

Selvarajah, C (1998). Expatriate Acculturation: A Comparative Study of Recent Chinese Business Migrants in New Zealand, *International Journal of Management*. Vol. 15 (1), pp. 103-112.

## **Introduction**

Most immigrants face cross-culture challenges, but few immigrant studies consider the acculturation of the immigrants. With the rapid development of international business, the more recent research suggests that there is greater importance to understand an expatriate's personality, psychological and cultural make-up and the levels of tolerance in the foreign environment (Black and Mendenhall, 1990; Mendenhall, et al, 1987; Mendenhall & Oddou, 1985). Since immigrants go through a similar process of cross-culture adjustment as expatriates (Kim, 1977, 1987, Kim & Gudykunst, 1984, 1988), the expatriate acculturation process model will be applied in the study of immigrant acculturation.

This study will analyse and discuss the acculturation of new Chinese immigrants in Auckland. A single Questionnaire was designed to measure the various aspects of the process of acculturation of this group. The examination of the immigrant acculturation was performed by using factor analysis, correlation and discriminant statistic models. This study will also discuss the relationship between predeparture experiences, initial experiences, prolonged experiences, the degree of frustration/contentment experiences, the experiences of the spouse, adjustment outcomes of adaptation, cooperation and participation of the immigrants. The results generally supported the application of the Expatriate Acculturation Process (EAP) Model in the study of immigrants.

## **Background to the Research**

New Zealand has traditionally been a country of immigration. Over the years, immigration had a major impact on the size, growth rate, age-sex structure and ethnic composition of New Zealand's population.

With the liberalisation of restrictions on immigration policies in the middle of 1980s, and the introduction of the points system in 1991, a large number of Chinese have immigrated to New Zealand. Since the Chinese culture is different from the New Zealand culture, and immigrants have different backgrounds, invariably they would experience cultural shock in settling in a new environment such as New Zealand. As there are few previous studies on such immigrant acculturation, this paper intends to analyse and discuss the immigrants' cross-cultural process based on the studies of expatriate acculturation and in particular Selvarajah's 4-Stage Expatriate Acculturation Process (EAP) Model.

This paper hopes to raise the importance of understanding an immigrant's personality, psychological and cultural make up and the levels of tolerance needed when faced with a new environment. Immigrant's work skill is of no more importance in measuring suitability to a foreign environment than these intrinsic qualities. This study will highlight factors that influence the acculturation process of immigrants in a foreign environment. This includes factors such as personal experience, family factors and background. This paper also analyses how the Chinese immigrants in New Zealand go through a series of acculturation stages in order to adjust to their environment.

Immigration is a significant force in the shaping of New Zealand society. When immigration policies were liberalised in the mid-1980's, a large number of Chinese immigrated to New Zealand; among them were 7,675 people from Hong Kong, 7,068 people from Malaysia, 5,963 people from Taiwan and 2,886 people from China (DIA, 1993). Today, Chinese have become the largest non-Polynesian, non-European ethnic

community in New Zealand. In 1993 Chinese population was 44,793 or 1.33 per cent of New Zealand resident population and 28.8 per cent of New Zealand ethnic population (*ibid*). The New Zealand Chinese population had increased from 20,259 in 1986 to 44,793 in 1993, an increase of 121 per cent.

Thompson (1989), in his book *Toronto's Chinatown*, analysed the characteristics of the new Chinese immigrants. He argued that the environment from which the immigrants came will impact on their adaptation in the new environment. Since Hong Kong is a British protectorate, the immigrants from Hong Kong are literate in English as well as Chinese. This bilingualism is an important factor in the social processes of the new environment, particularly as it affects middle class interaction. Although many Hong Kong immigrants were born in China, the great majority had lived in Hong Kong for many years and adapted to its urban environment prior to moving to Canada. The Chinese culture in Hong Kong and the Chinese culture in China are not exactly the same and the difference is felt when they immigrate to Canada.

### **Sample**

The sample for this study was randomly drawn from Chinese immigrants from the Peoples Republic of China (China), Hong Kong, Taiwan, Singapore and Malaysia. 300 questionnaires were distributed to selected Chinese immigrants based on name lists provided by ethnic associations in Auckland. After appropriate follow-up, 187 questionnaires were returned, of which 166 were useable, yielding a response rate of 62 per cent. The sample consisted of 15.7 per cent of the respondents coming from China, 22.3 per cent from Hong Kong, 20.5 per cent from Taiwan, and 39.2 per cent from Singapore and Malaysia. Table 1 illustrates the demographic details of the three sample groups.

