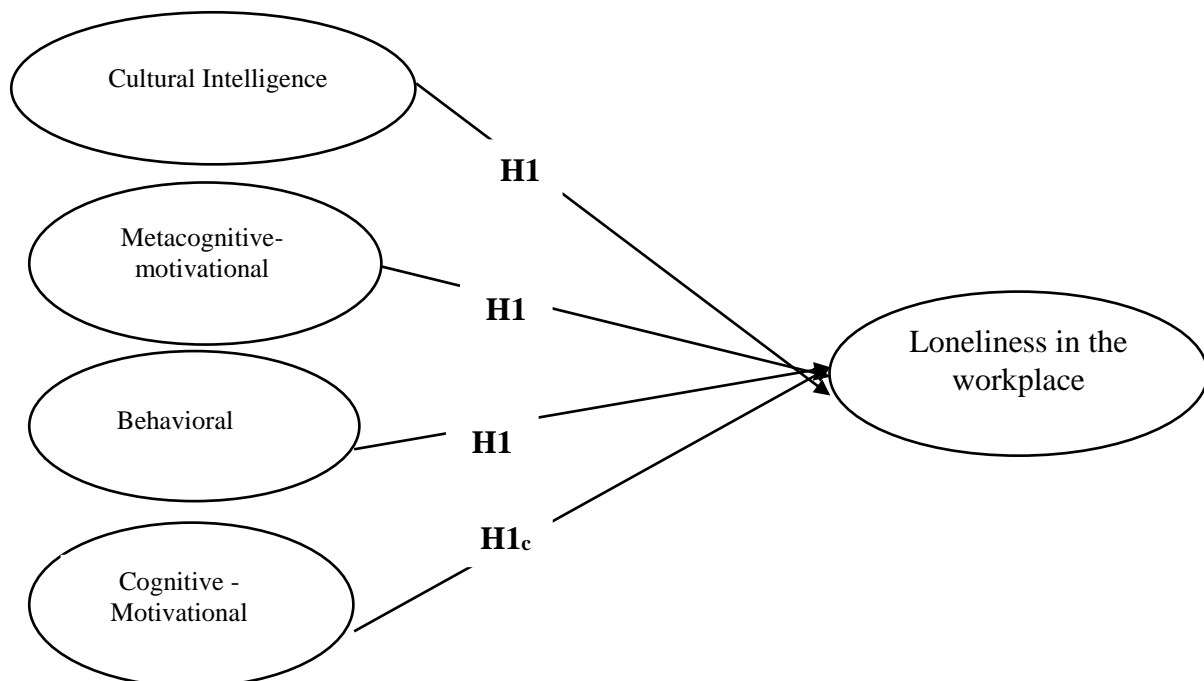
negative effects such as miscommunication and dysfunctional adaptation behaviors which lead to loneliness in the workplace and in another hand positive effects lead to integration of the organization into foreign cultures. In addition, (Ami Rokach, Orzeck, Cripps, Lackovic-Grgin, & Penezic, 2001, p. 18) it is clearly that the negative consequences of loneliness are felt regardless of the culture in which it happened. Furthermore, another study presents that interplay with others will not necessarily diminish one's feeling of loneliness but actually, certain kinds of interplays will have various complications for the experience of solitude depending on one's cultural context (Lykes & Kemmelmeier, 2013, p. 469).

In nutshell, another research notes that the various social tapestry, interpersonal interplay, and the support networks which are available to individuals in various cultures are causes that loneliness can occur (Ami Rokach & Bauer, 2004, p. 5). In addition, the suggestions from conducted research highlights that if workers begin to create the feeling that they do not match the organization it is better to draw away from the organization and to find one with a culture in which they have a better match (Moore, 2008, p. 82).

### 3. METHODOLOGY OF THE STUDY

#### 3.1. Research Model

The primary aim of this study is to examine the effect of cultural intelligence on loneliness in the workplace. Although, to the best of our knowledge never before directly tested, the effect of cultural intelligence and loneliness in the workplace. Furthermore, from some relevant studies in the context of intelligence and loneliness literature emphasizes that there is a negative relationship between emotional intelligence level and level of loneliness (Zysberg, 2012). Besides this, (Wols, Scholte, & Qualter, 2015) also noted a negative correlation between loneliness and strategic emotional intelligence. Although, two dimensions of Social Intelligence negatively and significantly predicted loneliness in the workplace (Silman & Dogan, 2013). However, based on the above literature, it is logical to suggest the following hypotheses as have been formulated below:



**Figure 1:** A research model illustrating the effect of cultural intelligence on the loneliness in the Workplace where cultural intelligence variable is taken as independent variable with its three dimensions and workplace loneliness as dependent variable.

