Supervisory Support Scale

The Supervisor Support Scale was developed by Dr. Katherine McGilton RN, PhD, Senior Scientist, Toronto Rehabilitation Institute, and Associate Professor, Lawrence S. Bloomberg, Faculty of Nursing, University of Toronto, Canada.

**Purpose:** The purpose of the tool is to measure supervisory support. The tool can be used for both performance evaluation and to support supervisors to become more effective. The tool is based on a definition of supportive supervisors as dependable, empathic, and nurturing.

**Administration:** The tool is administered by asking individual workers to complete the scale based on the support they perceive from their own supervisor and the degree to which their supervisor exhibits the behaviors included in the scale.

**Interpretation of results:** There are 15 item statements of the supervisor’s attributes for which the participant indicates the degree to which his/her the supervisor demonstrates these behaviours. The range includes never, seldom, occasionally, often, or always. The supportive supervisor scale is a summated rating scale out of a possible 75. Higher scores indicate that the supervisor is supportive of their staff.

**Availability:** Permission has been granted for use by Advancing Excellence members in their quality improvement projects.

**Reliability Estimates**

- **Internal Consistency**
  - Testing the internal consistency of the scale revealed that the item correlations for the scale were positive, in the .3 to .7 range.
  - The scale’s internal consistency was .94.

- **Test – retest**
  - Test-retest coefficient of the SSS was .71, and a 2 week time interval was used to test the scale’s stability.

**Validity Estimates**

- **Construct validity**
  - SSS was positively correlated with the professional supportive domain of Chow’s Nursing Job Satisfaction Scale $r=.475$, p less than .001.
  - SSS was negatively correlated with lack of support from the supervisor domain of French et al’s Expanded Nurse Stress Scale $r=-.30$, p less than .003.

**References**


http://aspe.hhs.gov/daltcp/reports/dcwguide.htm#empowerment


**Related Articles**

McGilton, K, McGillis Hall, L.; Wodchis, W; Petroz, U (2007) Supervisory Support, Job Stress, and Job Satisfaction Among Long-term Care Nursing Staff, Journal of Nursing Administration. 37, 7/8 366-372