

The Relationship between Managers Vocal Characteristics in Net Conferences and Performance

Hikaru Kanda, Takaaki Kawabe, Ayuko Komura and Hirohisa Hirai

Department of Industrial Engineering and Management

Kanagawa University

Kanagawa, Japan

r202270102ir@jindai.jp, r202270101ag@jindai.jp, komura-a@kanagawa-u.ac.jp,

hirai@kanagawa-u.ac.jp

Abstract

The impact of COVID-19 has made it difficult to hold briefings on financial results and shareholder meetings in person. Consequently, an increasing number of companies are using online conferences. In Japan, there is an initiative called "Net Conference", which originated as a teleconference (conference call) to hold meetings such as financial results briefings over the Internet. A net conference is a place for managers to present to stakeholders their company's performance and situation; however, it is also a place for communication between managers and participants. It serves as a platform for managers to communicate their company's performance and engage with stakeholders including shareholders, investors, and analysts. There are two types of communication in a net conference: verbal and nonverbal. Nonverbal communication consists of visual information such as facial expressions, gestures, body language, and auditory information such as voice pitch and intensity. Following the procedures of previous studies, this study focuses on the nonverbal communication of executives in Japanese companies during net conferences, specifically examining vocal characteristics (voice pitch and volume). This study aims to elucidate the relationship between vocal characteristics and business performance. The analysis revealed that the fundamental frequency had a statistically significant negative coefficient ($\beta = -.21, p < .05$) on ROE. The value of the partial regression coefficient for fundamental frequency is negative, indicating that managers with a lower voice have a higher ROE.

Keywords

nonverbal communication, voice pitch, voice volume, ROE, Net Conference

Biographies

Hikaru Kanda is a graduate student of the Department of Industrial Engineering and Management at Kanagawa University, Japan.

Takaaki Kawabe is a graduate student of the Department of Industrial Engineering and Management at Kanagawa University, Japan.

Ayuko Komura is an assistant professor in the Department of Industrial Engineering and Management at Kanagawa University, Japan. Her research topics include operating profit stability and management controls. She earned her Ph.D. in business administration at Meiji University. She received a fellowship from the Japan Society for the Promotion of Science between 2017 and 2019.

Hirohisa Hirai is a professor in the Department of Industrial Engineering and Management at Kanagawa University, Japan. He earned his Ph.D. in Engineering at Osaka University. His research is an empirical study of management accounting, firm analysis, and applied statistics, particularly firm valuation. He received awards from several academic societies in accounting and management.