As we indicated in the section above the following hypotheses are developed such as:

**H1:** Cultural Intelligence has a significant and negative effect on the loneliness in the workplace.

**H1a:** Metacognitive-motivational has a significant and negative effect on the loneliness in the workplace.

**H1b:** Behavioral has a significant and negative effect on the loneliness in the workplace.

**H1c:** Cognitive-motivational has a significant and negative effect on the loneliness in the workplace.

## 3.2. Materials and Methods

### 3.2.1. Participants and procedure

In accordance with purpose of the research, the universe of this study was constituted by Professor, Associate Professor, Assistant Professor and Research Assistant /Teacher Assistant who work in universities in Kyrgyz Republic. The population was 96. Survey method was used with the aim of collecting data in the study. The respondents fulfill the questionnaire form electronically way which was developed from three main parts. In the first part of questionnaire, questions for determining demographic characteristics such as gender and age, level of education, were included. In the second part, there were 20 questions which measure the concept of cultural intelligent. There were 16 questions in the third part of the questionnaire to measure the concept of loneliness in workplace. In second and third parts of the questionnaire, alternative answers ranging from 1 (strongly disagree) to 5 (strongly agree) were located on a five-point Likert-type response scale and respondents answered questions ranging from 1 (strongly disagree) to 5 (strongly agree).

### 3.2.2. Research Scale

Since, this study was conducted in Turkish language speaking context, all measures were translated from English to Turkish language.

**Cultural Intelligence Scale:** We assessed CQ with the 20-item, were questions were gathered into four-factor model developed and validated by (Soon Ang et al., 2007). The inventory includes four items for metacognitive, six for cognitive CQ, five for motivational CQ, and five for behavioral CQ.

**Loneliness in the workplace:** The second questionnaire is about workplace loneliness of employees. Questions from inventory consisting 16 items were asked to respondents. The Loneliness at Work scale –LAWS is developed by (Wright et al., 2006) it contains 2 dimensions where emotional deprivation was represented with (9 items) and social companionship with (7 items).

## 4. RESEARCH FINDINGS

### 4.1. Demographic Characteristics

In the following manner there are presented data for demographic characteristics of the participants who have been voluntary involved in the current research.

|                       | <i>Variables</i>    | <i>Frequency (n)</i> | <i>Percent (%)</i> |
|-----------------------|---------------------|----------------------|--------------------|
| <i>Gender</i>         | Male                | 71                   | 74,7               |
|                       | Female              | 24                   | 25,3               |
|                       | Missing System      | 1                    | 1,0                |
|                       | Total               | 96                   | 100                |
| <i>Marital Status</i> | Married             | 88                   | 91,7               |
|                       | Single              | 8                    | 8,3                |
|                       | Total               | 96                   | 100                |
| <i>Age</i>            | 30 years and under  | 1                    | 1,0                |
|                       | Between 31-40       | 5                    | 5,2                |
|                       | Between 41-50       | 27                   | 28,1               |
|                       | Between 51-65       | 51                   | 53,1               |
|                       | Over 65 years       | 12                   | 12,5               |
|                       | Total               | 96                   | 100                |
| <i>Mandate</i>        | Between 1-3 years   | 1                    | 1,0                |
|                       | Between 4-6 years   | 4                    | 4,2                |
|                       | 7-9 Between years   | 30                   | 31,2               |
|                       | 10 years over       | 61                   | 63,5               |
|                       | Total               | 96                   | 100                |
| <i>Profile-Title</i>  | Professor           | 35                   | 36,3               |
|                       | Associate Professor | 25                   | 26,0               |

|                              |                          |    |      |
|------------------------------|--------------------------|----|------|
|                              | Assistant Professor      | 18 | 18,8 |
|                              | Reser.Ass. /Teacher Ass. | 18 | 18,8 |
|                              | Total                    | 96 | 100  |
| <b>International mandate</b> | Less than 1 year         | 8  | 8,3  |
|                              | Between 1-3 years        | 44 | 45,8 |
|                              | Between 4-6 years        | 34 | 35,4 |
|                              | Between 7-9 years        | 7  | 7,3  |
|                              | More than 10 years       | 3  | 3,1  |
|                              | Total                    | 96 | 100  |

