

UNIVERSITI TEKNOLOGI MARA

**LEADERS INTERPERSONAL
COMMUNICATION SKILLS
ENHANCING NURSES INNOVATIVE
BEHAVIOUR IN NORTHERN REGION
MALAYSIAN PUBLIC STATE
HOSPITALS: MODERATED BY
PERCEIVED TRUSTWORTHINESS**

DARMA TA'SIYAH BINTI HJ GUMBRI

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ABSTRACT

This research is a report of a study to examine the relationship between leaders' interpersonal communication skills and nurses' innovative behaviour. Specifically, the innovative behaviour is essential for nurses in today's dynamic healthcare systems whereby, the interpersonal communication skill has become an increasingly important factor in enhancing innovative behaviour. To this relation, this study is based on the conceptual framework of interpersonal communication skills and innovative behaviour while, perceived trustworthiness to act as a moderating variable of this study. It is conducted on nurses grade U29 in public state hospital located in northern region of Peninsular Malaysia and using stratified sampling technique. This is a correlational study and a quantitative research method is employed to determine the existing relationship between the variables. Instruments were tested using a Pearson product moment correlation (r), univariate, bivariate, principal component analysis, two- steps regression and multiple hierarchical regression. Findings indicated that the head of nurses implemented moderately all the five components of interpersonal communication skills, whereas the idea of realization of nurses portrays the high level of agreement in innovative behaviour components. In addition, the innovative behaviour is significantly related to all five components of interpersonal communication skills, while perceived trustworthiness significantly moderates the relationship between interpersonal communication skills (ICS) and innovative behaviour. The existence of perceived trustworthiness was found to improve the interaction between both parties to transform nurses to generate innovation in their work. The study concluded that interpersonal communication skills are required to be implemented by leaders in enhancing nurses' innovative behaviour in the public state hospitals in the northern region of Peninsular Malaysia. The implications of the findings are discussed in detail in the paper.

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