



A STUDY ON INTERPERSONAL BEHAVIOUR OF WORKING WOMEN IN CHENNAI CITY.

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Introduction

"The most important single ingredient in the formula of success is, knowing how to get along with people."

~ Theodore Roosevelt

"There are three basic skills that students need if they want to thrive in a knowledge economy: the ability to do critical thinking and problem-solving; the ability to communicate effectively; and the ability to collaborate."

~ Dr. Tony Wagner

Interpersonal behavior is the behavior and actions that are present in human relationships. The way in which people communicate, and all that this entails, is considered interpersonal behavior. Interpersonal behavior may include both verbal communication and nonverbal cues, such as body language or facial expressions. Verbal interpersonal behavior consists of joking, relating to one another via the art of storytelling, and taking or following orders. Interpersonal skills are highly desirable in many situations, specifically careers that rely on personal relationships such as the health care industry or sales. The study of interpersonal behavior is a social science that examines the way people interact with one another.

To establish rapport with their superiors, subordinates, colleagues and outside the organization, certain personal qualities like, warmth, empathy, genuineness, unconditional regard, non-defensiveness, cheerfulness, etc are identified as prerequisite to women. To maintain a strong relationship in communicative situations, they need to take care of reciprocation, gestures & postures, enthusiasm in interaction, self-presentation and also the tone of voice in their conversations.

Especially, in the current cosmopolitan society, they need to establish a strong rapport with their superiors, peers, students and the subordinates throughout their work life; revitalize the communication skills for developing interpersonal effectiveness to meet their day to day challenges. Therefore working women should certainly understand their multi-dimensional roles and its functions like persuading, influencing, teaching, guiding, coordinating, instructing and discussing among the members of the organization to change their interpersonal behavioural styles according to the communicative situations. Hence the present study attempts to know about interpersonal skills of working women located in ChennaiCity.

Scope of the study

1. The scope of the study is to understand the various aspects and concepts of interpersonal behavior.
2. The study shows the relationship between interpersonal behavior and the working women.
3. It highlights the features, importance and other factors of interpersonal behavior.

Objectives of the study

1. The main purpose of the study is to identify the interpersonal behavior of working women.
2. To find out the relationship between the interpersonal behavior and the work environment.
3. To identify the psychological factors that influence the interpersonal effectiveness of working women.
4. To classify the interpersonal behaviour of working women based on the psychological factors.

Research methodology

Research Design

This is a fact finding study. The research design taken to this study is “*Applied research*”.

Sample design

The Sample Design Selected For This Study Is “*Chunk Or Convenience Sampling Technique*” Which Is A Statistical Method of Drawing Representative Data By Selecting People Because of The Ease of Their Volunteering Or Selecting Units Because of Their Availability Or Easy Access.

Sample size

The size of sample for this survey is 110 respondents. The respondents are taken from working women of in and around Chennai city.

Data collection

The researcher has collected information through primary source and secondary source.

Analytical Tools

The researcher has adopted the following statistical tools to analyze the data:

1. Percentage analysis
2. Multivariate analysis – Factor analysis
3. Multivariate analysis – Cluster analysis

Limitations of the study

1. Time was a major constraint for the study.
2. The sample size consists of female respondents only.
3. Certain data could not be collected accurately as they were confidential.
4. True details may not be furnished due to fear of respondents.
5. Opinions of the respondents may be biased.
6. The study covers only the limited area.

Review of Literature

“Role of Interpersonal Communication In Contraceptive Use Behaviour: Insights And Evidences From Bangladesh”, Demographic Health Survey, 2011.

This study tries to explore the role of exposure to mass media and interpersonal Communication in predicting current use of contraception in Bangladesh. Bivariate and Multivariate analyses were carried out on the Bangladesh Demographic Health Survey, 2011 data using SAS software to explore the association between communication and current use of contraception. After adjusting for related socio-economic and demographic factors, mass media does not seem to have any role in predicting contraceptive use behavior, while the findings show that interpersonal communication (Prevalence Ratio

[PR]: 1.0984, 95% Confidence Interval [CI] 1.0801-1.1170) is a strong positive predictor of current contraceptive use. It is a well-known fact that mass media performs only the knowledge function, while interpersonal communication performs an additional function of persuasion (Rogers, 1971). This analysis corroborates this statement that the role of interpersonal communication is quite important in predicting contraceptive use.

