

An Investigation of The Impact of Interpersonal Management Skills on Employees` Inspiration

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Abstract

This study intends to investigate the impact of interpersonal management skills on employees` inspiration. The performance of any group truly hinges on how well its members can connect and communicate with each other and the people involved outside the group. So, interpersonal management skills are pretty crucial for a lot of organizations. It's tough to hit your goals without solid without interpersonal management skills. This research was carried out using a quantitative survey design, with data collected through the distribution of a structured questionnaire. The questionnaires were disseminated to high school educators. The study comprised 66 secondary schools and their heads from the Hyderabad District, encompassing a total of 2,907 teachers. From this group, 153 teachers were selected based on the rule of thumb (Curry, 2006) to participate as the research sample. The technique employed to determine the research sample for this study was simple random sampling. The data collected were analyzed utilizing SPSS software. The research uncovered several important findings pertaining to the objectives. This research has revealed a significant finding: interpersonal management skills within the institution have a measurable impact on employee motivation. The impact is contingent upon the role that leaders play in fostering interpersonal management skills. The study concluded that leaders' interpersonal management skills serve as a source of inspiration for employees, guiding the institution toward improved outcomes.

Keywords: Interpersonal Management Skills, Inspiration, Institution, Employee

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INTRODUCTION

Numerous institutions encounter issues related to human relations that result in operational challenges. Human relation issues are viewed as stemming from insufficient interpersonal management skills among institutional leaders. Managers should make efforts to enhance the interpersonal management skills of employees within the institution. If the individuals within the institution do not engage positively with one another, the achievement of the institution's goals will be significantly hindered (Cimalore, 2017). Therefore, for a positive environment in any institution to thrive, individuals must recognize their differences, and there must be a reciprocal exchange, which serves as the foundation of effective interpersonal management skills. This study was formulated to emphasize the importance of employees' inspiration, based on the premise and the challenges associated with interpersonal management skills (Zambas, 2019).

This research aims to explore the relationship between effective communication and trust, and how these factors contribute to employee engagement through employee involvement, utilizing the employee voice perspective as a theoretical framework. The essence of the employee voice perspective is centered on the employee's opportunity to have a say concerning decision-making issues and work-related activities. Employee interaction indicates that staff should be afforded the flexibility to express their opinions, which empowers them to address challenges. Simultaneously, organizations must provide the necessary and effective information to facilitate optimal job performance (Anastasiou, 2020).

STATEMENT:

The head of the institution is regarded as a fundamental pillar, providing support to the institution through expertise in various management areas. Expertise in interpersonal management skills can significantly contribute to the institution's ability to achieve its organizational goals. The performance of members within any institution is contingent upon their capacity to engage effectively with one another and with external community as well. Interpersonal management skills are a critical concern for numerous institutions. Achieving set goals is challenging without effective interpersonal management skills. Hence, this study aims to examine the impact of interpersonal management skills on employees' inspiration.

Aim/Objective: To investigate the impact of interpersonal management skills on employees' inspiration.

Hypothesis: There is no significant impact of interpersonal management skills on employees' inspiration.

REVIEW: This study is grounded in the path-goal theory, which is also referred to as the path-goal theory of leader effectiveness or the path-goal model, originally developed by Robert House in 1971 and revised in 1996. The theory posits that a leader's behavior is dependent on the satisfaction, inspiration, and performance of their subordinates (Bordens, & Abbott, 2018).

The theory draws inspiration from the research conducted by Martin G. Evans in the 1970s, focusing on management behavior and the perceptions of followers regarding the relationship between specific behaviors and their resultant outcomes. The path-goal theory posits that leaders exhibit flexibility and can adapt their style according to the demands of

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the situation. The factors involved encompass the manager's experience, educational qualifications, training, environmental context, and the characteristics of the followers (Covelli, 2018).

This theory serves as a valuable reminder for managers that their primary objective is to assist subordinates in defining and achieving their goals efficiently, while also improving interpersonal management skills. Employee engagement has increasingly emerged as a significant focus of institutional research. Engaged employees are recognized for enhancing performance, satisfaction, and overall growth within organizations (Rinaldi, Suhaimi, & Dalle, 2021).