**Table 7.1: Demographic detail of respondents**

<b>Years</b>	<b>No.</b>	<b>%</b>	<b>From</b>	<b>No.</b>	<b>%</b>	<b>Age</b>	<b>No.</b>	<b>%</b>
< 0.5	7	4.2	China	26	15.7	< 26	76	45.8
0.5-2	23	13.9	Hong Kong	37	22.3	26-35	51	30.7
> 2	136	81.9	Taiwan	34	20.5	36-45	21	12.7
			Singapore/ Malaysia	65	39.2	46-55	13	7.8
			Other	4	2.4	> 55	5	3.0

<b>Sex</b>	<b>No.</b>	<b>%</b>	<b>First Overseas Residence</b>	<b>N</b>	<b>%</b>
Male	79	47.6	Yes	121	72.9
Female	87	52.4	No	45	27.1

45 per cent of respondents were less than 26 years old, 30.7 per cent were between 26 and 35 years of age, 12.7 per cent of the respondents were in the 36 to 45 age group and the balance were above 46 years of age. The reasons for this concentration in the younger age group was because most of the older respondents preferred not to answer the questionnaire. The older Chinese had English language difficulty or could not understand English at all. Secondly, the older Chinese were either embarrassed, unsure of the research implications or feared answering the questionnaire may lead to unnecessary trouble as a consequence. Most of the older Chinese are from conservative traditional backgrounds where information generally has been restricted. The sample also showed that New Zealand was the first overseas place of residence for 72.9 per cent of the respondents. The remaining 27.1 per cent of the respondents indicated that they had lived in another country before coming to New Zealand.

## Measures

In this questionnaire, for most metric variables, there are five numbered alternatives, 1 to 5, where low numbers represent low levels or minimum amounts and high numbers represent high or maximum amounts. Measures were carried out on adjustment, background, initial experiences, prolonged experience, frustration/contentment, the experiences of spouse and adaptation, cooperation and participation. The specific measures are described in detail as follows:

*Background:* The background was measured by the original place the respondents were from, whether it was the first time they have to lived overseas, and the information they knew about New Zealand before they departed. Q4 asked the respondents to indicate which country they were from. Q5 was designed to ask the respondents to indicate whether it was their first time overseas. Q28\* asked the respondents to indicate the amount of information they had prior to coming to New Zealand on items such as food, accommodation, education, and New Zealand culture, prior to coming to New Zealand. Q17 asked how much they knew about New Zealand and Q18 asked whether they faced difficulty in obtaining information about New Zealand prior to coming.

*Initial Experiences:* The respondents were asked 15 sub-questions about how they felt on arrival in New Zealand. These 15 sub-questions were concerned about their feelings on food, accommodation, children's education, distance from home, New Zealand culture, region, the New Zealand people, language, goods & equipment, support services, climate, values and attitudes, relationships with New Zealanders, public amenities and technology (Q29).

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\* The questions in between the numbers indicated here are measure of variables which are not directly related to the objectives of this paper.

*Prolonged Experience:* A number of factors such as food, accommodation, language, relationships with New Zealanders were asked and the respondents to indicated how they felt now on these factors (Q30).

*Adjustment:* To measure the adjustment, two questions were designed to ask the respondents to indicate their degree of satisfaction and their reaction. First, degree of satisfaction was measured by the respondents' experiences in New Zealand (Q12). Secondly, the reaction was measured by asking the respondents whether they were planning to stay in New Zealand permanently (Q26). In question 26, low number represents high level and high number represents low level, so negative R value represents positive relationship with other variables.

*Frustration/Contentment:* Frustration or contentment was measured by the respondents' experience now in New Zealand. If they felt very happy in experiencing life in New Zealand, they are considered as being highly contented. If they felt extremely unhappy in New Zealand, this would result in frustration (Q12).

*The Experience of the spouse:* The experience of the spouse was measured by asking the respondents to scale how the spouse felt now (Q16), and Q25 asked the degree to which the spouse is coping in the New Zealand culture.

*Adaptation, Cooperation & Participation:* Adaptation, cooperation and participation were measured by asking the respondents the degree to which they coped in the New Zealand culture (Q24), to scale the frequency with which they socialised with New Zealanders (Q22) and how they had tried to understand the New Zealand culture (Q23).