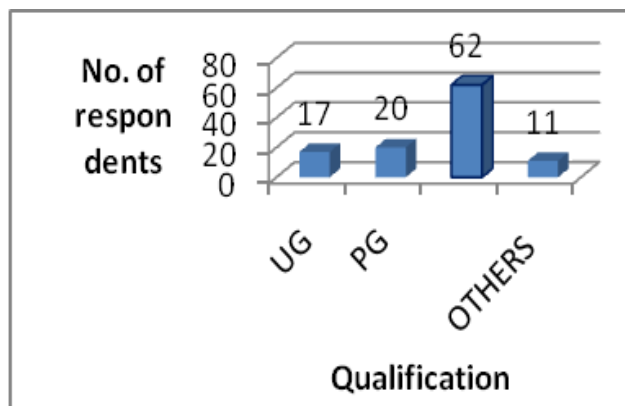
Olannye, A. Peter, “The Effect of Interpersonal Relationship On Marketing Performance In The Nigerian Hotel Industry”, International journal of business and social science vol. 5 no.2; February 2014 Relationships are the primary assets of an enterprise, thus many industries today seem to be migrating from transactional mindset to relational mindset in their dealings with customers. Due to highly competitive nature of hotel industry, ability to develop and maintain long-term relationships with customers has become strategic issue. This study is focused on the assessment of the effect of interpersonal relationship on marketing performance in the Nigerian Hotel industry. A survey research design technique was used. The convenience sampling method was employed to select 350 participants. The research instrument was a 30 item validated structured questionnaire. The analytical tools employed are a principal component factor analysis, correlation and multiple regression analysis.

The findings revealed that friendly interactions exhibited overwhelming positive effect on customer retention, indicating the importance of the dimension of interactive factor in perceived service quality. It is concluded that interpersonal relationship has become an important competitive weapon in the hotel industry due to its potential in eliciting friendly interaction that fosters commercial friendship, emotional attachment and loyalty to the service providers. It is recommended that effective marketing performance requires good interpersonal communication.

Analysis and interpretation

Table Showing Qualification of The Respondents

Qualification	No. of respondents	% of respondents
UG	17	15.45%
PG	20	18.18%
PROFESSIONAL	62	56.36%
OTHERS	11	10.00%
Grand Total	110	100.00%



Interpretation

The above table shows that out of 110 respondents, 62 (56%) are professionals, 20 (18%) are PG holders, 17 (15%) are UG holders and less 10% have other qualification

TABLE SHOWING DESIGNATION OF RESPONDENTS

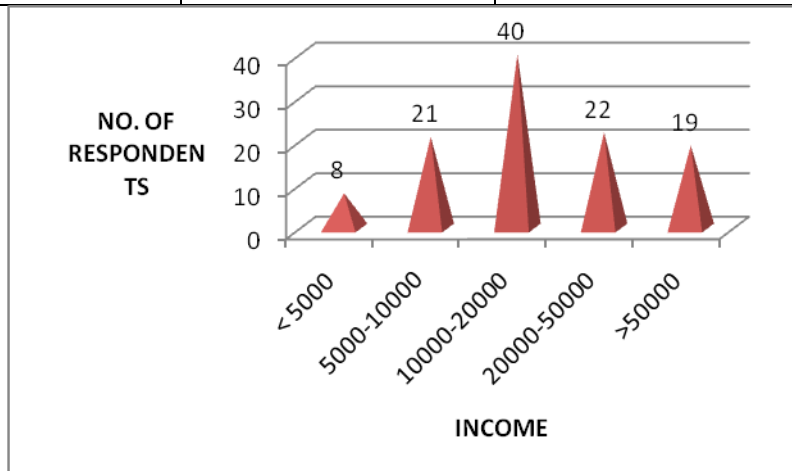
Designation levels	No. of respondents	% of respondents
Higher level	5	4.55%
Medium level	97	88.18%
Lower level	8	7.27%
Grand Total	110	100%

Interpretation

The table shows that 97 (88%) of the respondents are designated at mediatory level, 8 (7%) are at lower level, 5 (5%) are at higher level of designation.

