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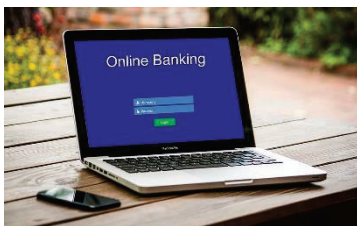
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dengan syarikat-syarikat Fintech dalam memberikan perkhidmatan yang baik.

Dengan situasi ini telah membuka era dalam sektor perbankan yang menuju kepada Bank Maya atau Bank Neo. Di mana sejak suku ketiga tahun 2020, Bank Negara Malaysia telah merancang untuk memberikan lesen perbankan maya. Bank Maya ini adalah bank yang menawarkan perkhidmatan perbankan secara Maya menerusi internet tanpa perbankan fizikal. Ini memberikan trend persaingan yang hebat sekaligus memberikan model perniagaan baharu dan memberikan perkhidmatan kewangan yang lebih cekap dan inovatif. Cuma kerisauan tentang cara memastikan perkhidmatan ini tentang inklusif dan keselamatan. aspek melindungi keselamatan siber termasuk dalam pengurusan risiko. Apa-apa pun ini adalah pilihan kepada pengguna di masa hadapan.



## **DEVELOPING LEADERSHIP SKILLS FOR BETTER PEOPLE'S MANAGEMENT**

*By Hazwati Hashim*

What does it take to be a good leader and what is leadership? Leadership means forming and getting people involved in the same direction that he or she thinks is best for the organization. Either you are leading a class, a team or an organization, a leader must possess the qualities to be a great leader. To begin with, we need to understand the importance of leadership and its place in an organization. Leadership plays a vital role in managing people. Being a good leader takes responsibility in their leadership. This means that they understand well their responsibility which will affect the people they lead. Similarly, a good leader will have their followers in mind whenever they do anything. Having said that, as to ensure them to succeed as a leader, other than having a common trait such as good communication and showing highly committed in their job; the other quality that they must have to understand what the followers need from leaders.

Trust is gained through respect. Gaining trust is the foundation for leading. Leaders must also adopt trustworthiness as this will help people to feel confident to follow. For example, you could share your thoughts, concerns, and struggles as a leader with your co-workers. By doing this, you are building

trust with them that will make them believe in your leadership. In leading people, trust is important not only to create cooperation but also in completing the tasks given. Other than that, a great leader should express his or her compassion in dealing with co-workers' problems, be it at the workplace or at home. They must react calmly, emphatically and at the same time be a good listener to their problems. This means, they must show that they are caring about them rather than focusing on their performance. By being compassionate whenever the co-workers feel burnout, will make them feel motivated and appreciated. These emotions are very important as they are part of the organization's success.

Moreover, inspiration is important to drive the workers to succeed in their career (Garfinkle, 2023). Inspiring people is one of the great leader's characteristics that could lead the co-workers to the clear picture of their career's path. For instance, when a leader inspires the co-workers positively it can motivate them to plan on their career development. A leader must encourage them to work hard for the improvement of their career. A leader must then acknowledge the people's strengths rather than their weaknesses. This is to inspire people to stay competitive and to use their strengths to achieve their career goals. The

leader on the other hand must not be blind of their own weakness and use this as a weapon in finding other people's faults.

In addition, stability ensures that people can count on you. This is important to make people around you feel psychologically safe whenever they share their worries, sorrow and even their happiness. Showing people that you are concerned about things happening to them or experienced lately is able to provide the stability that people crave for. For example, when a co-worker has shared with a leader her problem then a leader should not spread the problem to other people either in the same or outside the organization. This is to guarantee them a safe and sound organization that they are working with. Similarly, when stability focuses on current performance, hopefulness deals with the unforeseen future. It means that people need to clearly see the direction in the leader's mind and the faith they have under the leader's guidance. This will help them to feel more enthusiastic about the future and the outcome that the leader would bring to other people.

Engaging people is also vital to be a great leader. Despite all issues discussed above, this act is not easy to execute because the leader deals with all sorts of people's personalities. Somehow, the leader needs to know how to disseminate people

according to not only the task assigned but also on their personal traits. Understanding people's personality is indeed important as to avoid more problems that might arise. A leader needs to communicate clearly what he or she wants to achieve from the outcome and must be able to answer what and why they are doing it. This will allow an accountable environment for the people you lead and to create more efficiency and creativity through their responsibilities.

Additionally, being a wise and firm leader is easier said than done. In every situation, a leader should be wise and firm, especially when they decide. This is also related to the trust obtained from people who are working under their supervision and how leaders engage them in the task given. A wise and firm decision making requires a thorough thought from all angles as leaders deal with different people from all walks of life. The leaders must bear the consequences and the risks that they must take for every decision made. As a result of a bad decision, it will jeopardize people's future and the organization as a whole. Leaders must put in mind the effect they bring on the decision they made. This is not only affecting the current situation but also the future for the organization that they lead.

In conclusion, organizing and managing people is not an easy job to do. It is an underlying assumption that not all people can

be a leader. It is also true that there are many other leadership personalities that people can look up to as role models. Nevertheless, with trustworthiness being put in mind, it is not possible for someone to be a great leader who is able to guide, engage, inspire, and outshine people from all levels. A great leader will keep their word and put humanity above all things that matter as integrity is part of it. Therefore, if people honestly lead other people without prejudice, they will achieve the goals that they desired the most for the betterment of the organization they lead.



## References

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