

The Importance Of The Study Of Intercultural Communication As A Social Science

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ABSTRACT

This study evaluated the importance of the study of intercultural communication as a social science. A systematic review, of a total of 17 publications, was conducted to achieve the specific aim of this study. This review provides compelling proof that the study of intercultural communication as a social science enhances the intercultural communicative competence and intercultural sensitivities required to cope in intercultural environments, utilizes empirical and theoretical knowledge to develop solutions to challenges in multicultural environments, encompasses the study of the historical and psychosocial roles of culture in different societies, and enhances the knowledge of students about the impacts and dynamics of multicultural and cross-cultural interfaces.

Keywords: Intercultural communication, social science, intercultural communicative competence, intercultural environments.

Introduction

Intercultural communication can be defined as an interpretive, symbolic, contextual and transactional process through which individuals from different cultural groups interact and create shared meanings in order to achieve their goals and create relationships with others. (Lustig, 2010) Intercultural communication influences the process of communication through its values, political and social relationships, and worldview of senders and receivers. It also influences historical and relational settings, an individual's position within a speech community and affects how verbal and non-verbal messages are conveyed. Also, effective communication between cultural groups are influenced by certain barriers. These include the assumption of similarity rather than disparity, anxiety, ethnocentrism, language and non-verbal misinterpretation, stereotypes and prejudice. (Jandt, 2013)

The accelerated rate of globalization has resulted in an increase in the need for communication between individuals from different cultures. The major obstacles to intercultural communication are language and cultural differences. (Chi, 2016) Most often, people use nonverbal cues to communicate with people. Hence, the occurrence of misunderstandings caused by misinterpretation and misperception is inevitable in communication across different cultures. This is because the perspective of individuals is influenced by their culture. (Novinger, 2001) Over time, these individuals subconsciously get accustomed to gestures that are acceptable or offensive. Thus, individuals who are used to their cultural norms are more likely to respond to a different culture negatively. (Chi, 2016)

The active involvement of individuals from different cultural groups in business, education, religion, the military and medicine has increased their level of interdependence on each other. Thus, it is important for people to acquire a global awareness and effective communication skills to improve the outcome of their international encounters. In view of this, many scholars have explored the importance of studying intercultural communication. These include the enhancement of personal and social interactions, the understanding of an individual's personal identity, the enrichment

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and enhancement of the quality of education, tackling miscommunications, misunderstandings and mistrust, and helping individuals to become effective citizens of their various national communities. (Hu et al., 2011)

The study of intercultural communication enables people to understand how individuals from various ethnicities and cultural backgrounds communicate and interact with each other, and provides a guideline to improve the communication skills of people. Moreover, the study of intercultural communication often commences from the study of the differences between certain cultural groups and progresses to the study of the interaction between these groups. Thus, culture and communication are integral aspects of the concept of intercultural communication. (Chi, 2016) Over the years, scholars have sought to explore the influence of culture on communication by using the social science approach. (Chi, 2016) The study of intercultural communication as a social science involves the conduction of research studies in different fields (such as psychology and sociology) to predict the influence of culture on communication variables as well as the effect of communication on different outcomes. Many researchers have used the social science approach to identify certain variations in communication between individuals from different cultural groups, as well as sociological and psychological variables that influence the communication process. (Oetzel et al., 2016) Despite the myriad of scholarly works on different topics related to intercultural communication, there is little to no information about the importance of the study of intercultural communication as a social science. Thus, this research study aimed to investigate the importance of the study of intercultural communication as a social science.

This systematic review provides compelling proof about the importance of studying intercultural communication. This has formed the basis for the integrated understanding of intercultural communicative behaviour in diverse fields. Although diverse methods have been used to study and analyze the concept of intercultural communication, most studies rely on social science methods because it involves the study and analysis of the main element of intercultural communication. The importance of the study of intercultural communication as a social science is due to the following: the enhancement of intercultural communicative competencies and sensitivities required to cope in intercultural environments, the utilization of empirical and theoretical knowledge to develop solutions to the current challenges of multicultural environments and globalization, it encompasses the study of the historical and psychosocial roles of culture in different societies, and it enhances the knowledge of students about the impacts and dynamics of multicultural and cross-cultural interfaces. The outcomes of this review suggests that the study of intercultural communication as a social science is an effective strategy to expose students to intercultural dimension in education.