TABLE SHOWING THE INCOME LEVEL OF RESPONDENT

Income level (in Rs.)	No. of respondents	% of respondents
< 5000	8	7.27%
5000-10000	21	19.09%
10000-20000	40	36.36%
20000-50000	22	20.00%
>50000	19	17.27%
GRAND TOTAL	110	100



Interpretation

The table shows that, out of 110 respondents, 40(37%) earns Rs.10000 - Rs.20000 monthly, 22(20%) earns Rs.20000 - Rs.50000, 21 (19%) earns Rs.5000 - Rs.10000, 19(17%) earns more than Rs.50000, 8(7%) earns less than Rs. 5000.

Multivariate Analysis Techniques-Factor Analysis Descriptive Statistics

Descriptive statistics for all variables under investigation are given. Typically, the mean, standard deviation and number of respondents (N) who participated in the survey are given.

Table showing Descriptive statistics

	Mean	Std. Deviation	Analysis N
VAR00008	3.4636	1.23167	110
VAR00009	2.2364	1.02203	110
VAR00010	3.3182	1.19580	110
VAR00011	2.3727	1.24044	110
VAR00012	2.6364	1.24685	110
VAR00013	2.6455	1.49976	110
VAR00014	3.2091	1.24955	110
VAR00015	2.8545	1.32607	110
VAR00016	2.9727	1.48051	110
VAR00017	2.5909	1.28002	110
VAR00018	2.9455	1.19507	110
VAR00019	2.9818	1.24135	110
VAR00020	2.8545	1.38694	110
VAR00021	2.1818	1.19772	110
VAR00022	3.9909	1.19245	110
VAR00023	2.2182	1.30898	110
VAR00024	2.8000	1.35322	110
VAR00025	3.9182	1.24982	110
VAR00026	1.6545	1.14488	110
VAR00027	3.8636	1.18459	110
VAR00028	2.6545	1.24471	110
VAR00029	2.7909	1.09289	110
VAR00030	4.0909	1.09666	110
VAR00031	4.1545	1.08523	110
VAR00032	3.9909	1.14536	110
VAR00033	4.0636	1.12745	110
VAR00034	2.8273	1.33999	110
VAR00035	1.6182	1.01350	110
VAR00036	1.6182	1.01350	110
VAR00037	2.1545	1.30057	110
VAR00038	1.4818	1.00212	110

Interpretation

Looking at the mean, it is concluded that “I make my surroundings trust me” is the most important factor for developing interpersonal behavior of working women. It has highest mean of 4.1545. And the highest Standard Deviation lies in “If people criticize my work, I find a way to make them back”. It has a value of 1.49976.

Kaiser- Meyer- Olkin (Kmo) And Bartlett’s

The test measures the strength of relationship between the variables. KMO measures the sampling adequacy which should be greater than 0.5 for a satisfactory factor analysis to proceed with. Bartlett’s test, tests the null hypothesis that correlation matrix is an identity matrix. Bartlett’s test sphericity is significant when its associated probability is less than 0.05.

Table showing KMO and Bartlett’s Test of Sphericity KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.608
Bartlett's Test of Sphericity	Approx. Chi-Square	926.884
	Df	465
	Sig.	.000

Interpretation

From the table, it is clear that the value of KMO **0.608** is more than the prescribed value i.e. 0.5. Therefore the test satisfied the first condition to proceed with the factor analysis. By seeing Bartlett’s test the significant value 0.000 is less than 0.05. Hence this perspective also, it is significant to apply factor analysis

Total Variable Explained

It shows all the factors extricable from the analysis along with their Eigen values and the percent of variance attributable to each factor, and cumulative variance of the factor.

