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Social Support

Abstract

Social support takes on a special significance in the context of sojourners. Using the matching/specificity hypothesis we hypothesized that sojourners satisfaction is increased if there is an optimal match between type and source of social support. The Index of Sojourner Social Support (ISSS; Ong & Ward, 2005) Scale was used to examine this hypothesis in the context of instrumental and socio-emotional support for sojourners on work assignments. The results showed that (a) both types of social support are positively related to satisfaction with the sojourn, (b) socio-emotional support is more important in predicting satisfaction with a sojourn than instrumental support, and (c) support from locals is the most important source of social support. Furthermore, we found partial support for the matching/ specificity hypothesis: Only the amount of support from locals was a significant moderator and only the relationship between socio-emotional support and satisfaction with a sojourn was moderated. We discuss the relevance of source and type of support for cultural adjustment and the importance of contact with locals during international sojourns.

Keywords: socio-emotional support, instrumental support, international assignments, sojourners' well-being, support from locals

Word Count: 5513 (main text including references)

Social Support

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Social Support

Social support on international assignments:

The Relevance of Socio-Emotional Support from Locals

Social support has shown to be a significant coping factor in reducing life-change stress and promoting psychological well-being (e.g., Adelman, 1988). It has also proven to be particularly relevant in work-related contexts (e.g., Bhanthumnavin, 2003; Madjar, 2008; Ng & Sorensen, 2008) and for immigrant populations (e.g., Garip, 2008; Ryan, Sales, Tilki, & Siara, 2008). Only a few studies, however (e.g., van der Zee, Ali, & Salome, 2005; Wang & Sangalang, 2005), have investigated its importance for people on work-related sojourns. Furthermore, the question of optimal match between the kind of support and source of support that is most conducive to satisfaction on international assignments has rarely been examined.

Types of social support

The concept of social support can broadly be defined as “the availability of helping relationships and the quality of those relationships” (Leavy, 1983, p. 5). The literature has made a conceptual distinction between two major domains of social support: emotional/affective support and informational/material/instrumental support (Bhanthumnavin, 2003; Ducharme & Martin, 2000; Madjar, 2008).

Moving to a new country is a major, often stressful event which creates great uncertainty in one’s life (Black, Mendenhall & Oddou, 1991). According to the goodness-of-fit model (Forsythe & Compas, 1987), events that are perceived as controllable are best suited to the use of problem-focused coping (e.g. in the form of instrumental aid and information), while events appraised as uncontrollable fit best with emotion-focused coping (e.g. in the form of emotional concern and appraisal). International sojourns comprise a combination of controllable stressors (e.g. needing information and aid) as well as less controllable stressors (e.g. feeling homesick and culture shock). Controllable stress should be reduced through instrumental support from sources that are able to provide instrumental help, whereas less controllable stress should be reduced through socio-emotional support from sources that help

Social Support

to disengage from negative experiences. Thus, if the right kind of support from the right source of support is matched to the kind of stressors faced, then specific strains should be reduced. This has also been termed the “matching/specificity hypothesis” (Viswesvaran et al., 1999, p. 318). To date it remains unknown which type of social support (socio-emotional or instrumental support) is particularly important for sojourners’ well-being, or satisfaction with their sojourn respectively, when dealing with the stressful nature of a cross-national move. Moreover, established scales measuring different types of social support do not assess who provides the social support. Hence, the effects of type and source of social support have not yet been disentangled for sojourners.

