

Verena Vinci

## **The effect of cultural diversity on Group processes in work teams**

An experiment with teams of the  
company Reckitt Benckiser

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## SPECIMEN ABSTRACT

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### ABSTRACT

This dissertation examines teams which consist of more than two nationalities and hence cultural backgrounds.

It examines especially the effects cultural diversity has on processes in work teams. Due to globalisation more and more people with culturally different backgrounds have to work together in one team. Therefore, organizations have to know how they are affected by cultural diversity.

The most important effects cultural diversity has on team processes are presented in the literature review. Furthermore, the literature review gives advice about the meaning of these effects concerning the team's effectiveness, however, the emphasis lies on the three most affected group processes which represent task conflict, cohesion and trust. In connection with these three processes hypotheses are developed.

In order to test the hypotheses in a practical way and to gain an insight about multicultural teams in a real business world, the company Reckitt Benckiser is chosen. This company provides a perfect research company for this dissertation topic as it follows a true culturally diverse workplace and lays very much emphasis on teamwork. Two teams, one multicultural and one monocultural undergo an experiment with the aim of gaining a practical insight concerning the effect cultural diversity has on team processes and to test hypotheses.

Finally, conclusions are drawn from the findings and analyses that point out that the multicultural team of Reckitt Benckiser is not a typical example concerning the effects cultural diversity is said to have on group processes, as they witness low task conflict, high cohesion and high trust. Furthermore the researcher gives advice about the meaning of the team's effectiveness. Moreover, this case shows that contextual factors may influence the impact of cultural diversity on team processes, like year-long experience with working with other cultures in a team or a strong corporate culture that can overrule cultural diversity in work teams.

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