RESEARCH ARTICLE

LOCAL GOVERNMENT PERSONNEL INTERPERSONAL COMPETENCE AND SOCIAL SKILLS.

Joey S. Dela Cruz.
Sara, Iloilo, Philippines.

……………………………………………………………………………………………………....

Manuscript Info	*Abstract*
……………………..	………………………………………………………
	The level of job interpersonal competence and social skills among local government personnel in the Municipality of Sara, Philippines during the year 2016-2017 as affected by the competence factors with initiating relationships, disclosing personal information, asserting displeasure with others, providing emotional support and advice, and managing interpersonal conflict and the skills factors with emotional expressivity, emotional sensitivity, emotional control, social expressivity, social sensitivity, social control, and social manipulation were determined. Employees perceived a very high level of interpersonal competence from competence factors. Managing interpersonal conflict gave the highest level of interpersonal competence while asserting disclosure with others gave the least competence. Analysis of variance however showed no significant difference among the levels of competence. The skills factors gave the high level of social skills to the employees. Emotional expressivity gave the highest level of skills while the social expressivity gave the least skill of the respondents. Analysis of variance on the data showed that there was no significant difference on the effect of the skills factors tested to the social skills of the employees. Positive correlation between interpersonal competence and social skills was found.

………………………………………………………………………………………………………..

Introduction:-
The lack of system in the workplace converts into a poor working environment that immensely affects the improvement of amicable working relationship and leads to a pre-occupied behavior that reverts to deprivation and lack of initiative on behalf of the personnel for achieving the goals set by the institution (Menenghini et al., 2014).

Inappropriate interpersonal competence leads to unfavorable repercussions for the people in the institution. Despite being receptive on these facts, we find that most employees have a tough time expressing hardships so that they can establish effective communicative relationships and strategies for bridging communication problem (McCabe & Sambrook, 2013)

Interpersonal competence haves consistently been considered a vital aspect in human functionality and consequently, researchers have been connected in this area. As working environments become more crumbled and diverse, it has become even more essential to completely engage in interpersonal relationships and this ability is acknowledged to be one of the basic abilities of an employee's proper functioning (Blakemore & Frith, 2014).

Corresponding Author:-Joey S. Dela Cruz.
Address:-Sara, Iloilo, Philippines.

Interpersonal competence may be doubted, commonly among government employees, because it signifies explicit treatment of personal and ethical problems rather than the impersonal treatment of ethical issues.

William Robert (2017) defined interpersonal competence as the capacity in one's work and mingle with others, such as to clarify, to formulate, and to do what one wishes, to test for and correct incongruities among purpose, formulation, action, and effect.

Social skills have been conceptualized in a variety of ways. Some of these approaches consist of short and rather diffuse measures that tend to lack clear construct definition, and are thus limited in their ability to tell us about the specific nature of social skills.

Rigio (2011) has distinguished consistencies in various dimensions of social skill, and drafted a conceptual framework to incorporate them. This conceptual framework branches most directly to work on individual distinction, and this concept ascertained that social skill affects many angle of social support. Social skills are quite complex but should be highly applied since these play important role in development and maintenance of collaborative relationships.

Person with higher social skills would be conventional to have more constant interactions with the people around them than would persons deficient in social skills (Zimmerman & Rigo, 2010).

Explicit social skills element is theoretically and empirically channeled to success in the initial stages of social interaction (Heller & Swindle, 2012).

Statement of the Problem
This study aimed to find out the interpersonal competence and social skills of local government personnel in the Municipality of Sara Province of Iloilo Philippines during the year 2017-2018.

Specifically, this study sought to answer the following questions:
To what level is the interpersonal competence among the respondents in-terms of:
1. Initiating Relationships;
2. Disclosing Personal Information;
3. Asserting Displeasure with Others;
4. Providing Emotional Support and Advice; and
5. Managing Interpersonal Conflict?

Is there a significant difference in the level of interpersonal competence among the respondents in-terms of:
6. Initiating Relationships;
7. Disclosing Personal Information;
8. Asserting Displeasure with Others;
9. Providing Emotional Support and Advice; and
10. Managing Interpersonal Conflict?

What is the level of social skills of local government personnel in-terms of:
11. Emotional Expressivity;
12. Emotional Sensitivity;
13. Emotional Control;
14. Social Expressivity;
15. Social Sensitivity;
16. Social Control, and
17. Social Manipulation?