Table Showing Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.334	13.980	13.980	4.334	13.980	13.980	4.046	13.051	13.051
2	2.647	8.539	22.519	2.647	8.539	22.519	2.332	7.522	20.573
3	2.219	7.158	29.677	2.219	7.158	29.677	2.212	7.137	27.709
4	1.981	6.391	36.068	1.981	6.391	36.068	2.212	7.136	34.845
5	1.720	5.548	41.616	1.720	5.548	41.616	2.099	6.771	41.616
6	1.482	4.779	46.395						
7	1.415	4.565	50.961						
8	1.243	4.009	54.969						
9	1.214	3.915	58.885						
10	1.157	3.732	62.617						
11	1.028	3.316	65.933						
12	.983	3.172	69.105						
13	.952	3.073	72.178						
14	.892	2.877	75.055						

15	.780	2.516	77.571						
16	.761	2.454	80.025						
17	.728	2.347	82.373						
18	.624	2.014	84.386						
19	.589	1.898	86.285						
20	.550	1.774	88.059						
21	.502	1.620	89.679						
22	.478	1.542	91.220						
23	.430	1.386	92.606						
24	.397	1.280	93.887						
25	.363	1.172	95.059						
26	.348	1.124	96.183						
27	.329	1.061	97.244						
28	.268	.866	98.110						
29	.247	.797	98.907						
30	.181	.584	99.491						
31	.158	.509	100						

Extraction Method: Principal Component Analysis.

Interpretation

From the table, it is known that the first factor accounts for 13.98%, the second 8.539%, the third 7.158%, fourth 6.391%, and the fifth 5.548%. All the remaining factors are considered insignificant.

Rotated Component Matrix

The idea of rotation is to reduce the number of factors on which the variables under investigation have high loadings. It makes interpretation easy.

Table Showing Rotated Component (Factor) Matrix

	Component				
	1	2	3	4	5
VAR00031	.778				
VAR00032	.774				
VAR00033	.759				
VAR00037	-.551				
VAR00022	.533				
VAR00030	.477				
VAR00025	.473				
VAR00027	.468				
VAR00023	-.403				
VAR00036					
VAR00021		.575			
VAR00013		.546			
VAR00035		.532			
VAR00010		.459			
VAR00028		.422			
VAR00014			-.576		

VAR00017			.574		
VAR00016			.555		
VAR00029			.481		
VAR00026					
VAR00019				-.665	
VAR00038	-.437			.557	
VAR00012			-.436	.488	
VAR00009				.433	
VAR00011				.432	
VAR00015				.411	
VAR00034					.559
VAR00024					.523
VAR00018					-.518
VAR00008					-.496
VAR00020					

Extraction Method: Principal Component Analysis.
 Rotation Method: Varimax with Kaiser Normalization.
 A Rotation converged in 12 iterations.

Interpretation

The table shows how the various variables are loaded on five factors. And these five factors are named and explained below.

Interpretation

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Factor 1

The first factor consists of nine variables which are given below

S.No	Particulars	Values
1	I make my surroundings trust me	0.778
2	I help my surroundings to get to know each other	0.774
3	I work to resolve problems in the team as quickly as possible.	0.759
4	I feel panic to talk to my boss when he/ she calls me.	-0.551
5	I can express my true feelings to someone I really care for.	0.533
6	I talk with people openly and honestly and encourage same kind of replies.	0.477
7	I feel confident in my ability to stand up for my rights.	0.473
8	People who know me would describe me as a cheerful and friendly.	0.468
9	When I criticize someone else's work, they will get mad.	-0.403

The first factor can be named as ASSERTIVE BEHAVIOUR FACTOR. Assertive behavior is necessary for smooth conduct.

Factor 2

The second factor consists of five variables which are mentioned below,

S. No	Particulars	Values
1	I win arguments by dominating the discussion	0.575
2	If people criticize my work, I find a way to make them back.	0.546
3	When my boss talks angrily due to poor performance, I also get angry rather than apologizing.	0.532
4	Other people find me interesting.	0.459
5	I usually become angry and lose my temper, when things don't go the way I want them to.	0.422

The second factor can be called “Aggressive behavior factor”. Aggressive behavior describes how interpersonal behavior gets affected.

Factor 3

The Third Factor is the Composition of Four Variables.

S. No	Particulars	Values
1	I ask for a raise when I feel that I really deserve it.	-0.576
2	People take advantage of me.	0.574
3	I can express pride in my accomplishments without being bigheaded.	0.555
4	When other people do something different from the way would do it. I avoid being critical of them.	0.481

The third factor can be labeled as “Rationale behaviour”. The behavior may affect smooth interpersonal relationship.