Based on previous research we expected a positive relationship between socio-emotional support and satisfaction with a sojourn, as well as instrumental support and sojourners’ satisfaction (Pooyan, 1984; Wang & Sangalang, 2005). The literature on coping suggests that appraisal of a situation as controllable by others activates the need for instrumental social support as a coping strategy (Lazarus & Folkman, 1984). Hence, instrumental support should be particularly helpful if sojourners are faced with controllable stressors such as information on local rules and procedures and instrumental aid e.g. when looking for housing or schools. Earlier work corroborates that there is a significant positive relationship between instrumental support and life and job satisfaction (Martinko & Douglas, 1999; Spieß & Stroppa, 2010). However, sojourners are also faced with a number of uncontrollable stressors, in particular, unpredictable interactions with members of the host culture. These interactions can lead to critical incidents because of cultural differences and induce great emotional distress (Arthur, 2001) which may even jeopardize the success of the sojourn (see also Martinko & Douglas, 1999). These kinds of incidents together with a host of other uncontrollable life events (e.g., the acculturation stress of children and spouse) can turn into feelings of helplessness, homesickness and depression (cf. Ward, Bochner, & Furnham, 2001). Socio-emotional support should be especially valuable for sojourners’ cultural

Social Support

adjustment as it provides feedback from others that one is cared for and valued despite the negative incidents and experiences. Hence, socio-emotional support should be of particular importance for the success of an international assignment (Black et al., 1991).

Hypothesis 1a: Both socio-emotional and instrumental support are positively related to satisfaction with a sojourn.

Hypothesis 1b: Socio-emotional support is more important in predicting satisfaction with a sojourn than instrumental support.

Sources of social support

Sources of support are wide ranging and can include many different social groups such as family, friends, peers, co-workers or supervisors. Although some sources of social support may be more important than others, research has found that support by locals has a positive effect on sojourners' perceived adjustment and integrative acculturation strategy (German and Indian immigrants in the US; Pooyan, 1984) as well as their job satisfaction (Filipino immigrants in Canada; Wang & Sangalang, 2005). These studies, however, did not systematically examine the association between type and source of support, and satisfaction with a sojourn.

Sojourners are in a unique situation regarding their social support networks as they physically leave their old networks in their country of origin and need to establish new ones in the country of their sojourn. These new networks may consist of people in a comparable situation (other international sojourners), of people of the same cultural origin (compatriots) or of locals of different cultural origin. Following the matching/specificity hypothesis (Viswesvaran et al., 1999) we expected that stress is reduced when the kind of social support (e.g., instrumental or socio-emotional) is provided from a source of support (e.g., locals; people from home; compatriots; other sojourners) which best matches the kind of stressors faced (e.g., the specific challenges of international sojourns which may be controllable or uncontrollable).

Social Support

There is empirical and theoretical evidence that support by locals is important for the well-being of sojourners and is positively related to the acculturative adjustment (Pooyan, 1984; Wang & Sangalang, 2005). If we consider the importance of contact with locals as one indicator of successful assignments (Kealey, 1996) and an important part of socio-cultural adaptation (Ward & Kennedy, 1994), support from locals should be particularly important for the satisfaction with the sojourn. Locals are the ones who are most familiar with their country and culture. As such, they possess not only knowledge about official rules and regulations, local customs and information needed to adapt to the new environment (i.e., instrumental support), but also about implicit cultural norms and values. They are therefore able to help sojourners in their integration, giving them the feeling of being cared for and understood (i.e., socio-emotional support).

Hypothesis 2: Support from locals is the most important source of support in predicting satisfaction with a sojourn.

We also expected that the relationship between the different types of social support and satisfaction with a sojourn would be more positive when provided by locals. We were especially interested in examining the amount of support as a moderator, as the amount of social support being received from a specific source reflects how closely sojourners are connected to the respective source. In the case of high support from locals, it signifies that immigrants have established close interpersonal relationships with locals, including a sense of intersubjectivity and mutual understanding. This allows for the establishment of meaningful connections with the local community which is critical in resolving any uncertainty and ambiguity that may arise in interactions with the local culture during the sojourn (Echterhoff, Higgins, & Levine, 2009). This kind of social connection can bring about a feeling of acceptance through belongingness to the local community, and should thus enhance satisfaction with the sojourn compared to those who receive a low amount of support from locals. However, when it comes to necessary country-specific information and aid, besides