Is there significant difference on the level of Social Skills of local government personnel in-terms of:
18. Emotional Expressivity;

19. Emotional Sensitivity;
20. Emotional Control;
21. Social Expressivity;
22. Social Sensitivity;
23. Social Control, and
24. Social Manipulation?

Is there significant relationship between the level of interpersonal competence and the level of social skills of local government personnel?

Methodology:-
Participants were drawn from a local government unit of Sara. 40 personnel were asked to answer an adapted questionnaire to determine the level of interpersonal competence and social skills. The respondents were asked to rate their interpersonal competence and social skills in terms of five competence factors (initiating relationships, disclosing personal information, asserting displeasure with others, providing emotional support, and advice managing interpersonal conflict) using a standardized five-point scale with 1.0-1.50 as poor, 1.51-2.50 as fair, 2.51-3.50 as high, 3.51-4.50 as very high and

4.51-5.0 as excellent. The variance of the mean score of these factors was ascertained to identify which factors has the greatest and the least impact on their interpersonal competence. Their level of social skills on seven factors (emotional expressivity, emotional sensitivity, emotional control, social expressivity, social sensitivity, social control, and social manipulation) were also rated on the same scale. The variance of their mean scores was also determined to identify which factors had the greatest and the least impact on their social skills. Statistical analysis was carried out using One-Way ANOVA. Correlation between interpersonal competence and social skills was further analyzed using the Pearson Correlation Test.

Results and Discussion:-
The results of the research are shown in two sections. In first section, the results of descriptive statistics and in the second one, the results of deductive statistics are provided. In table 1, the mean and standard deviation of the components, dimensions and variable are indicated.

Among interpersonal competence factors has a very high level of competence, "initiating relationships" (M=3.99), "disclosing personal information" (M=4.14), "asserting displeasure with others" (M=4.12), "providing emotional support and advice" (M=4.15), and "managing interpersonal conflict" (M=4.12).

Table 1:-The Level of Interpersonal Competence of Local Government Personnel's in the Municipality of Sara, Province of Iloilo

Interpersonal Competence	Mean	Description	SD
Initiating Relationships	3.99	Very high	.648
Disclosing Personal Information	4.14	Very high	.406
Asserting Displeasure with Others	4.12	Very high	.652
Providing Emotional Support and Advice	4.15	Very high	.619
Managing Interpersonal Conflict	4.22	Very high	.604
General Mean	**4.12**	**Very high**	**.652**

The result shows that among interpersonal competence factors, managing interpersonal conflict has the highest level of competence and initiating relationships has the lowest mean. In examining the dimensions of interpersonal competence, there is no significant difference. The mean of competence is 4.12. It can also be noted that the mean scores have a very little difference and have a very low standard deviation from each other.
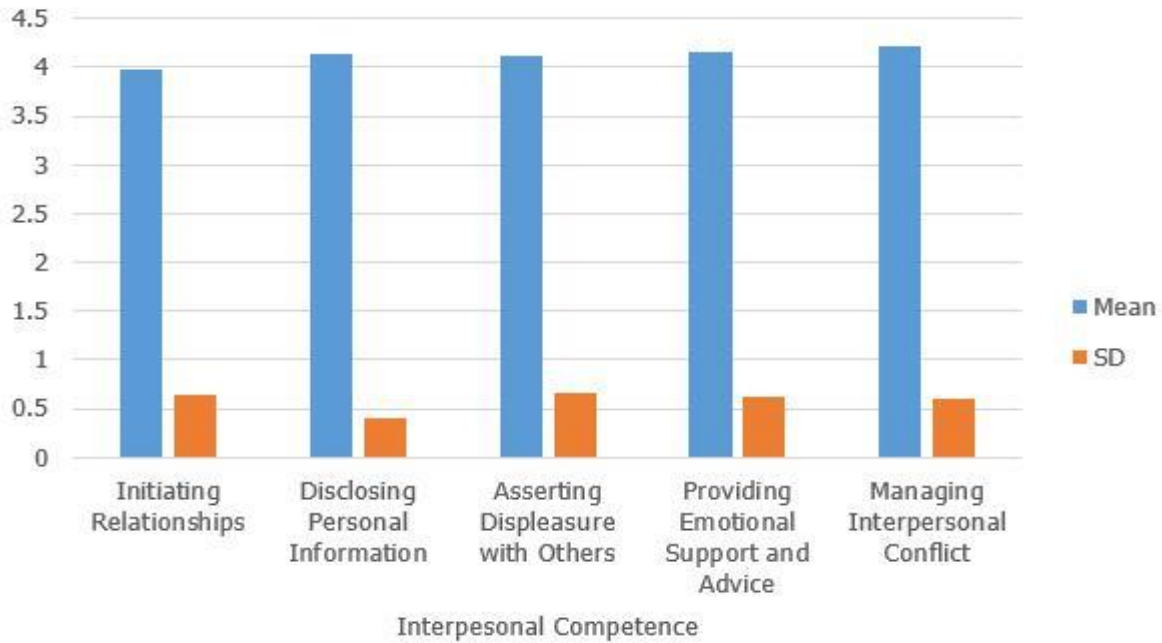
Fig 1:-Mean scores and standard deviation of the level of interpersonal competence of the respondents as affected by workplace factors

