

Appendix D:

Expatriate Interview																									
Origin																									
1.	What is your nationality?																								
2.	What is your cultural background? (Parent's nationality)																								
3.	What is your marital status? Single ___ Married ___ (answer questions 4,5) Divorced ___																								
4.	What is your spouse nationality?																								
5.	How many children do you have? What is their age?																								
Job																									
6.	Where do you work?																								
7.	What is your job?																								
International Assignment																									
8.	To what country were you assigned? For how long?																								
9.	How long have you been living in that country?																								
10.	What was the purpose of your international assignment?																								
International Experience																									
11.	Did you have previous experience working/living abroad?																								
12.	Were you familiarized with the culture of the country where you now live?																								
13.	Did you travel to that country before? Yes___ No___																								
14.	Did you have any previous knowledge of the language of that country before you knew about the posting? Yes ___ No ___																								
15.	How many languages do you speak? Mark an X on the level																								
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th colspan="3">Level</th> </tr> <tr> <th>Language</th> <th>Beginner</th> <th>Intermediate</th> <th>Fluent</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>		Level			Language	Beginner	Intermediate	Fluent																
	Level																								
Language	Beginner	Intermediate	Fluent																						
16.	How many languages does your spouse speak? Mark an X on the level																								
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>Level</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> </tbody> </table>		Level																						
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	Language	Beginner	Intermediate	Fluent	

Cross-Cultural and Language Training

17. Fill in the table below with information regarding the type of training you received prior to your assignment abroad.

Type of Training	Method	Description of Content	Duration
Cultural	Seminar ___ School ___ Internet ___ Videos ___ Other: ___		
Language	School ___ Internet ___ Videos ___ Other: ___		
Other:	Seminar ___ School ___ Internet ___ Videos ___ Other: ___ _____		

18. (In case married) Did the spouse receive this training as well? Yes ___ No ___

Arrival

19. What were your first impressions of the culture when you first arrived?

20. Who were your initial contacts when you first arrived to the country?

21. What was your level of local language when you first arrived to the country?

Cultural Shock

22. Fill the table below with information regarding culture shock experiences you had in the new country. Follow the sample if needed.

SAMPLE:

Time Period	Incident	Emotions you Experienced	Your reactions	Outcome
(When did it happen?)	(What happened?) I go to a grocery store to buy fruit, bread and drinks. It is not until I reach the cashier that I realize that I had to	(How did you feel about it?) I felt stupid I felt embarrassed	(What did you do about it?) I paid her and try to say sorry in Dutch.	(What happened afterwards?) She ignored me and I left hoping not to ever
The Second		I felt that she didn't show a bit		

Week of my Stay	weigh my own fruit and label the price myself. The cashier raises her voice in Dutch. I don't understand a thing. The next minute she leaves and then comes back with the labels herself. She gives me a devilish look.	of tolerance, considering the obvious fact that I was a foreigner		see her again, nor the people who were behind me waiting.
Time Period	Incident	Emotions	Your reactions	Outcome

23. Did any of the incidents you mentioned above repeat? Yes___ (Answer question 24)
No___ (Go to question 25)
24. What was your reaction the second time?
25. Did you receive cultural and language training while overseas? Yes ___ (Answer question 26)
No ___ (Go to question 27)
26. Describe type of training
27. Did you have a cultural mentor? Yes___ No ___
28. Did the training you receive (either pre-departure/overseas) help you cope with conflict?
Yes ___ (Answer question 29)
No ___ (Go to question 30)
29. In what way was it helpful?

Adjustment

30. After the first month, in your opinion, how did the local people perceive you?
31. After the first three months, what other local contacts did you have besides the people from work?
32. After the first three months, did you relate with other expatriates or people from your same country or cultural background?
Yes ___ (Answer question 33)
No ___ (Answer question 34)
33. How often did you meet with them?
34. Why not?
35. What type of recreational activities did you (and/or your family) engage in while overseas?
36. After the first five months, what was your perception towards the local culture and the local language?
37. After the first five months, how many locals were you in touch with on a regular basis?

38. How do you evaluate your performance abroad? Explain

39. How does the organization evaluate your performance abroad?

Expatriate 1:

ORIGIN: Filipino

Married with a child 2 years old
Spouse nationality Filipino

JOB: Kaudex Japan Corp. – Quality Development Manager

He has been living in Japan during 6 years.

INTERNATIONAL EXPERIENCE:

He did not travel to that country before

He did not have any previous knowledge of the language of that country before

He speaks Japanese (beginner) and Filipino, English and Cebuano (fluent)

ARRIVAL:

His first impression of the culture was: Terrible, difficult culture

His initial contacts were with fellow expatriates

He had no knowledge of local language when he first arrived

CULTURAL SCHOCK:

First week: “When I ride a taxi, I went to the driver’s side of the taxi, instead of going to the passenger’s side. Vehicles in Japan are right hand drive, while in my country it is left hand drive. I was embarrassed. I said sorry, and then went to the correct seat.

The driver just bowed, but I know that he was laughing deep inside.”

He received cultural and language training (Language training 2 hours every week)

The training helped him to cope with conflict. He was able to understand them. Understanding their language is the key to understanding the culture of the people.

