

THE ROLE OF INTERCULTURAL COMMUNICATION IN BUILDING GLOBAL LEADERSHIP COMPETENCIES: A PHENOMENOLOGICAL APPROACH OF STUDENT EXCHANGE IN UNIVERSITIES

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ABSTRACT

Organizations need global leaders, capable of moving in and through divergent cultural environments. An increasing number of studies in recent years have examined issues related to developing cross-cultural/global leadership. Unfortunately, there are still a lot of university students who do not understand the importance of intercultural communication skills to enhance the leadership competence. Therefore, the main problem identified in this study was intercultural communication among university students. This study was carried out in the form of phenomenological approach. Interviews were taken place in several universities in Jakarta. This study also employed questionnaires to triangulate the instruments. The research is defined into two major aspects namely to know what the purpose of students to participate in student exchange program and to dig deeper how intercultural communication contributes to the global leadership competencies. In-depth interviews were conducted to understand how participants experienced the phenomenon, while questionnaires were distributed to support the data gained by interviews. This study involved 11 university students as participants for in depth interviews. Three students with international student exchange program experience, three students with national student exchange program experience, three students with no exchange experience and 2 Head of Study Programs. Whereas 30 questionnaires were distributed. The research proved that intercultural communication plays a significant role in enhancing leadership competencies.

Keywords: Intercultural communication, global leadership competencies, student exchange.