MEANS FOR SUPERVISORS TO IMPROVE NURSE INTENTION TO HELP
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ABSTRACT

The previous studies indicated that interactions and communications among healthcare professionals are critical to care outcomes. This study thus adopted the perspective of social exchange theory and appraisal coping theory to investigate how Supervisor-nurse guanxi and negative mood of supervisors impact nurse intention to help colleagues. This study found that nurse intention to help colleagues is positively related to supervisor-nurse guanxi, but negatively related to negative mood of supervisors. Additionally, this study observed that nurse intention to help colleagues is positively associated with nurse agreeableness. The study findings can help supervisors to increase nurse intention to help colleagues that may help improve healthcare care quality.

Keywords: Guanxi, nurse, negative mood, agreeableness, intention to help colleagues.