Social skills inventory in health care workers in the city of Loznica

Marija Z. Lazarevic
Primary Health care Center “Dr Milenko Marin”, Loznica, Serbia

Abstract

Introduction: Social skills inventory is a measure used to evaluate two dimensions of communicational skills: emotional (non-verbal), and social (verbal). Each dimension evaluates three categories: expressiveness, sensibility, and control.

Objective: We wanted to find out if there was a statistically significant difference in social skills, in health workers, in the city of Loznica. We hypothesized there weren’t any differences in social skills inventories of men and women working in primary and secondary healthcare levels.

Method: The participants were given the SSI (Social skills inventory) questionnaire. It contained 90 questions, divided into 6 categories. The total number of the participants (employees of the primary and secondary health care institutions in the city of Loznica) was 76, of whom 51 were women and 25 men, and their age ranged from 25 to 65. A university level of education had 47 participants, 4 had a college degree, and 25 had a high school degree. The inferential statistics (t-test) was used for data analysis.

Results: After data analysis, based on statistical data handling (t-test of independent categories for singular samples) we got a p<0.05 for expressiveness, and it was more prominent in male participants and behavioral control in female participants. The p-value for the total score for social skills was p>0.05, which bore no statistical significance. There was no statistically significant difference in the total score of the inventory of social skills between male and female health care workers. Though, there was a statistically significant gender difference in expressiveness, in favor of men, and social control, in favor of women.

Conclusion: The total score, after testing the inventory of social skills of health workers in Loznica, showed there was no statistically significant difference between men and women, but the level of expressiveness and behavioral control showed a statistically significant difference.

Keywords: social skills inventory, expressiveness, sensitivity, control
Uvod

Socijalna inteligencija predstavlja skup veština socijalne komunikacije koji uključuju kriterijume za socijalno prilagođavanje funkcionalizma. Sposobnost tačnog ocjenjivanja emocionalnog stanja kod drugih osoba, dovodi do bolje funkcionalnosti i poboljšanja odnosa s drugim ljudima. Osnovne socijalne veštine obuhvataju tri grupe slanja, primanja i regulisanja, odnosno kontrole u međuljudskoj komunikaciji. Ove tri kategorije veština deluju u dva domena - emocionalnom koji uključuje neverbalnu komunikaciju, i socijalnom koji uključuje verbalnu komunikaciju.

Socijalne veštine nastaju kao rezultat učenja i razvoja, koji se formiraju u različitim socijalnim sredinama u kojima se osoba afirmiše tokom života. Emocionalna inteligencija ima ključnu ulogu u našem životu jer utiče na raspolaženje, donošenje ispravnih odluka, motivaciju, stabilnost, uravnoteženost, snalažljivost, prilagodljivost. Emocionalna inteligencija omogućava kontrolu nad vlastitim doživljajem, a svaka kontrola je značajna u poslovnom okruženju, tako da je u prednosti u odnosu na mentalnu inteligenciju koja nije dovoljna za dobre poslovne rezultate. Emocionalno inteligentni pojedinci ispravno opažaju svoje i tude emocije i time uspešno obezbeđuju socijalno funkcionisanje\(^1\).

Facijalna ekspresija i prozodijske akustičke karakteristike predstavljaju prilagodivost karakteristike komunikacije. Osobe sa intelektualnom ometenošću ispoljavaju poteškoće u detekciji emocija, facijalne i vokalne ekspresije\(^2\).

Socijalne i emocionalne veštine omogućavaju uspešnim liderima u svim oblastima, pa i u zdravstvu, da kod svojih zaposlenih izazivaju emocije kao što su saosećanje, divljenje i bes, da kroz pet koraka motivišu svoje sledbenike da kanališu emocije koje proizvode akciju iz koje proističu poverenje i pozitivan uticaj. Ovo omogućava lideru da nastavi ciklus izazivajući ponovo emocije. Istraživanjem liderskih veština, koće u detekciji emocija, facijalne i vokalne ekspresije. Osnovna veština omogućava kontrolu nad vlastitim doživljajem, a svaka kontrola je značajna u poslovnom okruženju, tako da je u prednosti u odnosu na mentalnu inteligenciju koja nije dovoljna za dobre poslovne rezultate. Emocionalno inteligentni pojedinci ispravno opažaju svoje i tude emocije i time uspešno obezbeđuju socijalno funkcionisanje\(^1\).

Cilj rada

Cilj studije je bio da se utvrdi da li postoji statistički značajna razlika u socijalnim veštinama kod muškaraca i žena zaposlenih na primarnom i sekundarnom nivou zdravstvene zaštite Loznice. Postavljene su istraživačke hipoteze da između muškaraca i žena zaposlenih na primarnom i sekundarnom nivou zdravstvene zaštite, postoji razlika u inven-taru socijalnih veština.