Social Support

locals, other people in the host country (such as other sojourners or compatriots) should also be able to provide relevant instrumental support. According to social resource theory (Lin et al., 1985), the use of numerous and widely diverse social resources is desirable for successful instrumental actions. Socio-emotional support from non-locals may be comforting but may not help with less controllable stressors such as potential traps in intercultural interactions as they are less likely to have the adequate cultural knowledge from within the respective culture. Furthermore, socio-emotional support in global assignments can mitigate the negative psychological effects of isolation and loneliness by enhancing self-identity and self-esteem (Viswesveran et al., 1999). Support from people at home may moderate the relationship between socio-emotional support and satisfaction with the sojourn, due to the fact that relationships are stable and familiar and can therefore give sojourners the feeling of being loved and supported. Therefore, strong support from home should increase the sojourner's satisfaction as opposed to low support from this source.

Hence, we expected the following moderation effects:

Hypothesis 3a: Socio-emotional support is more strongly related to satisfaction with a sojourn if sojourners receive a high amount of support from locals as opposed to little support from this group.

Hypothesis 3b: Instrumental support is also more strongly related to satisfaction with a sojourn if sojourners receive a high amount of support from locals – as opposed to little support from them.

Hypothesis 4: Instrumental support is more strongly related to satisfaction with a sojourn if sojourners receive a high amount of support from other foreigners as opposed to little support from them.

Hypothesis 5: Socio-emotional support is more strongly related to satisfaction with a sojourn if sojourners receive a high amount of support from those at home as opposed to little support from this group.

Social Support

Method

Participants

One hundred and thirty-one English-speaking participants living in New Zealand were sampled via a snowballing technique. Their work experience abroad ranged from 2 months (minimum requirement to participate in the study, also given by Ong and Ward, 2005) to 14 years. A total of 64.1 % of the respondents were female and 23.7% were male, with 12.2% not indicating their gender. The age in the sample ranged from 18 to 57 ($M = 29.17$, $SD = 7.38$). Respondents' nationality was mostly from New Zealand (70.2%), followed by people from South-East Asia (9.2%), West Europe (12.2%), other regions (3.1%) or no indication of national or ethnic background (6.3%). Their target destinations were predominantly Anglo-Saxon countries (72.0%), followed by Europe (13.3%), Asia (9.3%), Latin-America (1.3%) and miscellaneous countries (4%).

Measures

Sojourners' social support. The Index of Sojourner Social Support (ISSS) by Ong and Ward (2005) differentiates between socio-emotional and instrumental support and has proven to be a reliable and cross-culturally valid instrument. Respondents were asked to remember their overseas sojourn. They then rated the extent to which they agreed with the given support statements on a five-point Likert scale (1 = 'not at all' to 5 = 'completely'). These included nine statements of socio-emotional support e.g. "Someone comforted you when you were homesick", and nine for instrumental support e.g. "You were given the information you needed to adapt to the new environment". Cronbach's alphas for the two subscales were high with values of .89 and .90 respectively.

Sources of social support. We included a question that targeted the sojourners' potential social support networks. We asked participants to rate on a 5-point Likert scale (ranging from 1 = 'not at all' to 5 = 'completely') the extent to which social support was received from (a) people from their home country, (b) fellow citizens of same national origin

Social Support

[i.e., 'compatriots'], (c) locals, (d) other international sojourners [i.e., 'other foreigners'], or (e) other sources.

Dependent variable. A one-item measure was used to assess satisfaction with the sojourn, as phrased in the job satisfaction index by Neuberger and Allerbeck (1978).

Control variable. Participants were asked about the length of their stay (in months).

Results

Descriptive statistics and correlations for the study variables are reported in Table 1. Social support was mostly attributed to locals ($M = 3.35$, $SD = .90$), followed by people from the home country ($M = 3.24$, $SD = 1.00$), fellow citizens ($M = 3.20$, $SD = 1.30$), other international sojourners ($M = 2.90$, $SD = 1.28$) and others ($M = 1.63$, $SD = 1.10$). A one-way repeated measures ANOVA on the sources of social support (excluding the category 'others') showed no statistically significant differences between them ($F(3, 204) = 1.99$, $p = .12$). This means that participants received on average an equal amount of support from these different sources. The overall satisfaction with the sojourn was fairly high with an average score of 6.09 ($SD = .92$) on a 7pt- Likert scale.