Factor 4

The fourth factor is consisting of six variables

S. No	Particulars	Values
1	I find it easy to ask for help.	-0.665
2	When someone asks me a favour, I curtly (rudely) tell the person to go and look for someone else.	0.557
3	I don't mind using sarcasm if it helps me make a point.	0.488
4	If people are rude, I will be rude right back.	0.433
5	I find it difficult to speak up in a group of strangers.	0.432
6	If others interrupt me when I am talking, I suffer in silence.	0.411

The fourth factor can be coined as “Robust behavior factor”.

Factor 5

The fifth factor consists of four variables.

S. No	Particulars	Values
1	I feel uncomfortable to inform about any unpleasant news to my boss, colleagues and friends.	0.559
2	When I feel angry with other people, I hide it rather than expressing it.	0.529
3	I tell people what they want to hear if it helps me to get what I want.	-0.518
4	I respond with more modesty (humble) than I really feel when my work is compliment.	-0.496

The fifth factor shall be named as “**Passive behavior factor**”.

Cluster Analysis

K-means Cluster

K- Means cluster is used to determine the overall interpersonal behavior of working women.

Table showing classification based on factors of interpersonal behaviour

	Cluster			
	1	2	3	4
Assertive behaviour factor	.31250	.38145	-1.75176	.44195
Aggressive behaviour factor	.69089	-.36455	.14669	-.68187
Rationale behaviour factor	-.45248	.62250	-.09934	-.75505
Robust behaviour factor	-.69112	.27487	.10714	.61979
Passive behaviour factor	-.06315	.42001	.11365	-1.32542

For the cluster classification, ranking analysis has been applied to draw conclusion.

Nature of interpersonal behaviour based on factors

Table showing classification of interpersonal behavior based on groups

	Group			
	1	2	3	4
Assertive behaviour factor	Rank 3	Rank 2	Rank 4	Rank 1
Aggressive behaviour factor	Rank 1	Rank 3	Rank 2	Rank 4
Rationale behaviour factor	Rank 3	Rank 1	Rank 2	Rank 4
Robust behaviour factor	Rank 4	Rank 2	Rank 3	Rank 1
Passive behaviour factor	Rank 3	Rank 1	Rank 2	Rank 4

Interpretation

The ranking analysis clearly reveals that,

Group I working women are strong in “Aggressive behaviour factor”. So this cluster can be named as “**AGITATIVE WOMEN**”.

Group II working women are strong in “Rationale and Passive behavior factors”. Hence they can be named as “**ACCOMODATIVE WOMEN**”.

Group III working women are not strong in any factors, but showing mediocre in Aggressive, Rationale and Passive behavior factors. Therefore they can be named as “**UNIDEAL WOMEN**”.

Group IV working women are strong in Assertive and Robust behavior. Hence this cluster shall be named as “**INTELLIGENT WOMEN**”.

Frequency Loading of Clusters

Working women are categorized into four groups by following the factors of Assertive, Passive, Robust and Rationale behavior.

Table showing frequency loading of clusters

Cluster		
	1	33.000
	2	44.000
	3	19.000
	4	14.000
	Valid	110.000
	Missing	.000

Interpretation

It is found that **Group one** consists of 30% of “AGITATIVE WOMEN” and they are said to be dominant, arrogant, short tempered, rude and they are not an interesting person.

Group two consists of 40% of “ACCOMODATIVE WOMEN” and they are said to be humble, non-expressive, feels uncomfortable to communicate bad news, express less pride, never be critical, possess inferior complex, never asks raise for what they deserve.

Group three consists of 17% of “UNIDEAL WOMEN” and they are not highly influenced by any specific behavior but are mediocre in all behavior.

Group four consists of 13% of “INTELLIGENT WOMEN” and they are said to be trustworthy, interactive, problem solver, open minded, honest, confident in their ability, interesting, polite, never asks for help, sarcastic, never helps others, rude, feels difficult to speak with strangers, remains silent if others interrupt.

General Findings

- Majority of the respondents’ (56.36%) educational qualification is professional studies.
- Majority of the respondents (88.18%) are designated at mediatory level.
- More than one third (35%) of the respondents have less than five years of experience.