Metod

Ispitanicima je dat upitnik SSI (Social Skills Inventory)\(^3\) sa devedeset pitanja podeljenih u šest kategorija. Uku-
pan broj ispitanika bio je 76, od toga 51 žena i 25 muškaraca starosti od 25 do 65 godina. Visoki stepen stručne spreme imalo je 47 ispitanika, viši stepen 4 ispitanika a srednji stepen 25 ispitanika.

**Kategorije koje se ispituju** su: emocionalna ekspresivnost (EE), emocionalna senzitivnost (ES), emocionalna kontrola (EK), socijalna ekspresivnost (SE), socijalna senzitivnost (SS) i socijalna kontrola (SK).

**Emocionalna ekspresivnost** meri veštinu kojom pojedinac komunicira verbalno, posebno u slanjem emocionalnih poruka, ali i izražavanju verbalnih i nerverbalnih komunikacija.

**Emocionalna senzitivnost** meri veštinu primanja i tumačenja emocija drugih osoba. Emocionalno senzitivni empatički ih doživljavaju.

**Emocionalna kontrola** meri sposobnost regulisanja sopstvenih emocija i nerverbalnih prikaza.

**Socijalna ekspresivnost** meri veštinu verbalnog izražavanja i sposobnosti da se drugi uključe u komunikaciju. Visoke vrednosti socijalne ekspresivnosti su povezane s visokom verbalnom sposobnošću i sposobnosti da se drugi uključe u komunikaciju. Visoke vrednosti socijalne kontrola mogu da govore da su visoko verbalno kontrolovan i samostalni.

**Social expressiveness** measures one’s ability to communicate non-verbally, especially when sending emotional messages. It also measures the expression of non-verbal attitudes, dominance, and interpersonal communication.

**Social sensitivity** measures the skill of receiving and interpreting other people’s emotions. Emotionally sensitive people precisely interpret their subtle emotions, and highly emotionally sensitive people experience it with empathy.

**Social control** measures the ability to regulate one’s emotions and non-verbal display.

**Emotional expressiveness** measures one’s ability to communicate non-verbally, especially when sending emotional messages. It also measures the expression of non-verbal attitudes, dominance, and interpersonal communication.

**Social expressiveness** measures the skill of verbal expression, and the ability to include others in communication. High values of social expressiveness are connected with high verbal ability and in the setting of the low verbal control, they may speak without following the content.

**Social sensitivity** evaluates the ability to interpret the verbal communication of other people. Socially sensitive persons are aware of the appropriateness of their actions.

**Social control** evaluates the ability of role-playing and social self-presentation. These persons look skillful, tactical, and self-confident.

### Results

The participants were given a questionnaire, consisting of 90 questions. Each question was awarded 1-5 points, 1- being the answer the participant completely disagrees with, 2 - partly agrees, 3 - agrees, 4 - mostly agrees, and 5 - completely agrees with. Analyzing the results of all 76 participants, of whom 51 were females and 25 males, aged from 25 – 65 we got the mean values for the above-mentioned categories (Table 1).

| Pol/Gender | EE   | ES    | EK    | SE    | SS    | SK    |
|------------|------|-------|-------|-------|-------|-------|
| Muški/Male | 37,80| 42,00 | 33,76 | 44,16 | 40,88 | 35,04 |
| Ženski/Female | 35,11| 44,65 | 36,17 | 38,73 | 40,14 | 36,64 |
In the table are the average values for men and women for all six categories. We calculated the measures of central tendency and variability, and then tested the starting primary hypothesis, and secondary hypotheses about the connection between singular social categories between these two groups, using a \textit{t-test} for independent samples.

The differences between all six categories of social skills among genders are shown in Graph 1.

The table shows the mean values for males and females, for all six categories. We calculated the measures of central tendency and variability, and then tested the starting primary hypothesis, and secondary hypotheses about the connection between singular social categories between these two groups, using a \textit{t-test} for independent samples.

The differences between all six categories of social skills among genders are shown in Graph 1.

### Tabela 2. Ukupni inventar socijalnih veština zdravstvenih radnika

| Pol/Gender | SSI    |
|------------|--------|
| Muški/Male | 233,64 |
| Ženski/Female | 231,44 |
ventaru socijalnih sposobnosti, ali postoje značajna razlike po polu u ekspresivnosti u korist muške populacije i socijalnoj kontroli u korist ženske populacije ispitanika. Analizom ukupne vrednosti emocionalne kategorije, odnosno neverbalne komunikacije, dobijena je vrednost $p=0.441$ a za verbalnu komunikaciju vrednost $p=0.509$, što nije statistički značajno.