Interpersonal competence haves consistently been considered a vital aspect in human functionality and consequently, researchers have been connected in this area. As working environments become more crumbled and diverse, it has become even more essential to completely engage in interpersonal relationships and this ability is acknowledged to be one of the basic abilities of an employee's proper functioning (Blakemore & Frith, 2014).

Maxwell (2004) drive out that a thing brings two employees together to make them remain in the lexicon of relationship. Such things may be common interest like desire, aspiration or a goal. When interpersonal relationship is born from any of these, if it is fed and nurtured, it grows but if neglected, it deteriorates and dies. Developing interpersonal relationship is a serious business that yields dividends to those committed to it. Interpersonal relationship is the social association, connection or affiliation between two or more people. This might be the reason why the respondents gave the initiating relationships factor the least score because they find it as a challenge in the work place.

However, regardless of the rankings shown in Figure 1 that the means of all factors tested has no significant difference from each other. This implies that the respondents perceive that they are competent at the same extent by initiating relationships, disclosing personal information, asserting displeasure with others, providing emotional support, and advice managing interpersonal conflict. These factors go together in developing the employee's competence.

Table 2:-The Difference in the Level of Interpersonal Competence of Local Government Personnel's in the Municipality of Sara, Province of Iloilo

Interpersonal Competence	Mean	*F*-Value	*P*-Value	Decision
Initiating Relationships	.535	1.600	.189	Accept Ho
	.335			
Disclosing Personal Information	1.181	2.990	.067	Accept Ho
	.395			
Asserting Displeasure with Others	.004	.010	1.000	Accept Ho
	.429			

Providing Emotional Support and Advice	2.133	4.548	.023	Reject Ho	
	.469				
Managing Interpersonal Conflict	.027	.158	.959	Accept Ho	
	.172				

The response of the local government unit personnel to the seven elements that constitutes their social skill was also determined. The result shows the local government working environment in Sara such as emotional expressivity, emotional sensitivity, emotional control, social expressivity, social sensitivity, social control, and social manipulation gave a very high skill that the employees possess, as can be seen in Table 3. The mean and standard deviation of the components, dimensions and variable are indicated. Among social skill factors has a very high level result, "emotional expressivity" (M=4.36), "emotional sensitivity" (M=4.15), "emotional control" (M=4.21), "social expressivity" (M=4.16), "social sensitivity" (M=4.18), "social control" (M=4.19), and "social manipulation" (M=4.27).

Table 3:-The Level of Social Skills of Local Government Personnel's in the Municipality of Sara, Province of Iloilo

Social Skills	Mean	Description	SD
Emotional Expressivity	4.36	Very high	.674
Emotional Sensitivity	4.15	Very high	.675
Emotional Control	4.21	Very high	.593
Social Expressivity	4.16	Very high	.676
Social Sensitivity	4.18	Very high	.649
Social Control	4.19	Very high	.651
Social Manipulation	4.27	Very high	.607
General Mean	**4.22**	**Very high**	**.668**

Emotional expressivity gave the highest level of skills followed in the same ranking by social manipulation, emotional sensitivity gave the least level of social skills of the personnel as presented in Figure 2.

