Supervisor Social Skill and Emotional Intelligence as Related to Subordinate Perceived Organizational Support and Engagement

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Honors Thesis Proposal Layperson Summary
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Direct communication between supervisors and their subordinates is common within work organizations. Given that supervisors are often viewed as representing the organization, differences in supervisors’ interpersonal skills may relate to differences in their subordinates’ views of the organization, and this in turn may have consequences for subordinate engagement, or how dedicated the subordinates are to the work they are doing.

The supervisor skills I will examine are social skill, which is one’s ability to pick up on and understand social cues, and to use that understanding in social interactions; and emotional intelligence (EI), which is one’s ability to understand and manipulate the emotions of oneself and others, and to act accordingly. I expect each of these to impact subordinate perceived organizational support (POS), which is how much a worker feels that the organization cares about his contributions and overall wellbeing. I also expect subordinates’ POS to relate to their engagement.

This study will use data from a larger dataset composed of responses to online surveys from 138 human resource employees and their 46 supervisors from a global manufacturing corporation.