Employee engagement has gained significant attention among practitioners and academics due to the belief that increased engagement leads to enhanced performance. Employee engagement is defined as the process of aligning the members of an organization with their work roles; in this context, individuals utilize and express themselves physically, cognitively, and emotionally while fulfilling their responsibilities (Ofojebe, & Akudo, 2022).

It is also clarified that inspiration involves attentiveness and concentration in the workplace, dedicating energy to work-related activities. Emotionally pertains to the connection individuals feel, fostering a belief in and a sense of personal involvement in the comprehensive work experience (Putranto, Susita, & Handaru, (2022).

In contrast, behaviorally relates to the readiness to exert additional effort, enhance productivity, and exceed expectations in ways that yield favorable performance and results. Furthermore, employee engagement is influenced by psychological conditions including meaningfulness, safety, and availability. Subsequent research has identified and characterized engagement as consisting of vigor, dedication, and absorption, defining it as a positive and fulfilling work-related state of mind marked by these three components (Woodward, & Vongswasdi, 2017).

METHODOLOGY

This research was carried out using a quantitative survey design (Crozby, & Bates, 2018), with data collected through the distribution of a structured questionnaire. The questionnaire was disseminated to the teachers. The study comprised 66 secondary schools and their heads from the Hyderabad District, encompassing a total of 2,907 teachers. From this group, 153 teachers were selected based on the rule of thumb (Curry, 2006) to participate in the research sample. The technique employed to determine the research sample for this study was simple random sampling. The data collected were analyzed using SPSS software.

DATA ANALYSIS

The statistical analysis was undertaken to get the results from data gathered from the respondents.

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Hypothesis	Regression Weight	Beta Coefficient	R Square	F	p-value	Result
Ho	IMS –EI	.592	.262	41.861	.000 ^b	Hypothesis Rejected

The results mentioned in the table shown above reveal that the null hypothesis is rejected on the results based on p-value .000. Moreover, the r-square value reveals that there is 26 percent variance in the interpersonal management skills IMS. Hence, it is found that the interpersonal management skills can prove be effective in inspiring the employees which helps in better institutional outcomes.

FINDINGS AND DISCUSSION:

The research uncovered several important findings concerning the objectives. This research has revealed a significant finding emphasizing interpersonal management skills within the institution have a tangible impact on employee inspiration. This research aims to serve as a foundation for future studies and contribute to the existing body of knowledge regarding institutional leadership and the interpersonal management skills that inspire employees. Adopting the outlines in this paper could significantly enhance interpersonal management skills among heads of institutions and other organizations, ultimately contributing to improved work productivity and a cohesive workforce. The results of this research study are also interrelated with the findings of Kelvin-Iloafu, L. E. (2016) in the role of effective communication in strategic management of organizations which uncovered that the interpersonal skills are useful in developing an effective work environment and helps to motivate/inspire the subordinates that help in better organizational productivity (Kelvin-Iloafu, 2016). The impact of interpersonal management skills is contingent upon the inspirational role that leaders play in fostering productivity. The study concluded that leaders' interpersonal management skills serve as a source of inspiration for employees, guiding the institution toward improved outcomes.

CONCLUSION

The research uncovered several important findings concerning the aims and objectives. This research has revealed a significant finding: interpersonal management skills within the institution have a notable impact on employee motivation. The role of managers in fostering interpersonal management skills significantly influences employees` inspiration, leading to increased engagement for organizational improvement. The study concluded that managers contribute to the improvement of interpersonal relations within the institution. Ultimately, the wider implications of these findings involve understanding the role of institutional leaders in improving their interpersonal management skills. The study concluded that leaders' interpersonal management skills serve as a source of inspiration for employees, positively influencing institutional productivity.

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RECOMMENDATION

The study presents the following recommendations for management across all pertinent areas.

1. Administration must ensure that managers promote team-building activities, such as employee retreats, to foster a welcoming environment for employees to engage and collaborate effectively
2. Heads of the institutions should promote an environment where all employees feel empowered to engage in dialogue regarding issues that impact them, utilizing avenues such as employee sessional counselling.
3. Institutional leaders should foster an environment that encourages employees to seek mediation from leadership when conflicts arise among them.
4. Institutional Managers should formulate conflict resolution strategies and policies that benefit both employees and the leadership of the institutions. The strategies and policies will be implemented to provide methods for resolving conflicts among employees.
5. Institutional Managers should implement sensitization programs to educate employees about the diverse professions and expertise within the organization.

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