## Data analysis

This research employed factor analysis, correlation and discriminant statistic model to interpret the data.

Factor analysis is a generic name given to a class of multivariate statistical methods whose primary purpose is data reduction and summarisation. By using factor analysis, the analyst can identify the separate dimensions being measured by the survey and determine a factor loading for each variable (test item) on each factor. In this research, questions 28, 29 and 30 have about 15 variables (sub-questions) for each question. Factor analysis has been used to summarise those variables to one variable for each question. The identified single variables are then used for subsequent correlation, and discriminant analysis. In this research, Factor 1\_1 will represent question 28, Factor 1\_2 will represent question 29 and Factor 1\_3 will represent question 30. These three factor analysed variables have high level of eigenvalue (8.35, 7.58, 6.16). The factor loadings of these three factors are showed in Table 3. All variables have a highly positive loading, indicating the three factors as being representative of questions 28, 29 and 30.

**Table 2**  
**Principal Components Analysis**

<b>Factor</b>	<b>Eigenvalue</b>	<b>% of Variance</b>	<b>Cumulative %</b>
Factor 1_1	7.15168	51.1	51.1
Factor 1_2	7.11049	47.4	47.4
Factor 1_3	6.08573	40.6	40.6

Note: Significant Eigenvalue > 1 , and % of variance and Cumulative % > 30%

**Table 3**  
**Factor loadings of Question 28, 29 and 30.**

Factor 1_1 (Q28)		Factor 1_2 (Q29)		Factor 1_3 (Q30)	
Q28.1.F	.72282	Q29.1.F	.62534	Q30.1.F	.58983
Q28.10.P	.81953	Q29.10.S	.74912	Q30.10.S	.73222
Q28.11.S	.75964	Q29.11.C	.61980	Q30.11.C	.57346
Q28.12.C	.55403	Q29.12.V	.80410	Q30.12.V	.72963
Q28.13.V	.70976	Q29.13.R	.74391	Q30.13.R	.69802
Q28.14.R	.78866	Q29.14.P	.80437	Q30.14.P	.63375
Q28.2.A	.78489	Q29.15.T	.72734	Q30.15.T	.74219
Q28.3.CH	.70671	Q29.2.A	.70296	Q30.2.A	.57103
Q28.4.NC	.80085	Q29.3.CH	.59399	Q30.3.CH	.59093
Q28.5.RE	.58740	Q29.4.DF	.50066	Q30.4.DF	.26579
Q28.6.NP	.70514	Q29.5.NC	.76158	Q30.5.NC	.76125
Q28.7.LA	.29049	Q29.6.RE	.67015	Q30.6.RE	.60862
Q28.8.TE	.77161	Q29.7.NP	.70515	Q30.7.NP	.65422
Q28.9.GE	.81774	Q29.8.LA	.46434	Q30.8.LA	.55641
		Q29.9.GE	.74733	Q30.9.GE	.68361

#### Notations

Factor 1\_1 (Q28) Information on factors prior to departure

Factor 1\_2 (Q29) Feelings on adaptation factors on arrival

Factor 1\_3 (Q30) Feelings on adaptation factors now

Correlation is a statistical technique that is used to measure the relationship between two variables. Correlation has been used to predict the influence of the independent variable in a systematic manner on the dependent variables. In this research, correlation was performed to examine the relationship between the background of the respondents and their initial experience, the relationship between the experience and frustration/contentment, the relationship between the experience of the family and acculturation, and the relationship between the adjustment and adaptation, cooperativeness and participation.



Discriminant analysis is the appropriate statistical technique when the dependent variable is categorical (nominal or nonmetric) and the independent variables are metric. If the single dependent variable is nonmetric, the multivariate technique of multiple discriminant analysis is appropriate. Discriminant analysis is useful in situations where the total sample can be divided into groups based on a dependent variable that has several known classes. The primary objectives of multiple discriminant analysis are to understand group differences and predict the likelihood that an entity will belong to a particular class or group based on several metric independent variables. In this research, a classification of the respondents was needed based on where they came from and whether it was the first time for them to live overseas. Based on their initial experience, we examined the difference between these four groups from China, Hong Kong, Taiwan, and Singapore/Malaysia.