ADJUSTMENT:

After the first month: “People think that I am an idiot just like any other foreigners in this country”

After the first three months: I had new local friends. He related with other expatriates once a week

After the first five months: His perception of the local culture was getting better.

He evaluated his performance abroad: It is good, I really learned a lot about the culture, the works ethics, and the overall aspect of relating with other people.

Expatriate 2:

ORIGEN: Mexican
Single

JOB: Teacher’s assistant

INTERNATIONAL EXPERIENCE:

She did not travel to Japan before
She did not have previous knowledge of the language
She speaks fluent Spanish, Intermediate English, Beginner Korean and French

ARRIVAL:

The first impressions of the culture; “I thought that people were too cold: from the way of greeting hello, to the way having fun.”

CULTURAL SHOCK:

At the third month of school: “Since I was still struggling with Japanese language, I asked the teacher to explain a word. The next second, he is telling me that I never understand and that he is not going to loose time to explain me. I thought, that since his job was to teach he had no reason to react the way he did. I feel very bad and hurt. I told him “hidoi” (you are pretty mean) and got out of the room heading to the headmaster s office. We spent one hour talking and after he apologized to me, it took us like one month to erase those ‘hard feelings’.”

She had cultural language training once every two months for an hour. The training did not help her to cope with conflict.

ADJUSTMENT:

After the first month: “They were kind of interested in me... maybe because I was kind of different.”

After the first three months: She had contacts with church people.

She related with expatriates, because she lived with them.

After the first five months: “Once I was able to express my feeling in Japanese, I noticed that people were not as cold as I thought in the beginning. I was in touch of 20 people. In general my performance had its ups and downs. Sometimes I could not understand them and I felt they could not understand me, so I closed up. Other times, I think I did a pretty job trying to get along and leave the differences behind. I also think I did a good job learning the language.”

Expatriate 3:

ORIGIN: American

Her ancestry is German and Scottish

Single

JOB: Welding company.

INTERNATIONAL ASSIGNMENT:

Assigned to Japan for one moth and a half.

The purpose was, to learn about Japanese culture and other religions in Asia

INTERNATIONAL EXPERIENCE:

“I was not familiar with Japan, when I lived there. I did not travel to that country before. I did not have a previous knowledge of the language.”

She speaks German intermediate, and Japanese Beginner

CROSS-CULTURAL AND LANGUAGE TRAINING:

Spent four days at San Jose College in California for a Seminar about Japan

ARRIVAL:

“The first impressions of the culture were not good. It was very cramped and people seemed very strange. The first contacts were with my host family.”

CULTURAL SHOCK:

“The first week of the stay. I was forced to go to Middle School instead of High School.

I was very upset that we could not participate in High School I felt cheated and insulted that they treated me like a child. I argued with them for two weeks, and finally they put me in High School.

With the second incident, I was angrier with my school. I felt like they were treating me as some kind of experiment instead of a person, and I wanted to go home.”

“The cultural and language training was very basic, but a lot of fun to learn with other teachers and students. My host-mother helped me study too. The training did not help me to cope with conflict.”

ADJUSTMENT:

After the first month: “They perceive me as a foreigner. An experiment.”

My contacts were with my host-family. I related with other expatriates, everyday at School.

After the first five months, the culture and local language was much easier. And I had contact with 10 or so. I did not have fun in the School, like the others American foreign students.

Expatriate 4:

ORIGIN: Mexican

Married, three children

JOB: He works in a Japanese branch of a German company in Hiroshima Japan as Project Manager controlling the development of automotive suspensions components.

INTERNATIONAL ASSIGMENT:

“I was assigned to Japan with local contract. I have been in this country for three years and a half.”

The purpose for this was to control the development of new projects

INTERNATIONAL EXPERIENCE:

Lived in Japan during six months when he was working for another firm.

Learned the business culture of the company and the culture of Japan as a country.

He was familiar with the culture and had traveled to the country before. He had previous knowledge of the language. He speaks fluent English and Spanish and now, Intermediate Japanese.

CROSS-CULTURAL AND LANGUAGE TRAINING:

Received cultural training when he arrived to Japan. The school personnel received him at the Airport. The school program had included the Japanese culture study, starting from the basic stuff.

Regarding language training he received special Japanese lecture from a team of Japanese teachers who only spoke in Japanese. Since the first class everyday he had 7 hours lecture in a classroom.

I also was able to keep learning outside classrooms by watching TV. Listening to the radio or sharing experiences with the other students.

ARRIVAL:

“The first time I came to Japan, I was shocked as the culture is quite different. My initial contacts were with the people at the office, they were really kind on support me.”

CULTURAL SHOCK:

“Japan has the vehicular transit on the streets at the other side I has in my country. I always start looking at the other side. The change of direction made me feel disoriented. Japan, is one of the most expensive countries all over the world.

Going to the stores and restaurants always was a shock. I search for cheaper places to buy, and I just gave up accepting the higher costs and expensive life.”

“The training helped me to cope with conflict.

After the training I was able to overcome the cultural shocks.”

ADJUSTMENT:

After the first three months: “I had basically no problems during both stays in Japan. I have been able to live alone having a normal life even with local people.”

He related with other expatriates daily.

He felt totally adapted.

Since the first week he has been in touch with local people.

The training received at the beginning definitively helped him to have success in his current job and personal life.