There was a significant positive correlation between socio-emotional support and satisfaction ($r = .34$, $p < .001$), as well as between instrumental support and satisfaction with the sojourn ($r = .24$, $p < .01$), confirming hypothesis 1a.

- Insert Table 1 -

There was a significant positive relationship between support from locals and satisfaction with the sojourn ($r = .32$, $p < .001$). Interestingly, support from home correlated negatively with satisfaction with the sojourn ($r = -.18$, $p < .05$). None of the other sources of support had a significant relationship with sojourn satisfaction. If people received support from sojourners of the same cultural origin ("compatriots"), they were also more likely to receive support from home ($r = .18$, $p < .05$) but less likely to receive support from locals ($r = -.18$, $p < .05$). Compatriots provided socio-emotional support ($r = .25$, $p < .01$) but their

Social Support

support did not affect satisfaction. Support from other foreigners correlated negatively with support from home ($r = -.19, p < .05$). Locals provided socio-emotional as well as instrumental support ($r = .25, p < .01$ and $r = .31, p < .001$). Although on average individuals received an equal amount of support from different sources, the correlation analyses showed that some sources of support are more conducive to sojourners' satisfaction than others.

Dominance analyses

Table 3 presents the results of follow up analyses in which we used dominance analysis, as described by Budescu and colleague (Azen & Budescu, 2003). Dominance analyses were used to determine which type of social support (socio-emotional or instrumental), and which source of social support (support from home or from locals) are significantly correlated with sojourn satisfaction; additionally, which is more important in predicting the dependent variable. We ran a series of regression analyses to compare the relative importance of the predictors by systematically testing the overall fit and additionally explained variance of the last step in an equation of one, two, three and four predictors. The first column identifies the variables in each sub-model/equation and the second column identifies the fit of that model (R^2_{Adj}). The next four columns (one for each predictor) describe the increase in the model's fit as a result of the addition of that particular variable at the last step of the equation. The first row presents the additionally explained variance of one predictor. The next four rows present the additionally explained variance in an equation of two predictors, the next six rows the additionally explained variance in an equation of three predictors and the last four rows the additionally explained variance in an equation of four predictors. To determine pair-wise dominance, one compares each pair of columns (predictors) across all rows (sub-models). Table 3 shows that socio-emotional support and support by locals dominate the other predictors the most: Five times out of the eight possible equations, socio-emotional support and support from locals explain most of the additional variance (ΔR^2_{Adj}) when inserted in the last step (see bold numbers in Table 3). Furthermore, the average of the additional explained

Social Support

variance is highest for support by locals and socio-emotional support ($MAR^2_{Adj} = .07$). All equations and additional contributions are significant with the exception of instrumental support when it is included as the last predictor into the equation of three and four predictors. Therefore, the relationship between instrumental support and satisfaction with the sojourn becomes non-significant, if sojourners receive socio-emotional support from locals. Consequently the most dominant predictor for satisfaction with sojourn is support from locals ($\beta = .24, p < .01$), followed by socio-emotional support ($\beta = .23, p < .05$), then by support from home ($\beta = -.18, p < .05$) and, lastly, instrumental support which becomes non-significant ($\beta = .06; p = ns$); with $F(4, 116) = 7.80, p < .01$, and $R^2_{ADJ} = .19$ for the final equation.

In line with hypothesis 1b, it is socio-emotional support that counts on international sojourns and locals who need to provide it, supporting hypothesis 2. In sum, for the success of a sojourn it is decisive to receive support from locals, particularly in the form of socio-emotional support. Support from home is counterproductive and instrumental support loses its importance.