Results

A total number of 5,372 articles were obtained with the aid of Boolean operators in this research study of which 1,468 articles were duplicates. A total number of 3, 185 articles that did not meet the requirements of the inclusion criteria were excluded from the search results. Although 351 articles were obtained by using additional search strategies, all of these articles were duplicates of the other publications obtained from other search strategies. A total of 719 publications were screened using the inclusion-exclusion criteria, however, only 29 articles met the requirements of the criteria. These publications were subjected to abstract and full text screening. A total number of 12 publications failed to meet the criteria for the abstract and full text screening. Hence, 17 publications were systematically reviewed in this study. Figure 1 shows the detailed procedure employed to select the articles used in this systematic review.

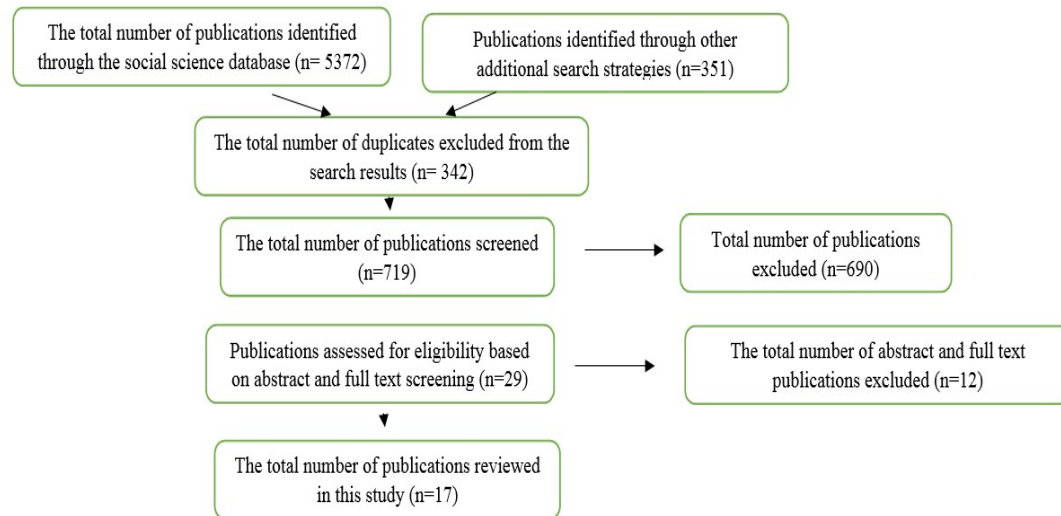


Figure 1: The detailed procedure employed in the selection of the publications reviewed in this study.

This systematic review was centred on the need for intercultural communication as well as its importance as a social science. A total number of 29 research studies conducted in different parts of the world were appraised in this study. The major characteristics of the publications selected for this systematic review are shown in Table 1.

Table 1. Characteristics of the publications selected for this study

Author(s) of the publications	Type of publication	Purpose of the study	Significant findings documented in the publication
Chi Dang Linh, 2016.	Book	The study focused on the various forms of intercultural communication from the Western and Asian perspective. The study aimed to explore the similarities and disparities in business communication between the Western and Asian culture.	The authors of this study discovered that there were differences as well as similarities between the perspective on intercultural communication between Western and Asian culture. They also identified the challenges encountered by people from both cultures while working with others and possible ways to overcome these challenges.
Penbek Sebnem, Yurdakul Dicle, and Cerit Guldem, 2009.	Journal	This study analyzed the intercultural sensitivity levels of various university students and the contribution of education and intercultural experience on the development of intercultural communicative competence.	The study showed that the respect of students for different cultures improved with their level of engagement in international interactions. They also discovered that the acquisition of knowledge and understanding of cultural factors is integral to effective and successful communication across cultures.
Washington Melvin, Okoro Ephraim, and Thomas Otis, 2012.	Journal	This study analyzed the importance and role of intercultural communication and etiquette in international business.	The authors discovered that The development of intercultural competence, multicultural sensitivity and global mindset contributes to the success of international business practices, transactions, and negotiations among participating nations.