**Table (1): Personal characteristics of the participants**

In accordance with the **table (1)** it was concluded that for finding the results of the investigation were used 96 participants where 74, 7% of them were male and 25, 3% of them women. The 91, 7% of participant were married and 8, 3% were single and mostly of them were aged between 51-60 with 53, 1%. In current research it was used different level of mandate starting from one year to 10 years. Among 96 participants who were surveyed 1 % were between 1-3 years mandate, 4, 2% between 4-6 years, 31, 2% between 7-9 years and 63, 5% 10 years over mandate with. Besides this was explore that mostly of participants were with Professor title (36, 3%) and Associate Professor (26, 0%) but also they were not overlooked participants who have profile such as Assistant Professor (18, 8%), and Research Ass./ Teacher Ass. 18, 8%. From the last question form the demographic part of the questionnaire 86 of participants expressed and declared that they are in international mandate between 1-6 years in percentage of (89, 5%), 8, 3% of them less than 1 year, between 7-9 years expressed 7, 3% of participants and 3, 1% have voiced that are more than 10 years in international mandate. In addition, looking to the **table (1)** it can be seen that total number of the respondents is 96.

#### 4.2. Factor Analyze

The factor analysis for overall measurement model (cultural intelligence and loneliness in the workplace) for the present study was assessed and indicated in the table (**Table 2**).

| Scale                         | KMO Test Result | Approx. Chi-Square | df  | Sig. p Values |
|-------------------------------|-----------------|--------------------|-----|---------------|
| <b>Cultrural Intelligence</b> | ,791            | 703,160            | 105 | ,000          |
| <b>Workplace loneliness</b>   | ,629            | 543,334            | 91  | ,000          |

| Variables                    | Dimensions                     | Phrase | Component | % of Variance |
|------------------------------|--------------------------------|--------|-----------|---------------|
| <b>Culterel Intelligence</b> | Metacognitive and Motivational | CI2    | ,842      | %26           |
|                              |                                | CI4    | ,525      |               |
|                              |                                | CI11   | ,885      |               |
|                              |                                | CI16   | ,903      |               |
|                              | Behavioral                     | CI1    | ,810      | %21           |
|                              |                                | CI19   | ,719      |               |
|                              |                                | CI20   | ,795      |               |
|                              | Cognitive and Motivational     | CI5    | ,716      | %16           |
|                              |                                | CI6    | ,715      |               |
|                              |                                | CI8    | ,648      |               |
|                              |                                | CI9    | ,688      |               |
|                              |                                | CI10   | ,719      |               |
|                              |                                | CI13   | ,673      |               |
| CI15                         |                                | ,557   |           |               |
| CI17                         | ,669                           |        |           |               |

|                             |                       |    |      |     |
|-----------------------------|-----------------------|----|------|-----|
| Loneliness in the Workplace | Social Companionship  | 2  | ,445 | %27 |
|                             |                       | 9  | ,782 |     |
|                             |                       | 10 | ,726 |     |
|                             |                       | 11 | ,740 |     |
|                             |                       | 12 | ,740 |     |
|                             |                       | 13 | ,526 |     |
|                             |                       | 14 | ,515 |     |
|                             |                       | 15 | ,633 |     |
|                             | Emotional Deprivation | 16 | ,530 | %21 |
|                             |                       | 1  | ,594 |     |
|                             |                       | 3  | ,723 |     |
|                             |                       | 5  | ,693 |     |
|                             |                       | 6  | ,829 |     |
|                             |                       | 7  | ,590 |     |

From the result of the **Table (2)** it is tested that the cultural intelligence process is appropriate with factor analyses with three extracted factors and the coefficient of Kaiser Mayer Olkin (K.M.O) is ,791 recommended value of (0.6) indicate that (K.M.O) coefficient for cultural intelligence is closer to 1 (one). On other hand, also sixteen items of workplace loneliness were subjected to principal axis factoring to assess the dimensionality of the data. In workplace loneliness exploratory factor analysis, two factors were extracted. The Kaiser-Meyer-Olkin (KMO) coefficient for workplace loneliness is ,629 recommended value of (0.6) showed that this coefficient is nearly closer to 1 (one). Respectively, Bartlett's Test of Sphericity (Sig = 0.000) both of the two variables reached statistical significance and meaningfulness ( $p < 0.05$ ) indicating the correlations were enough for exploratory factor analysis. Based on the mentioned explanations the data are valid.