The finding on the importance of socio-emotional support suggests that the effect of instrumental support might be mediated by socio-emotional support. It might be that receiving instrumental support increases satisfaction with the sojourn because sojourners feel emotionally supported by this kind of help¹. We tested this assumption in a follow up mediation analysis using Baron and Kenny's (1986) method. We found that instrumental support significantly predicted satisfaction with a sojourn ($\beta = .24, p < .01$). Instrumental support also significantly predicted socio-emotional support ($\beta = .50, p < .001$). When satisfaction with a sojourn was regressed simultaneously from instrumental support and socio-emotional support, the regression weight for socio-emotional support was significant ($\beta = .30, p < .001$), while the regression weight for instrumental support became non-significant ($\beta = -.08, p > .05$). The Sobel test showed a significant drop in the reduction of the effect of

Social Support

instrumental support ($z = 2.66, p < .01$), indicating full mediation. To conclude, the findings corroborate the assumption that instrumental support is perceived as a form of socio-emotional support and therefore increases satisfaction with the sojourn.

- Insert Table 2 -

Hierarchical regression analyses

We ran four separate regression analyses to test the different types of social support as predictors as well as the moderating effects of different sources of support. The first analysis showed that socio-emotional support significantly predicted satisfaction with the sojourn after controlling for length of stay in the first step. Inserting support from locals in a third step showed that it was a positive predictor of satisfaction with the sojourn. The interaction term in the last step was marginally significant ($p = .06$). The adjusted R^2 showed that the entire model explained 18.3% of the variance (see also Table 2 for further details).

- Insert Table 3 -

Figure 1 illustrates that under the condition of high social support provided by locals, the relationship between socio-emotional support and satisfaction with sojourn is more positive than under the condition of low social support provided by locals. Simple slope analyses indicated that the slope for high amount of support from locals differed significantly from zero ($t(116) = 3.55, p < .001$); however, the slope for low support from locals did not ($t(116) = 1.44, ns$). Hence, in the case of low support from locals, the effect of socio-emotional support (which may be provided by other sources) becomes negligible in predicting satisfaction with the sojourn. The results supported hypothesis 3a.

- Insert Figure 1 -

In the second hierarchical regression analysis we added instrumental support into step two, after controlling for length of stay in step one, and found that it was a positive predictor for satisfaction with the sojourn. The amount of support from locals in step three positively

Social Support

predicted satisfaction with the sojourn. However, the interaction term in the last step was non-significant, therefore, refuting hypothesis 3b.

The third regression analysis was again identical to the previous analysis in step one. In step two, we included instrumental support. In step three, we added the amount of support provided by 'other foreigners' as a predictor and found it to be non-significant. In step four, we entered the interaction between instrumental support and support from other foreigners, which was also non-significant. Hence, allowing us to reject hypothesis 4 in which we proposed that the amount of support sojourners receive from other foreigners has a moderating effect on instrumental support and satisfaction with the sojourn.

The last analysis was again identical with the previous analyses in step one. In step two, we included socio-emotional support. In step three, we added the amount of support provided from home as a predictor and found it to be marginally significant, predicting satisfaction with the sojourn negatively. In step four, we entered the interaction between socio-emotional support and support from home, which was non-significant. Hence hypothesis 5, in which we stated the expectation that amount of support received from home has a moderating effect on socio-emotional support and satisfaction with a sojourn, was rejected. Further exploratory analyses focusing on instrumental support and support from home showed that support from home predicted satisfaction with a sojourn negatively in step three ($\beta = -.25, p < .01$). However, the interaction between instrumental support and support from home was non-significant ($\beta = -.11, p = ns$).

Discussion

To summarize, the most important predictors for satisfaction with a sojourn are support from locals and perceived socio-emotional support. Apart from a positive effect of socio-emotional support from locals, it is not sufficient for a sojourner's well-being to receive support from other foreigners living in the respective country. Support from home is actually counterproductive for satisfaction with the sojourn. Furthermore, our mediation analysis

Social Support

suggests that instrumental support increases satisfaction with the sojourn because sojourners feel emotionally supported by this kind of support. Our findings emphasize the importance of receiving considerable socio-emotional support from locals for a successful international assignment.