Social skills become incrementally vital in today's working environment because organizational structures are becoming flatter with more service-oriented positions. Excellent social skills can expedite interpersonal interactions, which can incline to effective job outcomes (Hochwarter, Witt, & Treadway, & Ferris, 2006).

Emotions continue to play an important role in creating a perfect ambiance in the working place. Specifically, the manner in which the employees express and regulate their emotions can facilitate or interfere positive employees' experiences with peers and workmates. (Herndon, Bailey, Shewark, Denham, & Bassett, 2013). This may answer why the local government unit personnel continuously and highly harness the ability express their emotions.

The result shows that among the factors that consitutes social skills, emotional expressivity has the highest and emotional sensitivity has the lowest mean. In examining the dimensions of social skills, there is no significant difference. The mean of competence is4.22. It can also be noted that the mean scores have a very little difference and have a very low standard deviation from each other.
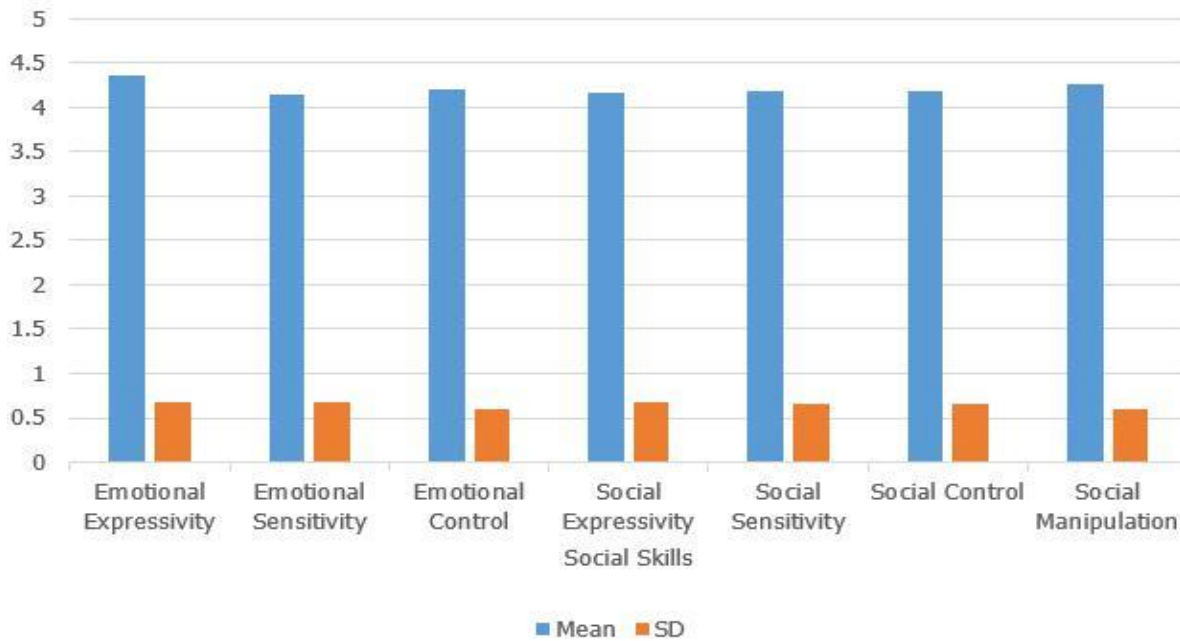
Fig 2:-Mean scores and standard deviation of the level of social skills of the respondents as affected by workplace factors

On the other hand, emotional sensitivity provided the least skills constitute by the employees. This may be due to a low emotional reactivity or a tendency to respond emotionally to even low-intensity environmental stimuli (carpenter et al., 2013 & Matusiewicz et al., 2014) and intense experiences of negative affect make it challenging to learn the skills fundamental to regulating one's emotions (Linehan, 2013) of the employees.

There was a low standard deviation among the scores, however, and analysis of variance on the data as presented in Table 4 show that there was no significant difference on the effect of the factors tested to the social skills of the employees. This implies that skills in Emotional Expressivity, Emotional Sensitivity, Emotional Control, Social Expressivity, Social Sensitivity, Social Control, and Social Manipulation all had the same track on social skills of the local government unit personnel in Sara and must have a connection with each other.