### 4.3. Reliability Analyze

Reliability analysis were conducted for all the study variables in the terms of Cronbach's alpha coefficients. Moreover, the literature indicate that cultural intelligence has four dimension but while reliability analyze was tested, questions that indicated very high values of Cronbach's alpha was brought out to gain more reliable results because of this the cultural intelligence dimensions from four dropped into three dimension. In nutshell, for Cultural Intelligence Scale the third, seventh, twelfth, fourteenth and eighteenth question were removed and for Loneliness in the Workplace Scale the fourth and eighth question were removed.

The **table (3)** summarize the results of the reliability analysis.

| Scale and Sub Dimensions                       | Cronbach Alpha | Number of Items |
|--|----------------|-----------------|
| Cultural Intelligence and Workplace Loneliness | ,820           | 29              |
| <i>Cultural Intelligence</i>                   | ,777           | 15              |
| Metacognitive and Motivational C. Intelligence | ,837           | 4               |
| Behavioral Cultural Intelligence               | ,789           | 3               |
| Cognitive and Motivational C. Intelligence     | ,849           | 8               |
| <i>Workplace Loneliness</i>                    | ,735           | 14              |
| Emotional Deprivation Workplace Loneliness     | ,701           | 6               |
| Social Companionship Workplace Loneliness      | ,794           | 8               |

According to the result of the **table (3)** reliability analyze Cronbach's alpha is ( $0.820 > 0.7$ ) both for cultural intelligence and loneliness in the workplace which indicate a high level of internal consistency and reliability the scales. Cultural intelligence showed value of ( $0.777 > 0.7$ ) and loneliness in the workplace ( $0.735 > 0.7$ ) which both indicate also high level of reliability scale. The Cronbach's Alpha level of the sub dimensions of Cultural Intelligence and Workplace loneliness were confident at high degree ( $0.70 > \alpha > 0.80$ .) which indicate high level of internal consistency and reliability the scales.



## 4.4. Correlation Analysis

### 4.4.1. Correlation Analysis for the all assumptions

In current study after it was tested the Reability analyze the next step of analysis has been Correlation Analyze. Actually, to analyze the correltaion between two variables in our study it was use the Spearman correlation analyze. Furthermore, cultural intelligence and its dimensions are independent variables where they predict the dependent variable such as loneliness in the workplace. The results from the Spearman correlation they are shown in schedule below:

**Table (4)** Spearman Correlation between cultural intelligence its dimensions and loneliness in the workplace

| VARIABLES                          | CI     | MM     | B      | CM     | LW     | SC   | ED |
|------------------------------------|--------|--------|--------|--------|--------|------|----|
| <b>Culture Intelligence</b>        | 1      |        |        |        |        |      |    |
| Metacognitive and Motivational     | ,645** | 1      |        |        |        |      |    |
| Behavioral                         | ,628** | ,141   | 1      |        |        |      |    |
| Cognitive and Motivational         | ,726** | ,046   | ,500** | 1      |        |      |    |
| <b>Loneliness In The Workplace</b> | ,400** | ,351** | ,120   | ,234*  | 1      |      |    |
| Social Companionship               | ,273** | -,200  | ,366** | ,520** | ,419** | 1    |    |
| Emotional Deprivation              | ,327** | ,495** | -,029  | ,049   | ,905** | ,077 | 1  |

The **table (4)**, shows that the significance level of cultural intelligence and loneliness in the workplace is smaller than the error level ( $p=0.000 > \alpha =0.05$ ) and the Spearman correlation's coefficient is positive. The coefficient ( $r=, 400$ ) indicated that there is meaningful relation between cultural intelligence and loneliness in the workplace. Moreover, also the significance level for the second assumption is ( $p=, 000 > \alpha=, 005$ ) which mean that there is a meaningful relationship between two variables and the Spearman correlation coefficient of the metacognitive and motivational is positive ( $r=, 351$ ) and indicate moderate level relationship between two variables. Beside this, results also showed that the significance level of behavioral and loneliness in the workplace is higher than the error level ( $p=0.245 > \alpha =0.05$ ) and the Spearman correlation coefficient for the third hypothesis is ( $r=120$ ). In nutshell, it is conducted that the behavioral dimension of cultural intelligence does not have a significantly relationship with workplace loneliness and its coefficient indicate a positive and low level relationship between two variables. Furthermore, the significance level of the fourth assumption is smaller than the error level ( $p=, 022 > \alpha =0.05$ ) which means that there is significant relationship between two variables. The Spearman coefficient ( $r=, 234$ ) indicate positive and low level relationship between two variables.