Theoretical implications

Our study confirms that social support is an important coping factor in reducing life-change stress and promoting psychological well-being, extending these findings to the context of work-related sojourns. Hereby, we need to distinguish between two main types of support, socio-emotional and instrumental. By doing so, we found partial support for the matching/specificity hypothesis (Viswesvaran et al., 1999) which suggests that the right match between type and source of support is needed to increase well-being. Our findings show that this does not apply to instrumental support. It does not matter who provides instrumental support in determining satisfaction with a sojourn. Furthermore, our results showed that the right match between socio-emotional support and source of support is more specific than we expected. Only socio-emotional support provided by locals increased satisfaction with sojourn. Support from home did not moderate the relationship between socio-emotional support and satisfaction. This indicates that only locals are able to provide relevant socio-emotional support if individuals are faced with uncontrollable stressors. Sojourners may experience a feeling of re-assurance and therefore greater satisfaction if locals explain, for example, critical incidents so that cultural misunderstandings can be attributed to the context and not to internal dispositions of their hosts. One potential explanation for the importance of the source of support is that non-locals may act to reinforce negative perceptions or misleading attributions as they are not knowledgeable enough of the host culture, and are not able to communicate the subtleties of culture-specific knowledge. This goes hand in hand with the importance of establishing well-functioning relationships with members of the host culture in the acculturation process (Berry, Phinney, Sam & Vedder,

Social Support

2006; Ward & Kennedy, 1994) and contact with locals as one indicator of successful assignments (Kealey, 1996). Overall, it is important to note that the socio-emotional support provided by locals determines whether sojourners feel positive about their work-related stay.

Our results show how important it is to look into the type and source of social support, and their interactive relationship to disentangle their effects on individuals' satisfaction with their sojourn. Our findings corroborate the importance of socio-emotional support on international sojourns and the relevance of establishing relationships with locals in the acculturation process (Berry et al., 2006).

Practical implications

The practical implications of this research underscore the need for support services (e.g. relocation services) to go beyond providing relevant information and instrumental aid. Contact with locals should be sought within the workplace context as well as the wider community. Organizations can encourage interactions via social events and – even more specifically – by pairing up sojourners with locals via tandem learning or mentoring programmes. When preparing sojourners for their cultural transition, service providers may also advise sojourners not to focus too much on establishing relationships with compatriots once they have arrived, as – though often more easily available – those make it less likely to establish contacts with locals. Social support from compatriots or other international sojourners in the new country of residence may be easier to access and appear to be comforting and helpful when looking for relevant practical information, but they will not enhance satisfaction with the sojourn. This is particularly the case for people who receive most of the support from other international sojourners, as they may become marginalized having less contact with locals as well as with people from home. Another danger for international sojourners is to mainly share personal and emotional experiences with old support networks at home. Although technological developments increasingly facilitate social contact over a large geographical distance, sojourners should be made aware that they are

Social Support

more likely to feel negative about their stay if seeking support from those distant sources, possibly because feelings of homesickness may be reinforced. Furthermore, we should learn about how different cultural groups tend to seek and provide support so that we can find culturally appropriate and sensitive ways to encourage people to engage more with each other, look for opportunities to get into contact, and take the time to establish new and close networks.

Limitations and future research directions

Limitations of the study lie particularly in its cross-sectional survey design and skewed distributions with regard to gender, age and length of stay. Additionally, the current study used a single item measure of satisfaction to assess successful cultural adjustment. Future research should use multi-item measures across domains of adjustment in order to understand whether these findings are generalizable. We also need to acknowledge that participants reflected on recollections of the past. A more holistic design is recommended to systematically test for effects of country of residence and different types of foreign assignments on various forms of cultural adjustment.