Author(s) of the publications	Type of publication	Purpose of the study	Significant findings documented in the publication
Sharifian Farzad and Jamarani Maryam, 2013.	Book	This book discussed the recent studies on intercultural communication among individuals from different cultural backgrounds. The authors also discussed the new opportunities and challenges provided by the advancement in intercultural communication.	The authors showcased various ways to foster advancements in the diverse fields of intercultural communication.
Sadri Houman and Flammia Madelyn,	Book	The book discussed intercultural communication between people from different cultural backgrounds in various contexts.	Intercultural communication may be considered as a new approach to foster international relations and solve global challenges.
Peltokorpi Vesa, 2010.	Journal	This study explored the influence of intercultural communication competencies and host country language of expatriates on intercultural communication in foreign subsidiaries.	This study discovered that the intercultural communication competencies and host country language of expatriates are accompanied by various opportunities and challenges.
Mato Daniel, 2012.	Journal	This paper discussed the main theoretical and methodological aspects of various analytical perspectives of intercultural communication.	The author emphasized that the study of intercultural communication must be centered on social processes because it facilitates the understanding of how meaning is transformed and how differences are articulated.
Kangu John, 2011.	Book	This study examined every aspect of successful and failed integration methods employed within the confines of the Norwegians social democratic society perspectives.	This study revealed that the failure of the integration process is attributed to the lack of relevant education and professional background in intercultural communication skills and other important basic elements.
Hu Yanhong and Fan Weiwei, 2011.	Journal	This study analyzed the current trends of intercultural communication in China and abroad as well as the similarities/ differences between international and Chinese intercultural studies.	This study documented that Chinese intercultural communication researchers should adopt the study of intercultural adaptation and training, in addition to traditional research interests as well as the conduction of empirical research methods in the field of intercultural communication.

Author(s) of the publications	Type of publication	Purpose of the study	Significant findings documented in the publication
Palmu Tanja, 2010.	Degree thesis	This study examined intercultural communicative competence and the various imperatives of that connects this concept to diverse approaches to international social work.	This study identified the importance of intercultural communicative competence in general social work and specific international social work.
Phipps Alison, 2013.	Journal	This publication explored how questions of ethics and methods are intertwined and unavoidable in the critical study of language and intercultural communication.	The paper identified different approaches to conduct a serious study of intercultural communication.
Bjerregaard Toke, Lauring Jakob and Klitmøller Anders, 2009.	Journal	This study outlined the recent developments in anthropological theory in order to inspire a more contextual and dynamic approach for understanding intercultural communication research.	This study identified that bridging the theoretical gap between intercultural communication research in anthropology and cross-cultural management will help researchers to understand how the context of organizational, social, and power relationships shape the role of culture in communication.
Dervin Fred and Tournebise Céline, 2013.	Journal	This study examined previous and ongoing changes in the conceptualization of intercultural communication in diverse fields.	The theoretical and methodological turbulences in intercultural communication education influence intercultural learning in higher education.
Chen Guo-Ming, 2012	Journal	This publication examined the relationship between new media and intercultural communication between individuals from different cultural backgrounds.	This publication analyzed the impact of cultural values on new media, as well as the impact of new media on cultural identity, different aspects of intercultural interaction (i.e. intercultural relationships, intercultural dialogue, and intercultural conflict).
Klagge Jay, 2012	Conference paper	This study explained the applications of the skills, abilities and knowledge acquired from intercultural communication studies.	This study identified that intercultural communication has manifold applications, hence it is an important concept that must be understood.
Scannavini Katia, 2011	Journal	This paper discussed reasons for the increased interest in intercultural communication.	This study indicated that the field of sociology makes an important contribution to the study of intercultural communication. Furthermore, the authors emphasized that intercultural communication is quintessential to the enhancement of cultural cooperation and coordination.

Author(s) of the publications	Type of publication	Purpose of the study	Significant findings documented in the publication
Ryneiska Ludmyla, Kozak Olena, Kalnik Oleksandr and Myroschnichenko Volodymyr, 2016.	Article	This publication examined intercultural communication in the global economy.	The author emphasized the importance of enhancing the level of intercultural competence and suggested possible measures to improve the efficacy of intercultural communication in today's global economy.