### 4.4.2. Regression Analysis

Regression is the next step up after correlation. In the following manner it is present the table that show the value of a variable based on then value of the another variable. Furthermore, it is showed the predicted variable which mean the dependent variable is: Loneliness in the workplace and the variable that we predicted to other variable's value which mean independent variable such as Cultural Intelligence.

**Table(5)** Regression Analysis Results of Cultural Intelligence and Loneliness Workplace

| Dep. Var.                   | R <sup>2</sup> | Adjusted R <sup>2</sup> | Independent Variable         | Beta | Std. Error | t     | p    | F      |
|-----------------------------|----------------|-------------------------|------------------------------|------|------------|-------|------|--------|
| <b>Workplace Loneliness</b> | ,174           | ,165                    | Constant                     | -    | ,395       | 5,624 | ,000 | 19,740 |
|                             |                |                         | <b>Cultural Intelligence</b> | ,417 | ,098       | 4,443 |      |        |

When the results of regression analysis were examine it is acquired that cultural intelligence has an effect on workplace loneliness and accounted for the variance on workplace loneliness in the rate of 16.5 %. Moreover, also was explore that coefficient for cultural intelligence (0,417) is significantly different from 0 because its p-value is 0,000 which is smaller than 0.05. Furthermore, from the results of regression analyze it was conducted that the first hypothesis H1 submitted in the study has been rejected.

**Table (6) between cultural intelligence as well as its components and loneliness workplace**

| Dep. Var.            | R <sup>2</sup> | Adjusted R <sup>2</sup> | Independent Variable               | Beta  | Std. Error | t     | p    | F     |
|----------------------|----------------|-------------------------|------------------------------------|-------|------------|-------|------|-------|
| Loneliness Workplace | ,208           | ,182                    | Constant                           | -     | ,431       | 5,761 | ,000 | 8,049 |
|                      |                |                         | Metacognitive and Motivational C.I | ,394  | ,040       | 4,240 | ,000 |       |
|                      |                |                         | Behavioral Cultural Intelligence   | -,032 | ,081       | -,297 | ,767 |       |
|                      |                |                         | Cognitive and Motivational C.I     | ,243  | ,109       | 2,224 | ,029 |       |

According to the results of the **table (7)**, it is conducted that three dimensions of cultural intelligence such as: metacognitive-motivational, behavioral, cognitive-motivational, effect workplace loneliness and accounted for the variance on loneliness in the workplace in the rate of 18, 2%. Beside this also was achieved that:

The coefficient for metacognitive-motivational cultural intelligence (, 394) is statistically significantly different from 0 because its p-value is 0.000, which is less than 0.05. In this direction the H1a hypothesis was rejected.

The coefficient for behavioral cultural intelligence (-, 032) is negative is not significantly different from 0 because its p-value is 0.767, which is definitely larger than 0.05. In this hypothesis we approximately approached to the results that because hypothesis indicate negative coefficient but still we rejected H1b hypothesis because does not indicate a significantly effect on the loneliness in the workplace.

The coefficient for the last dimension of cultural intelligence cognitive and motivational cultural intelligence (0.243) is statistically significant different from 0 because its p-value of 0.029 is less than 0.05. In this context, the H1c hypothesis it was rejected.

Moreover, from the obtained results from all assumed hypotheses that are showed in the **table (7)**, we came to the conclusion that all hypothesizes we rejected.

## 5. CONCLUSION

In this study, the effect of the cultural intelligence and loneliness in the workplace at the academics of Kyrgyz Republic was examined. However, the data analysis was performed with the statistical program SPSS. The procedure of analyzing the data begin with the demographic part where we got the demographic characteristics of participants in the study. From the gained results we came to the conclusion that from 96 participants 71 of them were male and 24 female and 1 of them did not declare him/herself. Moreover, to achieve more accurate results as first it was conducted the Factor and Reliability Analyze.