Another limitation lies also in the methodology we used to investigate the matching/specificity hypothesis for international sojourns. We could have measured which of the sources is the primary source of support, using it as a moderator variable in order to contrast it with other secondary sources to examine its specific effect on satisfaction with the sojourn. However, we decided to measure the amount of support provided by different sources in order to examine high and low levels of support as a moderator variable. One of the underlying reasons is that we know very little about the effects of level of social support from different social groups on satisfaction with a sojourn. Furthermore, this allowed us taking a more differential view on the source of social support leading to the intriguing finding that it matters indeed *how much* support locals provide for socio-emotional support and satisfaction with sojourn to be positively related to each other. There are various ways in which sources of

Social Support

social support can be measured and future research should consider contrasting primary against secondary sources of support to replicate our findings on the importance of social support from locals. Future avenues include also using different methodological approaches, such as diary studies to track the effect of received support on sojourners' satisfaction in daily interactions, or quasi-experimental studies with control groups of respondents in order to test the matching/ specificity hypothesis more rigorously. At this point we would like to emphasize that when using the ISSS we do not know who is actually providing socio-emotional or instrumental support. What is novel in our study is that we take a closer look at these two types of support by asking also for information regarding sources of social support. This way we were able to disentangle the relationship of type of support, source of support and satisfaction with the sojourn which has important practical implications as highlighted above.

Research questions that should also be addressed in future research include the importance of social support over time. This would shed light on the specific processes of cultural transitions: When does the need for socio-emotional support, particularly by locals, become less relevant? When do mutual social relationships establish? Which type of support is particularly important in which phase of a sojourn and settlement? In which way do gender differences affect those relationships? And what are the potential barriers in establishing supportive relationships with people from the host culture and the local community?

In summary, our research has shown that strong efforts should be made to establish positive relationships with locals so that such relevant support is likely to be provided. This will provide greater assurance that an international sojourn will be a positive personal experience.

Commented [PA(1)]: Revised paragraphs to address reviewer 1 concerns from the previous review in the manuscript itself

Social Support

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Social Support

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Social Support

Footnotes

¹We would like to thank one of the anonymous reviewers for this suggestion.

Social Support

Table 1
Descriptives, Cronbach's alphas (α) and intercorrelations

Scale / Variable	M	SD	1	2	3	4	5	6
1. Sojourn Satisfaction ^b	5.82	1.13						
2. Socio-emotional Support ^c	3.52	.80	.34***	.89 ^a				
3. Instrumental Support ^c	3.35	.79	.24**	.50***	.90 ^a			
4. Support from locals ^c	3.32	.88	.32***	.25**	.31***			
5. Support from home ^c	3.18	1.26	-.18*	-.09	.13	.01		
6. Support from compatriots	3.18	1.26	.04	.25**	.12	-.18*	.18*	
7. Support from other foreigners	2.90	1.29	.00	-.03	-.04	.02	-.19*	-.03

N = 124 (listwise); * $p < .05$; ** $p < .01$; *** $p < .001$.

^a Cronbach's α

^b measured on a rating scale with Kunin-faces from 1 to 7

^c measured on a rating scale from 1 (= 'not at all') to 5 (= 'completely').

Social Support

Table 2
Dominance analysis of 4 predictors

Variables	R ² _{Adj}	Additional Contribution of			
		Socio-emotional support (x ₁)	Instrumental support (x ₂)	Support from home (x ₃)	Support from locals (x ₄)
-	0	.12	.06	.03	.04
x ₁	.12	-	.05	.03	.06
x ₂	.06	.06	-	.06	.07
x ₃	.03	.11	.08	-	.11
x ₄	.11	.07	.02	.04	-
x ₁ x ₂	.11	-	-	.03	.06
x ₁ x ₃	.11	-	.01	-	.06
x ₁ x ₄	.16	-	.00	.03	-
x ₂ x ₃	.10	.04	-	-	.06
x ₂ x ₄	.10	.07	-	.04	-
x ₃ x ₄	.13	.06	.03	-	-
x ₁ x ₂ x ₃	.11	-	-	-	.06
x ₁ x ₂ x ₄	.16	-	-	.03	-
x ₁ x ₃ x ₄	.19	-	.00	-	-
x ₂ x ₃ x ₄	.15	.04	-	-	-
M ΔR ² _{Adj}	.07	.07	.03	.04	.07

