

The impact of Intra Organizational Social Capital and Perceived Organizational Support on expatriate job performance in the United Arab Emirates: The role of Islamic Work Ethic

Jesu Raja Santiago, Dr Nitin Vihari, Mohit Yadav

Abstract

Purpose – Expatriate job performance has been researched previously with various constructs in place and work has been done to identify which contributes more. The purpose of this paper is to understand the multiple constructs which affect the job performance of an expat who is placed in the United Arab Emirates and how Islamic Work Culture plays an important role in all of this. Numerous research and models have been proposed to define, analyze, and identify the factors affecting the performance of an expat in his/field of work. Research works have been done to identify the factors and quantify their influence on the overall objective of expat performance and underline the core areas of improvement that may help the expat. This paper examines the relationship between intra organizational social capital and perceived organizational support on the overall job performance of an expat resulting in better task performance, management and administration, teamwork and leadership, demonstrating effect, communication performance and maintaining discipline in their job role.

Design/methodology/approach – Five Likert scale is used for collecting the data in the form of survey results sent to expats who are working within United Arab Emirates. Demographic characteristics of all the stakeholders are observed. Convenience based sampling is used to select the respondents. beliefs, intentions, are studied as mediators between Sustainable Service Quality and pro-environmental behavior.

Findings – It is observed that, intra organizational social capital, perceived organizational support with the knowledge of Islamic Work Ethic of the region helps the expatriate in achieving the desired job performance.

Originality/value – This paper provides suggestions for the further development of a more expat friendly policies to be developed in order to increase the performance of the expatriate.

Keywords: Social Capital, Cultural Adjustment, Emotional Intelligence, Intelligent Quotient