The need for the study of intercultural communication

The advent of the era of globalization has contributed to the inevitability of intercultural communication in the fields of education, medicine and business. (Washington 2012) This is evident in the studies conducted by Dervin and Tournebise, and Klagge, which documented that favorable learning outcomes in education are influenced by effective intercultural interaction between learners and teachers. (Klagge, 2012) (Dervin et al., 2013) Similarly, Klagge documented that the effective communication between ethnic minority patients and health care professionals enhance therapeutic improvements in medicine. (Klagge, 2012) Moreover, intercultural communication can be applied when dealing with foreign associates in an organization, different leadership styles and personality types, organizational sub-cultures, family relationships, and individuals who belong to different age groups. (Klagge, 2012) Also, the interaction between representatives from various nations are dependent on effective intercultural communication. (Ryneiska et al., 2016) The increased need for intercultural communication in diverse fields have resulted in the integration of intercultural contexts and experiences into existing education curricula. Intercultural education provides individuals with the required background knowledge, skills and abilities required to confront the challenges encountered in a multicultural environment, and enlighten individuals about the cultural factors that contribute to successful communication. (Penbek et.al, 2009) In addition, the acquisition of relevant skills and knowledge (i.e. intercultural communicative competence) fosters intercultural interaction between individuals from various cultural backgrounds. (Peltokorpi, 2010) (Phipps, 2013) (Chen 2012) In order to garner detailed insights to the concept of intercultural communication, research studies have been conducted to investigate the culture general (identification of commonalities across different cultures), culture specific (identification of specific communication behaviours in different cultures), and intercultural interactions (the integration of different cultures). (Chen, 2012) These studies documented that the major element of intercultural communication refers to the relationship between individuals. (Scannavini, 2011) According to Bjerregaard, Jakob and Anders, the cultural meanings that facilitate communication across different ethnic groups are shaped by economic, political and social relationships. Ryneiska Ludmyla, Kozak Olena, Kalnik Oleksandr and Myroschnichenko Volodymyr emphasized that the maintenance of such relationships enhance the level of intercultural communicative competence in individuals. Thus, researchers have explored the use of different approaches to study the cultural and national stereotypes in different nations. In view of this, various courses have been established to develop interpersonal relationship skills in students. (Ryneiska et al., 2016)

Intercultural communication as a social science

Although no single discipline captures the behavioural and cognitive dimensions of the impact of culture on interactions, researchers have come to the agreement that successful communication in intercultural environments require a high level of intercultural competence. (Kangu, 2011) The study of intercultural communication as a social science examines the process of communication in organizations, groups and communities with diverse cultural backgrounds that enhance intercultural competence. This approach involves the description and prediction of behaviours that enhance intercultural communicative competence and utilizes empirical and theoretical knowledge to develop solutions to the current challenges of multicultural environments and globalization. (Palmu, 2010) Studies have shown that this approach enhances intercultural sensitivities and competencies required for coping in intercultural

environments, (Washington, 2012) (Ryneiska et al., 2016) enlighten individuals about the historical and psychosocial roles of culture in different societies, (Mato, 2012) and enhances the knowledge of students about the impacts and dynamics of multicultural and cross-cultural interfaces. In addition, social science studies have been used to determine certain variables that enhance intercultural adaptation and adjustment, intercultural growth and intercultural competence in individuals. The outcomes of this study suggest that the study of intercultural communication as a social science is an effective strategy to expose students to intercultural dimension in education. (Chen, 2012)

Discussion

This review showed that successful interactions between individuals in different fields are dependent on effective intercultural communication. The important components of intercultural communicative competence include the language for communication and acquisition of cultural knowledge and the innate abilities of the individual. (Penbek et al., 2009) These components enable individuals to maintain relationships with people from different cultural backgrounds, resolve or/and manage conflicts by proffering alternatives that revolves around differences in cultural backgrounds and enhances the ability of conducting business transactions with people of different cultures. (Penbek et al., 2009) Washington Melvin and Otis emphasized the importance of intercultural communication in the establishment of global business relationships and international business situations. The authors expounded that the establishment of intercultural relationships relies on the innate ability to learn about other cultural backgrounds and the appropriate training of individuals to help them adjust to different cultures (intercultural adaptation) and avoid intercultural conflicts. (Washington et al., 2012) The study conducted by Hu and Fan explained the importance of knowing the customs and regulations of handling diplomatic courtesies when dealing with colleagues or business associates of other cultures prior to official negotiations. (Hu, 2011)

In addition, this review identified that the understanding of intercultural communicative competence and cultural differences bridges the communication gap between persons from different countries that work together or relate with one another. (Bjerregaard, 2009) In business situations, intercultural communicative competence enables multicultural and multinational managers to manage the cultural differences of their employees effectively. Based on the known fact that communication is culture specific and culture-bound, it is crucial for countries involved in international interactions to devote time and establish courses that help people to learn, understand, and respect various ethical habits and appropriate etiquette required to maintain lasting intercultural relationships and alliances. (Washington et al., 2012) This development of intercultural competence, and multicultural sensitivity may be instrumental to the success of intercultural interactions among different nations.