**Diskusija**

Inventar socijalnih veština može se koristiti kao alat za procenjivanje i pomoć u lečenju onih koji imaju deficit socijalnih veština. Ovi pacijenti se osećaju usamljeno, stidljivo, neadekvatno, inferiorno, što je obrnuto proporcionalno s visinom skora inventara socijalnih veština. Takođe, ovaj inventar može biti koristan u bračnom savetovanju, kao i pri donošenju odluka u zaposljavanju novih kadrova.

Celokupan inventar socijalnih veština je validan pokažatelj socijalne inteligencije, za razliku od pojedinačnih komponenti. Na osnovu ekspresivnosti moguće je zaključiti da pojedinac može biti pozitivno okarakterisan, ali ukoliko ima nisku emocionalnu i socijalnu kontrolu - vrlo brzo će biti osmatran kao osoba neprimerenih maneri.

Na prijemčivost i asimilaciju pacijenata lekarima može uticati ekspresivnost, senzitivnost i kontrola emocija samih lekara, te se u skladu s potrebama pacijentima samoinicijativno usmjeravaju lekarima različitih osobina i pola.

U istraživanjima sprovedenim u Americi, žene su ekspresivnije i senzitivnije od muškarca, dok su muškarci podložniji kontroli emocija. U našem istraživanju, u populaciji zdravstvenih radnika koje smo ispitivali, situacija je potpuno suprotna. Žene imaju veći skor za kategorije emocionalne i socijalne kontrole, a muškarci za ekspresivne kategorije. Senzitivnost se ne razlikuje značajno između polova ni u grupi verbalnih, ni neverbalnih kategorija.

Socijalne veštine uslovljavaju i liderске osobine, za koje je neophodno samopoštovanje i samoeffikasnost, na šta utiču u razvoju i autoritativne figure, kao što su roditelji, nastavnici i prijatelji. U ranijim fazama života, u periodu adolescencije, pokazano je da su liderске pozicije zauzimale žene, dok se u adultnom periodu to nije pokazalo6-8.

U istraživanju sprovedenom na uzorku od 564 ispitanika, utvrđeno je da je autonomija posla imala jači uticaj na poslovni efekat ako je veći status ispitanika, ali ne zavisio od statusa ukoliko je visoka socijalna inteligencija zaposlenog3.

Anksioznost, sindrom sagorevanja i depresija kod medicinskih radnika, povezani su sa socijalnim veštinama i imaju negativan uzajamni odnos. To je dokazano u istraživanju koje je rađeno u Univerzitetskoj bolnici u Brazilu sa 305 ispitanika. Utvrđeno je da su socijalne veštine zaštitni faktor od sagorevanja i emocionalnog dizbalansa u stresnim uslovima10.

Stres svakako utiče na socijalne i emocionalne komponente psihe zdravstvenih radnika, ali solidne veštine u ovom and females, but there was a significant difference between genders in expressiveness in favor of males, and social control in favor of female participants. Analyzing the total value of emotional category, or non-verbal communication, we got $p=0.441$, and for verbal communication $p=0.509$, which bore no statistical significance.

**Discussion**

The social skills inventory may be used as a tool for the assessment and help in the treatment of those with social skills deficits. These patients feel lonely, shy, inadequate, inferior, which is inversely proportional with the score of the social skills inventory value. Also, this inventory may be useful in marriage counseling, as well as when hiring new employees.

The total value of the inventory of social skills is the valid indicator of social intelligence, unlike its singular components. Based on expressiveness it is possible to conclude whether a person may have positive characteristics, but if he has low emotional and social control, he’ll soon be considered as a person with bad manners.

Patients’ receptiveness and assimilation to physicians may be influenced by expressiveness, sensitivity, and emotion control by physicians themselves. Consistent with their needs, patients decide on their own which different characteristics and gender their physician will be.

In some American studies, women were found to be more expressive and sensitive than men, while men were more in emotion control. Our research showed that in the population of healthcare workers we examined, it was quite the opposite. Women had a higher score in the categories of emotional and social control and men in the expressiveness categories. There was no significant difference in sensitivity between genders, either in the group of verbal or non-verbal categories.

Social skills condition the leadership skills. Self-respect and self-efficacy are important for those and they are influenced by authoritative figures such as parents, teachers, and friends. In the early life phases, adolescence period it was evident that the leadership positions were taken by women, which was not the case in adulthood6-8.

The study with 564 participants confirmed that work autonomy had a stronger influence on business effect if the participant’s status was higher, but it wasn’t status dependent if the employee had high social intelligence.

Anxiety, burnout, and depression in healthcare workers are connected with social skills and have got negative interrelationship. This was shown in the Brasilian study performed at the University hospital on 305 participants. It confirmed the social skills were the protective factor against burnout and emotional disbalance in stressful conditions10.

Stress certainly influences the social and emotional
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