Bold numbers stand for highest additionally explained variance in each sub model (ΔR²_{Adj})

Social Support

Table 3

Moderation of Socio-emotional support and satisfaction with sojourn by amount of support from locals

	Regression models			
	1	2	3	4
Step 1				
Constant	5.771 (.135)	5.774 (.137)	5.763 (.138)	5.771 (.135)
Length of stay	.063 (.004)	.065 (.004)	.065 (.004)	.063 (.004)
Step 2				
Constant	5.735 (.127)	5.754 (.133)	5.742 (.135)	5.735 (.127)
Length of stay	.097 (.003)	.085 (.004)	.085 (.004)	.097 (.003)
Socio-emotional support	.352*** (.124)			.352*** (.124)
Instrumental support		.250** (.133)	.247** (.135)	
Step 3				
Constant	5.733 (.123)	5.751 (.129)	5.738 (.136)	5.732 (.125)
Length of stay	.101 (.003)	.087 (.003)	.090 (.004)	.100 (.003)
Socio-emotional support	.283** (.125)			.340** (.123)
Instrumental support		.150 (.138)	.248** (.136)	
Support from locals	.252** (.116)	.277** (.125)		
Support from foreigners			.037 (.081)	
Support from home				-.166+ (.116)
Step 4				
Constant	5.685 (.124)	5.743 (.136)	5.739 (.135)	5.729 (.126)
Length of stay	.102 (.003)	.089 (.004)	.092 (.004)	.101 (.003)
Socio-emotional support	.310*** (.125)			.345*** (.125)
Instrumental support		.152 (.139)	.260 (.136)	
Support from locals	.205* (.119)	.278** (.126)		

Social Support

Support from foreigners			.043 (.081)	
Support from home				-.161 ⁺ (.093)
Socio-emotional support x Support from locals	.162 ⁺ (.135)			
Instrumental support x Support from locals		.017 (.129)		
Instrumental support x Support from foreigners			.126 (.097)	
Socio-emotional support x Support from home				-.032 (.113)
R-squared	.210	.134	.082	.155
Adjusted R-squared	.182	.103	.049	.126

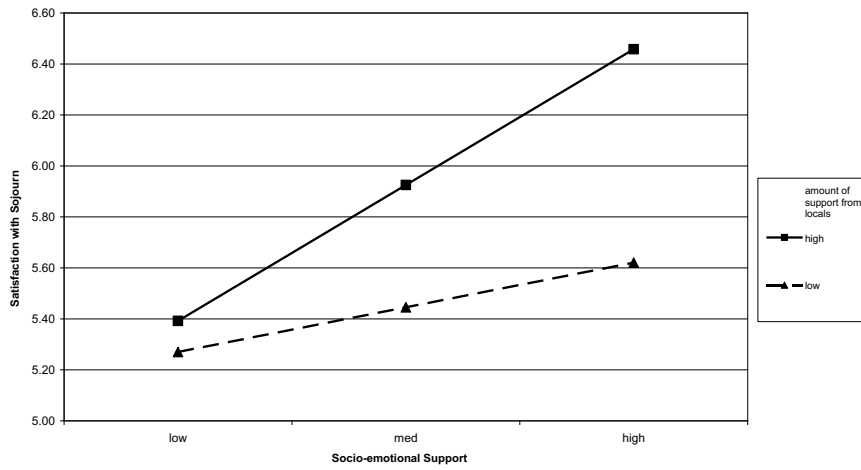
Note. Regression coefficients are standardized regression weights with standard errors in parentheses.
⁺*p* .10; **p* < .05; ***p* < .01, ****p* < .001.

Social Support

Figure Captions

Figure 1. Moderation of socio-emotional support and satisfaction with sojourn by amount of support from locals.

Social Support



Note. High and low amount of support from locals represent one standard deviation above and below the mean. The interaction was plotted with ModGraph (Jose, 2008).