WORK-RELATED SOCIAL SKILLS

Work-related social skills are the skills that we use to communicate and interact with each other, both verbally and non-verbally, through gestures, body language and our personal appearance. Work-related social skill is any skill facilitating interaction and communication with others at work. The process of learning these skills is called socialization.

Work-related social skills test is a 89-items psychometric test that adopts Likert-type forced choice 6-point scale. Scales are from 1-point "Definitely yes" to 6-points "Definitely no". There are three factors (89 items) included into the Work-related social skills test, namely: (1) Social intelligence (14 items); (2) Social manners (22 items); sub-factors are: (2.1) Basic manners; (2.2) Verbal communication; (2.3) Non-verbal communication; (2.4) Understanding and analyzing social information, and (3) Social competence (16 items), sub-factors are: (3.1) Interaction competency; (3.2) Openness, integrity. Factors incorporate statements like "Would you say that you are a person who maintains positive relationships at work over time and across settings" or "Concerning the ordinary working day would you tend to cope with co-workers' and clients, not just understand them through their behavior" or "I have to use interaction rituals at work".

THEORETICAL BACKGROUND

Social skills play an important role in employment. These general job skills are sometimes called "employability skills". Having employability skills can help you get a job. They can also help you stay in a job and work your way to the top.

Similarly to Thorndike (1920), social intelligence is defined by Marlowe (1986), who regards it as an ability to understand other people and social interactions, and apply this knowledge in leading and influencing other people for their mutual satisfaction. Theorists have offered several definitions of social intelligence, but all share two common components: a) the awareness of others and b) their response and adaptation to others and the social situations (Goleman, 2006; Goleman and Boyatzis, 2008; Kobe, Reiter-Palmon and Rickers, 2001). Several studies have shown that social intelligence is multidimensional and distinguishable from general intelligence domains (Jones & Day, 1997; Marlowe, 1986; Weis & Süb, 2007). These concepts of social intelligence are incorporating internal and external perceptions, social skills, and other psychosocial variables (Taylor, 1990).

Social skills are the tools that enable people to communicate, learn, ask for help, get their needs met in appropriate ways, get along with others, make friends and develop healthy relationships, protect themselves, and generally be able to interact with the society harmoniously. Social intelligence is the ability to get along well with others, and to get them to cooperate with you. Social skill builds essential character traits like trustworthiness, respectfulness, responsibility, fairness, caring, and citizenship. These traits help to build an internal moral compass, allowing individuals to make good choices in thinking and behavior, resulting in social competence.

Social competence is a complex, multidimensional concept consisting of social, emotional (e.g., affect regulation), cognitive (e.g., fund of information, skills for processing/acquisition, perspective taking), and behavioral (e.g., conversation skills, prosocial behavior) skills, as well as motivational and expectancy sets (e.g., moral development, self-efficacy) needed for successful social adaptation. Often, the concept of social competence frequently encompasses additional constructs such as social skills, social communication, and interpersonal communication.

VALIDATION

Internal correlations are shown in Table below.

Table. Within Sample Correlations in the Work-related social skills test (N = 593)

Work-related social skills Factors and sub-factors	1	2	3	4	5	6	7	8	9
1. Social intelligence	1								
2. Social manners	0.30	1							
2.1 Basic manners	0.22	0.93	1						
2.2 Verbal communication	0.33	0.83	0.67	1					
2.3 Non-verbal communication	0.29	0.74	0.53	0.62	1				
2.4 Understanding and analyzing social information	0.26	0.68	0.43	0.55	0.68	1			
3. Social competence	0.72	0.33	0.26	0.35	0.29	0.26	1		
3.1 Interaction competency	0.72	0.34	0.28	0.36	0.29	0.24	0.97	1	
3.2 Openness, integrity	0.66	0.31	0.23	0.33	0.27	0.26	0.95	0.85	1

All presented correlations are statistically significant ($p < 0.05$)

RELIABILITY

Internal consistency reliability (Cronbach α or coefficient alpha) was 0.96; Generally ranges from 0.90 to 0.96 (see Table below).

Table. Reliability Statistics for Work-related social skills test **(**N = 593)

Work-related social skills Factors and sub-factors	Number of items	Reliability Statistics* Cronbach α
1. Social intelligence	14	0.96
2. Social manners	22	0.96
2.1 Basic manners	10	0.95
2.2 Verbal communication	4	0.91
2.3 Non-verbal communication	3	0.90
2.4 Understanding and analyzing social information	4	0.93
3. Social competence	16	0.96
3.1 Interaction competency	9	0.93
3.2 Openness, integrity	7	0.91

* Widely is accepted .70 coefficient alpha as a standard (Nunnally, 1978)

ESTONIAN NORMS

Estonian Norms for Work-related social skills test (see Table). Estonian norms are based on **(**N = 404) people from 2 samples i.e. one general sample and one occupational sample.

Table. Descriptive statistics of Work-related social skills test results in Estonia. Scales are from 1-point "Definitely yes" to 6-points "Definitely no".

Work-related social skills Factors and sub-factors	NURSES (N=109)		EST (N=295)	
	M	SD	M	SD
1. Social intelligence	4.96***	0.65	4.92	0.60
2. Social manners	4.78***	0.78	4.82	0.81
2.1 Basic manners	4.83***	0.94	4.86	1.07
2.2 Verbal communication	5.05***	1.35	5.09	0.90
2.3 Non-verbal communication	4.82***	1.00	4.86	0.93
2.4 Understanding and analyzing social information	4.36*	1.01	4.41	0.97
3. Social competence	5.01***	0.87	4.88	0.60
3.1 Interaction competency	5.13***	0.89	5.04	0.62
3.2 Openness, integrity	4.90***	0.90	4.76	0.69

Significantly different from the EST sample: * $p < 0.05$; ** $p < 0.01$; ***$p < 0.001$

POLISH NORMS

Polish Norms for Work-related Social Skills Test (see Table). Polish norms are based on 177 people from one general sample.

Table. Descriptive statistics of Work-related social skills test results in Poland. Scales are from 1-point "Definitely yes" to 6-points "Definitely no".

Work-related social skills Factors and sub-factors	PL (N=177)	
	M	SD
1. Social intelligence	4.02	1.21
2. Social manners	4.12	1.26
2.1 Basic manners	4.07	1.44
2.2 Verbal communication	4.17	1.47
2.3 Non-verbal communication	4.25	1.41
2.4 Understanding and analyzing social information	4.08	1.38
3. Social competence	4.32	1.21
3.1 Interaction competency	4.26	1.22
3.2 Openness, integrity	4.42	1.28

CORRELATION BETWEEN QWL AND PERCEIVED PERFORMANCE

Reliability between Work-related Social Skills Test and Perceived Performance Scale (PPS) was 0.95.

Table. Correlations between Work-related Social Skills Test and perceived performance (measured by Perceived Performance Scale) (N = 593)

Work-related social skills Factors and sub-factors	Perceived performance
1. Social intelligence	0.43*
2. Social manners	0.16
2.1 Basic manners	0.04
2.2 Verbal communication	0.22*
2.3 Non-verbal communication	0.20*
2.4 Understanding and analyzing social information	0.30*
3. Social competence	0.40*
3.1 Interaction competency	0.36*
3.2 Openness, integrity	0.42*

* Correlations are statistically significant ($p < 0.05$)

PUBLICATIONS and/or CONFERENCES
(Bibliography of Studies Using the Work-related Social Skills Test)

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