## **Results**

The correlations between the factor analysed single variables and initial experience is presented in Table 4. The correlation matrix revealed that the immigrants initial experience (Q29) was significantly related to the degree of information they had before their departure from their respective home countries (Q17,  $r = 0.52$ ,  $P = 0.000$ ) and (Q28,  $r = 0.63$ ,  $P = 0.000$ ). That is, if the immigrants had more information about New Zealand prior to their departure, their initial experiences would have been better. On contrast, if the immigrants had little information about New Zealand prior to their departure, they would then have poor initial experience. Difficulty in obtaining information about New Zealand prior to coming to New Zealand (Q18) is negatively related to their initial experience ( $r = - 0.20$ ,  $P = 0.011$ ). This indicates that the greater difficulty in obtaining information about New Zealand, the worse-off the initial experience.

**TABLE 4**  
**Acculturation process correlation matrix of the initial experience and the**  
**informations about New Zealand which immigrants have**

	<b>FAC1_1</b>	<b>FAC1_2</b>	<b>Q17.KNOW</b>	<b>Q18.INFO</b>
<b>FAC1_1</b>	1.0000 P= .	.6272 P= .000	.6447 P= .000	-.2315 P= .003
<b>FAC1_2</b>	.6272 P= .000	1.0000 P= .	.5166 P= .000	-.2004 P= .011
<b>Q17.KNOW</b>	.6447 P= .000	.5166 P= .000	1.0000 P= .	-.2244 P= .004
<b>Q18.INFO</b>	-.2315 P= .003	-.2004 P= .011	-.2244 P= .004	1.0000 P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

#### Notations

- FAC1\_1      Information on factors prior to departure  
 FAC1\_2      Feelings on factors on arrival  
 Q17.KNOW    Knowledge of New Zealand prior to coming  
 Q18.INFO     Difficulty on obtaining information about New Zealand prior to departure

In Table 5 the results of the discriminant function by group mean, evaluating where the immigrant are from (Q4) by initial experience(Q29) are presented. This discriminant analysis is highly significant (P = 0.0007). That is to say, grouping people based on where they are from with their initial experiences is successful. The group mean revealed that immigrants from China and Taiwan have negative values whereas immigrants from Hong Kong and Singapore/Malaysia have positive values. This suggests that immigrants from Hong Kong and Singapore/Malaysia have better initial experiences than immigrants from China and Taiwan (see Table 5).

**TABLE 5****Acculturation process group mean of the initial experience for the countries groups**

<b>Group</b>	<b>Function 1</b>	<b>Country</b>
1	0.25649	Malaysia/Singapore
2	- 0.24647	Taiwan
3	0.22957	Hong Kong
4	- 0.70015	China

( $r=0.3403$ ,  $P=0.0007$ )

Table 6 presents the results of the discriminant function, by group mean evaluating whether it is the immigrants first time to live overseas (Q5) with initial experience (Q29). This discriminant analysis is highly significant ( $P = 0.000$ ). The group mean revealed that immigrants who have lived overseas previously have positive experiences whereas immigrants who have lived overseas for the first time have negative experiences.

**TABLE 6****Acculturation process group mean of the initial experience for the overseas groups**

<b>Group</b>	<b>Function 1</b>	
1	- .47322	First time overseas
2	1.21986	Not first time overseas

( $r=0.6074$ ,  $P=0.000$ )

The results of the correlations between the frustration/contentment variable (Q12) and prolonged experience variable (Q30) is presented in Table 7. Note that the frustration/contentment variable is significantly related to the prolong experience variable ( $r = 0.32$ ,  $P = 0.000$ ). The results revealed that negative prolonged experiences lead to frustration while positive prolonged experiences lead to contentment.

**TABLE 7**  
**Acculturation process correlation matrix of the frustration/contentment variable**  
**and experience variable**

	FAC1_3	Q12.EXP
FAC1_3	1.0000 P= .	.3190 P= .000
Q12.NOW	.3190 P= .001	1.0000 P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 8 presents the results of correlations among the adjustment (Q12, Q26), adaptation (Q24) variables and experience of spouse variable (Q16, Q25). The experiences of the spouse is significantly related to the adjustment and adaptation of the immigrant as a whole ( $P=0.000$ ). The results implied that if the spouse did not feel happy about the experience in New Zealand, or did not cope well in the New Zealand culture, that would negatively influence the immigrants' adjustment and adaptation. In contrast, if the spouse felt happy about the experience in New Zealand, or coped well in the New Zealand culture, these would positively influence the immigrants' adjustment and adaptation.