Individuals from various civilizations have different views about their relationships with God, other individual(s) and/or group(s), citizen(s) and the state, parents, children, wives or husbands, husband and wife, and the relative importance of rights, liberty, responsibilities, authority, equity and hierarchy. (Ryneiska 2016) Prior to the rapid increase in technological advancements and globalization, these differences in civilization discriminated the involvement of different countries in various transactions, practices and negotiations. Asides blurring the border lines that distinguish different civilizations, this era enhanced the ease of communication and transportation, thereby making the world a global village. According to Kangu, only individuals with a high level of intercultural communicative competence can maximize the opportunities presented by the advent of this new era. (Kangu 2011)

The integration of political, economic and social relations requires the acquisition of skills and knowledge about intercultural communication. Researchers have identified that education is instrumental to helping individuals to cope with cultural differences and maintain lasting intercultural relations. Thus, the exposure of students to the intercultural dimension in education will equip them with the skills and abilities required to handle cultural differences in today's global environment. Multinational companies and organizations eagerly seek to employ graduates with intercultural communicative competence. Thus, tertiary education systems must develop courses and programs that will enhance their students' level of intercultural communicative competence. (Penbek 2009) (Peltokorpi 2010) This review revealed that the support of university education with non-academic programs (such as language, internship experience and the

use of the internet platform) and international materials (such as exchange and simulation programs) enhanced the perception and respect of students for other cultures. This validates the suggestion that understanding and acquiring knowledge about different cultural factors is instrumental to successful and effective communication across cultures.

This systematic review provides compelling evidence that relationships and interactions among individuals in today's society can be improved by studying intercultural communication as a social science. Over the years, social scientists have emphasized the importance of the detailed analysis of face to face interaction and human behaviour in understanding the concept of intercultural communication. This realization has formed the basis for the integrated understanding of intercultural communicative behaviour in diverse fields. (Dervin et al., 2013) (Scannavini 2011) Social science methods have been used to investigate the role of interpersonal communication and relationships in the development of intercultural communicative competence in individuals. This approach identified the existence of a specific order of interaction between individuals from different cultural backgrounds. (Sharifian et al., 2013) Thus, the detailed study and analysis of intercultural interaction by various researchers has been centered on the rules of interaction between two or more individuals in order to understand the concept of intercultural communication. (Sadri et al., 2011) Moreover, the concept of intercultural communication should be investigated by exploring the expressive and symbolic forms of human life because the social life of an individual is inseparably linked to his/her cultural background.

Materials and Methods

A systematic review of existing literature was used to achieve the specific aims of this research study. This methodological design was selected to reduce the influence of chance and bias on the narrative syntheses as well as ensure the validity and reliability of the data appraised in this systematic review. This systematic review was conducted to investigate the need and importance of intercultural communication as a social science. Although systematic review is subject to certain elements of bias during the process of data selection from existing literature, this methodology can be used to make reliable deductions and conclusions about this research study. (Higgins et al., 2008) The major steps taken to reduce the influence of bias on the selection of data include the framing of a relevant research question, the development of relevant inclusion criteria for this study, screening and searching for relevant publications, study selections and data collections, quality appraisal of selected publications, collation and analysis of data, interpretation of results and conclusions. (Higgins et al., 2008)

Framing a relevant research question

The research question for this study was formulated with a high level of precision. (Khan et al., 2011) The research question for this study is "What is the importance of the study of intercultural communication as a social science?"