- Nearly 36% of the respondents' income level is between Rs. 10000 and Rs. 20000.
- Nearly 37% of the respondents have less than five co-workers.
- More than 43% of the respondents have one or no superior.
- More than 48% of the respondents are professionals.

Specific Findings

By applying factor analysis, the following inferences are made:

Based on factor analysis, five major factors are identified and on the basis of these factors, the behaviors of working women are found out. They are;

1. Assertive behavior is that type of interpersonal behavior in which a person stands up for their legitimate rights in such a way that the rights of others are not violated and their characters are honest, direct and appropriate expression of one's feelings, beliefs, and opinions.
2. Aggressive behavior is that type of interpersonal behavior in which a person stands up for their own rights in such a way that the rights of others are also violated. Aggressive behavior humiliates, dominates, or puts the person down rather than simply expressing one's own emotions or thoughts.
3. Rationale behavior influences the interpersonal relationship of a person and the person of this behavior never asks for whatever deserved, get exploited by others, expresses less pride and less critical.
4. Robust behavior affects smooth interpersonal relationship and the persons of this behavior are rude, never asks for help, sarcastic and feels difficult to speak with strangers
5. Passive behavior is that type of interpersonal behavior, which enables the person's rights to be violated by another and their characters are Bashfulness, Sensitivity, Self-consciousness, Regretfulness, Too Trusting, Fearfulness

By applying Cluster analysis, the following inferences are drawn:

- Majority of the respondents (74%) are **compassionate** in nature so that, they make their surrounding cheerful, trust them and they are confident about their ability.
- Nearly 43% of the respondents have **Impulsive** behaviour, so that they are not dominant, short tempered, interesting and criticizing.
- Nearly 40% of the respondents have **less conceit** character and they express less pride and ask for whatever deserved by them.
- More than half (51%) of the respondents are **fabulous** working women and they are not rude, never feels difficult to speak with strangers, not sarcastic, stops speaking when others interrupt, never asks for help and they are not short tempered.
- More than half (52%) of the respondents are **modest** in nature and they are humble and speaks to other person what others want to hear.

Suggestions

Based on the study, the researcher would like to give the following suggestions.

- Even though working women tend to balance their emotions while communicating with others and also tuned up to be receptive when listening to students or superiors or colleagues. The research findings recommend them to be cautious about their way of expressing trust, interest, empathy and consciousness during the interactions at workplace.

The importance of Interpersonal behavior will continue to grow in all sectors of business. It is, therefore, important to examine, investigate, and improve the interpersonal competence.

- The participants must be willing to honour their psychological contacts in order to improve an effective interpersonal relationship.
- Technology is an important aspect in interpersonal behaviour as it aids and affects the way people interact with each other in both verbal and nonverbal situations so that, it should be given due consideration.

By improving communication skills, increasing appropriate assertiveness, recognizing interpersonal cues from others interpersonal behavior can be improved in a better manner

Conclusion

The bed rock of good interpersonal behaviour is the ability to motivate, persuade, influence, listen, and create understanding during the process. Working women should realize the need for effective interactions in their day to day lives and determine their interpersonal levels to meet the corporate challenges. They also need to fine tune their communicative approach towards their colleagues and technical staffs to transform their knowledge into actions through excellent interpersonal communication skills.

This study can help the respondents to know their level of communication with others and also identify the lacking skills in them. Then try to develop the essential skills in order to attain the organizational goals in a smooth way. Thereby working women need to improve their responding skills and interpreting skills to prove their potentials in the competitive grounds.

Hence some feasible ideas are recommended at the end of the study for creating awareness in the required areas through training and development to broaden the soft skills of the working women. Ultimately the initiative taken for enhancing their skills can help them to build trust and maintain good relationships with the Management, Superiors, Colleagues, supporting staffs in professional settings. To conclude, Interpersonal behavioural skills are one of the useful domestic equipment that can be optimized for creating a “Conflict-Free” working environment

Books referred

S. No	Author's name	Title of the book	Publisher	Year
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2	L. M. Prasad	Organizational Behaviour	Sultan Chand & sons	2008

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