**TABLE 8**  
**Acculturation process correlation matrix of the adjustment, adaptation variables**  
**and experience of family variables (n=166)**

	<b>Q12.EXP</b>	<b>Q24.COPE</b>	<b>Q26.STAY</b>	<b>Q16.S.XN</b>	<b>Q25.S.CO</b>
<b>Q12.EXP</b>	1.0000 P= .	.4278 P= .000	-.6060 P= .000	.5872 P= .000	.3610 P= .000
<b>Q24.COPE</b>	.4278 P= .000	1.0000 P= .	-.5417 P= .000	.3335 P= .000	.4826 P= .000
<b>Q26.STAY</b>	-.6060 P= .000	-.5417 P= .000	1.0000 P= .	-.4749 P= .000	-.3741 P= .000
<b>Q16.S.XN</b>	.5872 P= .000	.3335 P= .000	-.4749 P= .000	1.0000 P= .	.4304 P= .000
<b>Q25.S.CO</b>	.3610 P= .000	.4826 P= .000	-.3741 P= .000	.4304 P= .000	1.0000 P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

#### Notations

Q12.EXP Feeling of experience in New Zealand Now

Q16.S.XN Feelings now

Q24.COPE Coping in New Zealand culture

Q25.S.CO Spouse coping in New Zealand culture

Q26.STAY Plans on staying permanently in New Zealand

Table 9 presents the results of the correlation of the adjustment variable (Q12, Q26) and adaptation, cooperativeness, participation variables (Q24, Q22, Q23). The results suggest that the adjustment is significantly related to the adaptation, cooperativeness and participation ( $r = 0.48$   $P = 0.000$ ,  $r = 0.40$   $P = 0.000$ ,  $r = 0.26$   $P = 0.001$ ,  $r = -0.58$   $P = 0.000$ ,  $r = -0.40$   $P = 0.000$ ,  $r = -0.39$   $P = 0.000$ ). Also frustration/contentment and the reaction are significantly related to each other ( $r = -0.61$   $P = 0.000$ ). If the immigrants were unhappy or frustrated, they would be less adaptive, less cooperative and less

participative. If the immigrants felt contented, they would want to stay and they would be more adaptive, more cooperative and more participative. On the other hand, if the immigrants were just coping, their level of adaptation, cooperativeness and participation in New Zealand would reflect their mood of frustration and contentment.

**TABLE 9**

**Acculturation process correlation matrix of the adjustment, adaptation variables and adaptation, cooperativeness and participative variables (n=166)**

	<b>Q12.EXP</b>	<b>Q26.STAY</b>	<b>Q22.S.NZ</b>	<b>Q23.NZ.C</b>	<b>Q24.COPE</b>
<b>Q12.EXP</b>	1.0000 P= .	-.6060 P= .000	.3965 P= .000	.2574 P= .001	.4278 P= .000
<b>Q26.STAY</b>	-.6060 P= .000	1.0000 P= .	-.3888 P= .000	-.4043 P= .000	-.5417 P= .000
<b>Q22.S.NZ</b>	.3965 P= .000	-.3888 P= .000	1.0000 P= .	.6147 P= .000	.6565 P= .000
<b>Q23.NZ.C</b>	.2574 P= .001	-.4043 P= .000	.6147 P= .000	1.0000 P= .	.6998 P= .000
<b>Q24.COPE</b>	.4278 P= .000	-.5417 P= .000	.6565 P= .000	.6998 P= .000	1.0000 P= .

(Coefficient / (Cases) / 2-tailed Significance)

". ." is printed if a coefficient cannot be computed

Notations

Q12.EXP Feeling of experience in New Zealand Now

Q22.S.NZ Socialising with New Zealanders

Q23.NZ.C Making an attempt to understand New Zealand culture

Q24.COPE Coping in New Zealand culture

Q26.STAY Plans on staying permanently in New Zealand

## **Discussion**

The results of this study illustrates the immigrants acculturation process particularly the relationships among the variables of information, backgrounds, experiences, frustration/contentment, the experiences of the families, and adjustments, adaptation, cooperativeness and participation. Through the empirical studies, the immigrants acculturation process can be evaluated.

Black, Mendenhall and Oddou (1991) suggest that the pre-departure training was important to the expatriates in adjusting to the host environment. Also Sheehan and Johnson (1992) developed some key factors in for acculturation training in new environment. The main purpose of training is to provide expatriates with information about the host country, so as to improve their acculturation process. The results of this study show that the information obtained by the immigrants will influence their initial experience in New Zealand. If the immigrants enter a more familiar environment, their cultural shock would be decreased.