Table 4:-The Difference in the Level of Social Skills of Local Government Personnel's in the Municipality of Sara, Province of Iloilo

	Social Skills	Mean	F-Value	P-Value	Decision
	Emotional Expressivity	.535	1.600	.189	Accept Ho
		.335			
	Emotional Sensitivity	.077	.197	.939	Accept Ho
		.393			
	Emotional Control	.004	.010	1.000	Accept Ho
		.429			
	Social Expressivity	2.133	4.548	.004	Reject Ho
		.469			
	Social Sensitivity	.005	.014	1.000	Accept Ho
		.402			
	Social Control	.027	.158	.959	Accept Ho
		.172			
	Social Manipulation	.005	.013	1.000	Accept Ho
		.403			

The relationship between interpersonal competence and social skills was further analyzed and it showed that there was a positive correlation between the variable. This means that when interpersonal competence is high, the social skills is also high. This implies that increasing the interpersonal competence of employees may also increase their social skills, or increasing their social skills may also increase their interpersonal competence.

Table 5:-The Relationship between the Level of Interpersonal Competence and the Level of Social Skills of Local Government Personnel's in the Municipality of Sara, Province of Iloilo

Compared Variables		Social Skills	Description	Decision
Interpersonal Competence	Pearson Correlation	.583[**]	Significant	Reject Ho
	Significance(2-tailed)	.000		

Conclusion and Recommendation:-
In conclusion, the result demonstrated that in the local government unit of Sara interpersonal competence was very high. Managing interpersonal conflict gave the highest level of competence while initiating relationships gave the least level of competence, , but there was no significant difference among the levels of competence. The skills that constitutes the social skills is very high. Emotional expressivity gave the highest level while the emotional sensitivity gave the least skill constitute by the respondents. though there was no significant difference found. There was positive correlation between interpersonal competence and social skills. When the interpersonal competence is high, the social skills is also high.

Future research would also profit by considering this multidimensional view of interpersonal competence and social skills. Since this study has captured some of the multidimensionality of the interpersonal competence and social skill construct, providing a starting point for future investigations of the role of this elements in the establishment, nurturance, and maintenance of support relationship in the workplace.

References:-
1. Carpenter RW, Trull TJ. Components of emotion dysregulation in borderline personality disorder: a review. Curr Psychiatry Rep. 2013;15(1):335. doi: 10.1007/s11920-012-0335-2.
2. Heller, K. & Swindle, R. (2012). Social networks perceived social support, and coping with stress. In R.D.Felner, L.A. Jason, J. Moritsugu, & S.S. Farther (Eds.), Preventive psychology, research, and practice in community intervention . New York: Pergamon Press.
3. Herndon, K. J., Bailey, C. S., Shewark, E. A., Denham, S. A., & Bassett, H. H. (2013). Workers' emotion expression and regulation: Relations with work environment adjustment. The Journal of Genetic Psychology: Research and Theory on Human Development, 174, 642– 663. http://dx.doi.org/10.1080/00221325.2012.759525
4. Hochwarter, W. A., Witt, L. A., Treadway, D. C., & Ferris, G. R. (2006). The interaction of social skill and organizational support on job performance. Journal of Applied Psychology, 91, 482-489.
5. Linehan M. Cognitive-behavioral treatment of borderline personality disorder. 1993
6. Matusiewicz A, Weaverling G, Lejuez CW. Handbook of borderline personality disorder in children and adolescents. 2014. Emotion dysregulation among adolescents with borderline personality disorder; pp. 177–194.
7. McCabe TJ & Sambrook S (2013). The antecedents, attributes and consequences of trust among nurses and nurse managers: A concept analysis. Int J Nurs Stud. 2013 Oct.
8. Menenghini F, Aparecida A, Lautert L. Fatores ocupacionais associados aos componentes da síndrome de burnout em trabalhadores de enfermagem. Texto Contexto Enferm. 2011 AbrJun; 20(2):225-33. Blakemore & Frith, 2014
9. Riggio, R.E. (2011) Manual for the social skills inventory. Palo Alto, CA: Consulting Psychologists Press.
10. Robert, W. (2017). Interpersonal competence. Published in Modern American college, pp.172-190.
11. Zimmerman, J.A. & Riggio R.E. (2010). Social skills and support. Paper presented meeting of the Western Psychological Association, San Jose, CA.