Inclusion and exclusion criteria

Inclusion and exclusion criteria were developed and used to select relevant publications for this study. (Khan et al., 2011) The publications that met the requirements of the inclusion criteria were selected for further screening. The inclusion criteria used in this study include the following; primary or secondary research studies on intercultural communication, research studies must be published in the English language, research studies must be on intercultural communication, research studies must use social science research methods to address questions on intercultural communication, articles must be published in or after 2009 and research studies must include quantitative and/or qualitative data. The exclusion criteria employed in this study include the following: research studies that were not focused on intercultural communication, research studies that did not use social science research methods to address questions on intercultural communication, research studies that are not published in the English language, research studies that failed to discuss intercultural communication, articles published before the year 2009 and articles that did not include either quantitative or qualitative data.

Search strategy

The search for relevant articles was conducted by using different databases such as EBSCO, JSTOR, AnthroSource, Sage, Scopus Google and Google scholar. The different combinations of search words used in this study include

“intercultural”, “intercultural communication”, “intercultural communicative competence”, “social science”, “social”, “intercultural studies”, “communication studies”, “communication”, amongst others. Boolean operators were used in this study to eliminate irrelevant search results and conserve time (“Intercultural communication” AND “competence” OR “intercultural” AND “communication studies” AND “social” OR “social science”). The specific filters used to select relevant articles include the accessibility of the text (i.e. abstract and free full text), type of article (meta-analysis, surveys and/or interviews), date of publication (between 2010 and 2018), research subjects (must be humans), language (English), and gender (the research study must include both male & female participants). Moreover, the references listed in relevant articles that met the inclusion criteria were screened in this study.

Screening strategy

The major screening procedures conducted in this study include the title/abstract screening and the full-text screening. The title/abstract screening was conducted to ensure that the articles generated from the search met the requirements of the inclusion criteria. A full-text screening was conducted on the articles/journals that met the requirements of the inclusion criteria. This screening strategy involved a thorough screening of the full-text of the articles/publications in order to ensure that they meet the requirements of the inclusion criteria. The articles that did not meet the inclusion criteria were excluded from this systematic review. Figure 1 gives an illustration of the screening process for the selection of relevant articles.

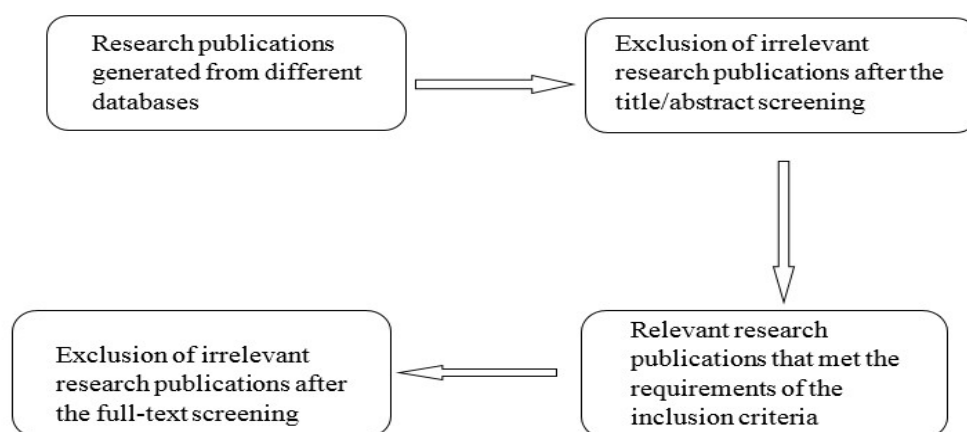


Figure 2: Illustration of the screening of research articles

Data extraction

Data was extracted from the selected research publications using the Microsoft spreadsheet (Microsoft Excel). The major headings for the data include the name of the author(s) and date of publication, type of publication, purpose of the study and significant findings of the research study.

Quality appraisal

The method proposed by Khan *et al.* was used to appraise the quality of data obtained from screened publications in this study. (Khan et al., 2011) The grading profile for the assessment of data quality is shown in Table 1. The assessment of data quality varied from weak (1 point), moderate (3points), to strong (5points) under the following criteria: 1- Limitation of the sampling technique 2- Quality of the sample size 3- Authenticity of the data 4- Bias, chance and cofounders' effect 5- Data standardization 6- Date of publication.

