Hey Boss or Dear Boss: The Effects of Communication and Leadership Styles on Employee Job Satisfaction in a Remote Working Environment

Professional Communication and Leadership (PCL)
LEAD 7900 - Comprehensive Project
Spring 2024

OVERVIEW

1. Project Background and Description

The workplace is continually changing in many respects, especially as it transitions from a formal and generally rigorous system to a flexible and remote working system that incorporates informal communication and a system that involves employees in decision-making. This study aims to investigate how leadership and communication styles impact job satisfaction among employees who work remotely. The study will investigate if informal communication improves employee job satisfaction more than formal communication, which leadership style uses informal or formal communication more, and what effects they have on employee job satisfaction.

2. Goals and Objectives

The goal of this project is to help create a workplace communication strategy for organizations that have adopted the remote or hybrid working system. The communication strategy will incorporate data from the research, highlighting the relationship between different leadership styles and formal and informal communications, and which ones help employees better.

3. Method

This study will use a quantitative research method that will be conducted using an online survey questionnaire developed by Wu (2006) to measure the effect of leadership style on job satisfaction and Madlock (2006), Miles, Patrick, and King's (1996) survey questionnaire to measure the effect of leadership and communication style on job satisfaction. The research will be conducted on 100 - 150 employees from prominent organizations that practice the remote working system, such as Google, Microsoft, and PwC, among others. The questionnaire will be completely anonymous and distributed online using Qualtrics, giving employees enough room to answer the questions of their own volition. The SPSS software package will be used to analyze the data and draw conclusions.

4. Deliverables

The result of this project would be a paper and a presentation analyzing the facts from the research and providing a communication strategy to communication managers to help them understand the leadership and communication styles needed in this era of remote working.

5. Relevancy and Project Justification

I worked in a fully remote organization where we adopted an informal communication style that I believe improved my job satisfaction. However, I was curious about what communication and

leadership styles other remote organizations adopt, if they differ from those of on-site organizations, and if these communication and leadership styles influence how employees feel about their jobs. I took a PCL research class during my first semester in the program, and I believe that my research knowledge from the class will be of great help during this research. I have also had different presentations and writing exercises from all my classes that have groomed me to take on this research. I am also currently taking an Organizational Communication in a Diverse Context class that has shown me how important communication is to organizations and why this topic will be a good one to help organizations improve. This project will enhance my professional development, first, by helping me improve my research skills towards my Ph.D. program, then it will help to make me a subject matter expert as I will gain more knowledge on communication and leadership styles that work for remote organizations.

6. High-Level Timeline/Schedule

Week	Topic/Focus	Assignments Due
Week 1 (Jan 8 – Jan 12)	Discussion on the project	
Week 2 (Jan 15 – Jan 19) and Week 3 (Jan 22 – Jan 26)	Write up introduction and literature review	Jan. 26: Introduction and literature review
Week 4 (Jan 29 – Feb 2) and Week 5 (Feb 5 – Feb 9)	Developing survey questionnaire	Feb. 9: Submit IRB application
Week 6 (Feb 12 – Feb 16) and Week 7 (Feb 19 – Feb 23)	Distribute the survey	Feb. 23: Collect survey responses on Qualtrics
Week 8 (Feb 26 – Mar 1) and Week 9 (Mar 4 – Mar 8)	Data analysis	Mar. 8: Submit data analysis
Week 10 (Mar 11 – Mar 15)	Spring Break	
Week 11 (Mar 18 – Mar 22) and Week 12 (Mar 25 – Mar 29)	Write up the method and results	Mar. 22: Method and Results
Week 13 (April 1 – April 5) and Week 14 (April 8 – April	Finish reference list, bibliography, front page, abstract, appendices, etc.,	Apr. 8: Submit a draft

12)	present Complete a draft	
Week 15 (April 15 – April 19)	Final proofreading and re-writing	Apr. 19: Submit a final paper
Week 16 (April 22 – April 26)	Presentation	Apr. 25: present the paper

ACKNOWLEDGEMENT TO PROCEED

I agree to complete the project as described above.

Name	EID	Title	Signature	Date
Tabitha A. Oyewole	123456789	Student, M.A. PCL		

APPROVAL TO PROCEED

We approve the project as described above and authorize the comprehensive project.

Name	Title	Signature	Date
Dr. Smarty (the professor you work with)	Associate Professor		
Dr. Bae	Director of PCL		