Thompson (1989) suggested that the environment from which the immigrants came impacted on their adaptation to the new environment. His suggestion appears to support this study. The results of this study demonstrate that the immigrants' initial experience is significantly related to the original place they are from. This is true of the immigrants from Singapore/Malaysia and from Hong Kong who had better initial experience than the immigrants from China or Taiwan.

The Chinese immigrants from Singapore/Malaysia and Hong Kong are from multicultural environments. They are generally well educated, they can speak fairly fluent English as well as Chinese dialects. They are able to cope well with people from different cultural backgrounds and understand their behaviour. All these factors help the Chinese from Hong Kong and Singapore/Malaysia cope better in a foreign culture such as New Zealand

than the Chinese from China and Taiwan. Being accustomed to a mixed culture would tend to help migrants to have better experiences in the foreign environment. The immigrants from China, on the other hand, are from traditional single culture, and the Chinese Government had closed its door to the outside world for a very long period. When the Chinese from China move to a new country, they experience the differences in language and values which lead to feelings of loss, rejection and frustration (Furnham and Bochner 1986). They face strong culture shock.

The results of this study also suggest that if immigrants have previous overseas experiences, they have better initial experiences in a new environment. Black, Mendenhall and Oddou (1991) emphasised the importance of previous overseas experience in the cross-cultural adjustment. Previous overseas experience is therefore an important factor influencing adaptation.

The information obtained prior to departure, the environment from which they came, and the previous overseas experiences are the variables measuring the background of immigrants. The background of the immigrant has strong influence on the initial experiences of the immigrant.

The period of initial experiences is short and uncertain. The initial experiences would probably have positive influence on the prolonged experiences, but they may change when the immigrants start experiencing the long term realities of the new environment. At this stage, they will start to interact with people from the local culture and the host environment. These experiences may contribute to different adjustments. This study demonstrated that the prolonged experiences are positively related to the adjustments. When the immigrants have negative experiences, they may feel frustrated and at the extreme may decide to repatriate; If they have positive experiences, they may feel contented and relate positively to the new environment. This is the essence of the Expatriate Acculturation Process Model which indicates that negative experiences lead to



frustration while positive experiences lead to contentment in the expatriate's adjustment to the host environment.

The experiences of the spouse plays an important part in the immigrant acculturation process. The study demonstrated that, if the immigrant has positive experiences in New Zealand, but the spouse has negative experiences, the experiences of the spouse will influence the immigrants' adjustment to the host environment. The spouse was identified as one of the key factors in selection, training and development of expatriates for overseas positions (Sheehan and Johnson 1992). Also Thompson (1986) indicated that the family of an expatriate can play a key role in the success or failure of the expatriate. The total positive acculturation of the expatriate is then an aggregate process which involves the total experience of the expatriate and his family (Selvarajah 1994). In other words, the experiences of the family will contribute to the acculturation process of the immigrants. The overall positive and negative experiences of the immigrants and their families may affect how the immigrant adjusts and reacts to the foreign environment.

Immigrants will make relevant adjustments in the host environment based on their overall experiences. Oberg (1960) stated that the adjustment process should deal with cross-cultural competence. Expatriates may resolve the adjustment problems gradually by starting to learn the language and culture of the host country. They may accept the cultural differences and may even appreciate them. The results of this study revealed that those immigrants with high degree of frustration may decide to leave New Zealand. The frustrated immigrants may be less adaptive, less cooperative and less participative in the New Zealand environment. Immigrants and their families with high degree of contentment may decide to stay in New Zealand and become more adaptive, more cooperative and more participative. Immigrants who vacillate between the extremes of contentment and frustration, may make adjustments by trying to understand and cope in the foreign environment.

The results of this study demonstrate the interrelationships between the level of adaptation, cooperativeness, participation and the mood of frustration or contentment. When immigrants are faced with differences in culture and host environments, and if they are willing to cope, try to understand the local culture, and socialise frequently with the people from local culture, they may have higher level of adaptation, cooperativeness and participation. The higher level of adaptation, cooperativeness and participation would then reflect their degree of contentment. On the other hand, if they are unwilling to cope, try to understand the local culture, interact with the local people, it would be most likely that they will have lower level of adaptation, cooperativeness and participation. The lower level of adaptation, cooperativeness and participation will then reflect their degree of frustration.

Diagram 1: Expatriate Acculturation Process Model (EAP Model)