Furthermore, the finding from the Regression Analyze suggested that cultural intelligence has a significant and positive effect on the loneliness in the workplace. Moreover, also was gained that the first and third dimensions of the C.I metacognitive-motivational, and cognitive- motivational has a significant and positive effect on the loneliness in the workplace. Interestingly, the second dimension such as behavioral indicate a negative coefficient where approximately approached to the results that we expected but still we rejected hypothesis because does not indicate a significantly effect on the loneliness in the workplace. Also, for the current research also Spearman Correlation Analyze was conducted and the gained indicates the same as results obtained from the Regression Analyze just as the second dimension behavioral indicated positive coefficient.

Although, to the best our knowledge the effect and direct relationship between the cultural intelligence and loneliness still now has not been tested but somewhat surprisingly some previous similar research on intelligence with loneliness showed the opposite of what we assumed and suggested. For instance, in the research of the (Zysberg, 2012) it is noted that there is a negative relationship between

Emotional intelligence level and level of loneliness. Quite surprisingly the research of the (Silman & Dogan, 2013, p. 5) suggested that there is positive correlations between social intelligence and loneliness in the workplace but the findings have been inconsistent with suggestions because the sub-dimensions of social intelligence such Social Awareness and Social Skills negatively and significantly predicted loneliness in the workplace but the gain results from the third sub dimension such as social information processing has approached suggestion where positively and significantly predicted emotional deprivation at work, but social information processing did not significantly predict social companionship at work. Moreover, the study of (Wols et al., 2015, pp. 40,47) findings indicate that loneliness and emotional functioning were prospectively associated supporting the theory that poor emotional skills increase loneliness, but also that loneliness impairs emotion regulation. In the same topic, the research of (Zysberg, 2012, p. 37) explore that presence of meaning, emotional intelligence, and size and availability of an individual's social network are the strongest correlates of loneliness. In nutshell, (Chen & Lin, 2013) study explore that there is a significant three-way interplay between cultural intelligence, loneliness, and supervisor support on overseas job regulation. Specifically, when people indicate more loneliness, higher supervisor support increased the influence of foreign workers' cultural intelligence on overseas job regulation.

The study has several limitations that should be underlined. First of all, in this study it was not examined the relationship between cultural intelligence and the two dimensions of the loneliness in the workplace such as: emotional deprivation and social companionship. Second limitation of this research is that it is conducted to the Turkish academics that are working in universities of the Kyrgyz Republic. It would be more informative to include participants from other professions or future research should investigate the issue in other countries or contexts or different behavior settings.

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#### EK 1: Anket Soruları

| Kültürel Zeka Soruları |   |   |   |   |   |   |
|------------------------|---|---|---|---|---|---|
| 1.                     | Farklı kültürel geçmişe sahip insanlarla etkileşim kurarken kullandığım kültürel bilgilerin farkındayım.    | ① | ② | ③ | ④ | ⑤ |
| 2.                     | Bana yabancı bir kültürden gelen insanlarla etkileşim kurarken kültürel bilgimi ayarlarım.                  | ① | ② | ③ | ④ | ⑤ |
| 3.                     | Kültürlerarası etkileşimlerde kullandığım kültürel bilgimin farkındayım.                                    | ① | ② | ③ | ④ | ⑤ |
| 4.                     | Farklı kültürlere sahip insanlarla etkileşim halindeyken, kültürel bilgilerimin doğruluğunu kontrol ederim. | ① | ② | ③ | ④ | ⑤ |
| 5.                     | Diğer kültürlerin yasal ve ekonomik sistemlerini bilirim  | ① | ② | ③ | ④ | ⑤ |
| 6.                     | Diğer dillerin kurallarını (örneğin; kelime bilgisi, dil bilgisi) bilirim.                                  | ① | ② | ③ | ④ | ⑤ |
| 7.                     | Diğer kültürlerin dini inançlarını ve kültürel değerlerini bilirim.   | ① | ② | ③ | ④ | ⑤ |
| 8.                     | Diğer kültürlerin evlilik yapılarını bilirim.   | ① | ② | ③ | ④ | ⑤ |
| 9.                     | Diğer kültürlerin sanat ve zanaatlarını bilirim.  | ① | ② | ③ | ④ | ⑤ |
| 10.                    | Diğer kültürlerin sözel olmayan davranışları (jest ve mimik) ifade etme şekillerini bilirim.                | ① | ② | ③ | ④ | ⑤ |
| 11.                    | Farklı kültürden insanlarla etkileşim kurmaktan zevk alırım.  | ① | ② | ③ | ④ | ⑤ |
| 12.                    | Bana yabancı bir kültürün halkı ile karşılaştığımda onlarla kaynaşabilme konusunda kendime güvenirim.       | ① | ② | ③ | ④ | ⑤ |
| 13.                    | Yeni bir kültüre uyum sağlama sürecinde yaşayacağım stres ile başa çıkabilme konusunda kendime güvenirim.   | ① | ② | ③ | ④ | ⑤ |
| 14.                    | Yabancıysa olduğum bir kültürde yaşamaktan hoşlanırım.  | ① | ② | ③ | ④ | ⑤ |
| 15.                    | Farklı bir kültürdeki alışveriş koşullarına alışabilme konusunda kendime güvenirim.                         | ① | ② | ③ | ④ | ⑤ |

