

ABSTRACT

In a constantly changing global business environment, multiculturalism and diversity are becoming important discussion topics for Asean Economic Community. The failures mission of expatriates is a bad experiences for organization that will evaluated in this research. This research presents findings of study of the influences of cross cultural competency, cross cultural experiences, neuroticism characters, and global oriented leadership to manage the ethnocentrism of expatriates in Indonesia.

Global oriented leadership as moderating variables creating the influences of cross cultural competency, cross cultural experience, and neuroticism perform as well with the organization development program that will improve the capability of work and eliminate the ethnocentrism of expatriates. Additionally, an multicultural environment encourages diversity and employee involvement as well as creates a sense of ownership and responsibility is important for management of succesfull, diverse, and happy workplace.

Key words : Ethnocentrism, cross cultural competence, cross cultural experiences, neuroticism characters, global oriented leadership.