An Exploratory Study of Listening Skills of Managers and Non-Managers within India, Malaysia, and United States

Dr. Reeta Raina
Associate Professor
FORE School of Management
New-Delhi – 110 016
e-mail: rraina@fsm.ac.in

Prof. Deborah Britt Roebuck
Professor,
Coles College of Business
Kennesaw State University
e-mail: droebuck@kennesaw.edu

Prof. Cheng Ean (Catherine) Lee
Lecturer
School of Communication
Taylor’s University Malaysia
e-mail: cath_chuan@yahoo.co.uk

Abstract
The significance of listening skills for the efficiency and effectiveness of individual and organizational success is starting to be recognized around the world. Therefore this study sought to explore the listening skills of managers and non-managers from three countries—India, Malaysia, and the United States. Completed surveys were returned by 633 employees and managers from the three countries. Based on the results, the respondents from Malaysia showed lower self-perceived listening competencies as compared to India and United States. In addition, the results showed no significance between listening competency and years of working experience, with a slight significant relationship between listening skills and job position, age, and education level. Finally, female respondents perceived themselves to be better listeners than their male counterparts.

Key words: Listening competency, working experience, job position, education level