Oral Defense Announcement
University of Missouri – St. Louis Graduate School

An oral examination in defense of the dissertation for the degree
Doctor of Philosophy in Psychology with an emphasis in Industrial and Organizational Psychology

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M.A. in Psychology, May, 2014, University of Missouri-St. Louis
B.A. in Psychology, January, 2012, University of Missouri-St. Louis

Intercultural Coworker Relationships (ICONs) in the Global Workplace:
A Grounded Theory Study

Date: September 10, 2018
Time: 10:30 a.m. to 12:30 p.m.
Place: 339 Stadler Hall

Abstract

Previous research supports what employees intuitively sense: peers make the place (Chiaburu & Harrison, 2008; Schneider, 1987). Extant research suggests coworker relationships have critical influence on outcomes ranging from turnover (Felps, Mitchell, Hekman, Lee, Holtom, & Harman, 2009) to creativity (Homan, Buengeler, Eckhoff, van Ginkel, & Voelpel, 2015) to organizational commitment (Viswesvaran & Ones, 2002) to employee health and well-being (Heaphy & Dutton, 2008). Despite the increase of intercultural coworker relationships (ICONs), particularly in multinational firms in the technology industry, research has yet to examine what defines coworker relationship quality in the presence of national cultural differences. In other words, how do employees define and experience relationship quality in ICONs? How do employees behave to facilitate relationship quality in ICONs? The present study sought to address these theoretically and practically important questions using a mixed methods design, with an emphasis on the qualitative data collected via grounded theory methodology. Findings reveal consistencies and important differences compared to monocultural coworker relationships. The current study offers a theoretical framework to conceptualize the development of ICON quality. The importance of understanding how relationship quality is defined and facilitated in organizations with nationally diverse populations is discussed, both in terms of theoretical and practical implications.

Defense of Dissertation Committee
Ekin Pellegrini, Ph.D. - Chairperson
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