Data analysis

The data obtained from the screened research studies was analysed by classification, grouping and narrative synthesis. (Cronin et al., 2008) Narrative synthesis is a commonly used approach for the synthesis of data in a

systematic review; it is a reliable way to synthesize ideas and theories in reviews. The summaries of the evidence provided using this approach will enable readers to interpret and understand the findings documented in this study. The method proposed by Ryan was used to ascertain the reliability and credibility of the evidence generated from the narrative synthesis of data. (Ryan, 2013)

Validity and reliability of data

The data obtained in this study were from peer-reviewed articles/publications authored by professionals in their various fields of study. Also, the sources of data were from major academic journals that are known for the publication of scholarly findings on intercultural communication. Besides the use of reliable databases to search for relevant articles/publications, the validity of the study documented in these articles/publications was improved via comparisons with other research studies on the same phenomenon. (Higgins et al., 2008) In addition, the reliability of the data sources was improved via repetitious screening of the articles/publications to ensure that the research studies on intercultural communication were conducted. The theoretical basis for the selection of relevant articles/publications on intercultural communication were consistent with the major interacting groups of elements, these include verbal processes, non-verbal processes, perception and contextual elements. (Samover et al., 2004)

Conclusion

Intercultural communication as a social science equips students and learners with a wide array of cognitive solutions and thought patterns that enable them to become effective and proactive parts of their societies. With a growing need for communication among cultures and people from different backgrounds, and with the massive challenges and opportunities globalization is offering us as cultures, communities and individuals, it is very important that we understand the dynamics of both cultures and communication. The overlap between culture and communication that intercultural communication offers as a social science, moves learners from mono-cultural individuals confined with a relatively ethnocentric worldview into a more compelling well-rounded personalities that are able to understand what is behind identities, cultures, communication styles within cultures, and all the underlying values and thought patterns that make cultures and individuals different from each other. This understanding provides opportunities to bridge gaps and embrace differences while empathizing with the wide range of differences present in our world.

Stereotype and prejudice become more comprehensible, nonverbal communication becomes a tool rather than a barrier, ethnocentrism becomes ethno-relativism and individuals become more willing to understand each other and therefore create more meaningful relationships, cooperation and find more chances to share and learn from each other instead of refusing to communicate.

The unwillingness to interact and communicate, caused by anxiety and the fear to communicate with the “other”, is replaced by the mindset of intercultural sensitivity, that the study of intercultural communication aims to achieve. This is by no means as important as any other hard skill students tend to learn in the course of their educational journey.

Hard skills in a globalized world definitely need to be empowered with social and psychological skills including communication skills and intercultural competence. Learners and professionals in our 21st century are dealing with escalating technological development and easy access to different parts of the world. The transfer of ideas, cultures in the process of interactions needs to be complimented with special mental skills and abilities which intercultural communication puts together in successful educational methods, utilizing empirical and theoretical knowledge to create solutions to challenges in an interconnected globalized world.

It is recommended that this field of study becomes an essential course in the educational systems. Developing curriculums that fit within the system, taking into consideration the cultural and social aspects of societies, and tailoring them accordingly in a way that could reach different levels of learners at different educational stages will promote communication skills among students and empower them with intercultural competence, a skill they will need every day to deal and interact in today’s globalized world.

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أهمية دراسة التواصل بين الثقافات كعلم اجتماعي

ايفا رياض حداد*

ملخص

قيمت هذه الدراسة أهمية دراسة "التواصل بين الثقافات" كعلم اجتماعي. تم إجراء مراجعة منهجية، لما مجموعة 17 منشوراً، لتحقيق الأهداف المحددة لهذه الدراسة. وتقدم هذه المراجعة دليلاً قاطعاً على أن دراسة التواصل بين الثقافات كعلم اجتماعي تعزز الكفاءة التواصلية بين الثقافات والاستشعار الثقافي المطلوب للتعامل في البيئات متعددة الثقافات، وتستخدم المعرفة التجريبية والنظرية لتطوير حلول للتحديات في البيئات متعددة الثقافات، وتشمل دراسة التاريخ والأدوار النفسية والاجتماعية للثقافة في المجتمعات المختلفة، ويعزز معرفة الطلاب حول تأثيرات وديناميات الواجهات متعددة الثقافات والعبارة للثقافات.

الكلمات الدالة: التواصل بين الثقافات، العلوم الاجتماعية، الكفاءة التواصلية بين الثقافات، البيئات متعددة الثقافات.

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