

Abstract

The purpose of this study is to determine if supervisor's task completion expectations moderate the influence of the timeliness of co-worker's task completion on subject's perceptions of co-worker's task completion accuracy, intention to complete task in a timely manner and attitudes toward supervisor.

Supervisors of financial area of responsibility focus on two performance objectives for this area, timeliness and accuracy. Timeliness matter because of high task turnover, and accuracy matters because of the task's reliability and quality.

The role of the supervisor is to manage workflows so that they contribute to the overall success of the business. Supervisors separate tasks then link tasks back together to take advantage of the skills and abilities of members of their workgroup. Supervisors address the risks of unpredictable accurate and timely outcomes by establishing a supervisor's expectations regarding the importance of accuracy and timeliness. An employee's work performance is influenced by the supervisor and the work of their fellow employees.

Using appropriate theories and previous research on task interdependence, trust, felt responsibility and others yet to be determined, I will develop theoretical arguments about the relationship between timeliness of task completion, supervisory behavior and employee outcomes. I'll elaborate upon the relationships between how the two objectives informs the management challenge. A focus on timeliness over accuracy, in other words, SPEED matters, can result in low quality and low reliability of the result, wasting time and money in order to double check and correct the existing inaccurate results, and affect the rationality of the operational decision made by managers based on the results. Nevertheless, a focus on accuracy over timeliness, in other words, EVERY PENNY matters, can result in lagging of the whole work flow, and overlooking the time wasted that can be utilized on other more essential tasks.

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