

ABSTRACT

This study aims to describe clearly the process of implementing Knowledge Transfer in a multi-national company in Indonesia. A qualitative approach was selected to allow exploration of individual intercultural experiences using purposive sampling method. Primary data were obtained through in-depth interviews with various parties who work at multinational companies (MNCs) in Indonesia. Interviews were conducted based on 2 sides of the source, namely on the side of the employer with foreign nationalities (culture). Second, is the employee side with Indonesian nationality (culture). The researcher chose 4 (four) people, namely 2 (two) expatriates and 2 (two) employees with Indonesian cultural backgrounds. Based on the discussion of the research results obtained from in-depth interviews, it can be concluded that the knowledge transfer process has been quite effective because it has had a positive impact on the acquisition of business excellence for the company.

Keywords: *Knowledge Transfer, Competence, Cross-cultural Competencies, Competitive Advantage*