|     |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|
| 16. | Konuşma davranışlarımı (örneğin; ses tonu, aksan vb.) kültürlerarası iletişimin gereklerine göre ayarlarım. | ① | ② | ③ | ④ | ⑤ |
| 17. | Farklı kültürlerarası durumlara uyum sağlamak için duruma göre duraksar ya da sessiz kalırım.               | ① | ② | ③ | ④ | ⑤ |
| 18. | Konuşma hızımı kültürlerarası etkileşimin gereklerine göre değiştirebilirim.                                | ① | ② | ③ | ④ | ⑤ |
| 19. | Sözel olmayan davranışlarımı kültürlerarası etkileşimin gereklerine göre değiştirebilirim.                  | ① | ② | ③ | ④ | ⑤ |
| 20. | Yüz ifadelerimi kültürlerarası etkileşimin gereklerine göre değiştirebilirim.                               | ① | ② | ③ | ④ | ⑤ |

### İşyeri Yalnızlığı Soruları

|     |  |   |   |   |   |   |
|-----|--|---|---|---|---|---|
| 1.  | İş ortamında baskı altındayken iş arkadaşlarım tarafından yalnız bırakıldığımı hissedirim. | ① | ② | ③ | ④ | ⑤ |
| 2.  | Çoğunlukla iş arkadaşlarımın bana mesafeli durduklarını hissediyorum.                      | ① | ② | ③ | ④ | ⑤ |
| 3.  | Birlikte çalıştığım insanlarla arama mesafe koyduğumu hissediyorum.                        | ① | ② | ③ | ④ | ⑤ |
| 4.  | Kendimi iş arkadaşlarımdan duygusal olarak uzak hissediyorum.                              | ① | ② | ③ | ④ | ⑤ |
| 5.  | İş yerimdeki ilişkilerimden memnunum.*   | ① | ② | ③ | ④ | ⑤ |
| 6.  | Çalıştığım iş yerinde dostluk anlayışı hâkimdir.*  | ① | ② | ③ | ④ | ⑤ |
| 7.  | İş arkadaşlarımla birlikteyken çoğu zaman kendimi dışlanmış hissediyorum.                  | ① | ② | ③ | ④ | ⑤ |
| 8.  | İş yerinde çoğu zaman diğer çalışanlarla birlikte aramda bir kopukluk hissedirim.          | ① | ② | ③ | ④ | ⑤ |
| 9.  | İş yerindeyken kendimi genel bir boşluk duygusu içinde hissedirim.                         | ① | ② | ③ | ④ | ⑤ |
| 10. | İş yerinde sosyal ilişkilerim vardır.*   | ① | ② | ③ | ④ | ⑤ |
| 11. | İş yerimdeki sosyal etkinliklere (piknik, parti, yemek vs.) katılırım.*                    | ① | ② | ③ | ④ | ⑤ |
| 12. | İş yerinde gerektiğinde işle ilgili günlük sorunlarımı konuşabileceğim biri var.*          | ① | ② | ③ | ④ | ⑤ |
| 13. | İş yerinde istediğimde kişisel düşüncelerimi paylaşabileceğim kimse yoktur.                | ① | ② | ③ | ④ | ⑤ |
| 14. | İş yerinde mola zamanlarında beraber vakit geçirebileceğim biri vardır.*                   | ① | ② | ③ | ④ | ⑤ |
| 15. | Kendimi iş yerindeki arkadaş grubunun bir parçası olarak hissedirim.*                      | ① | ② | ③ | ④ | ⑤ |
| 16. | İş yerinde beni dinleme zahmetinde bulunan insanlar vardır.*                               | ① | ② | ③ | ④ | ⑤ |