

## **Can Leadership Enhance Workplace Happiness and Creativity?**

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### **Abstract:**

This paper investigates the interrelationships between leadership, workplace happiness, and employee creativity within the telecommunications sector in Ghana. The primary aim of the study is to examine how these factors influence each other and to explore the mediating role of leadership in the relationship between workplace happiness and creativity. A cross-sectional survey design was employed, with data gathered from 248 employees in the telecommunications industry. The structural equation model was used as the analytical tool to test the proposed hypotheses. The findings reveal several significant relationships. Workplace happiness was found to be positively associated with both leadership and employee creativity. Additionally, leadership demonstrates a strong positive correlation with creativity, highlighting its critical role in fostering an innovative work environment. Notably, the study confirms that leadership mediates the relationship between workplace happiness and creativity. Employees who are happy at work are more likely to generate innovative ideas, especially when they perceive their leaders as supportive and appreciative of their contributions. The research underscores the importance of leadership behaviors such as empowerment, emotional intelligence, and trust-building in promoting a culture of creativity. Leaders who foster positive work environments and exhibit transformational leadership qualities are more effective at motivating employees and enhancing their creative performance. However, the study also notes that excessive workplace pressure can diminish these positive effects, as stress may inhibit employees' creative abilities. Practically, the study offers actionable insights for Ghana's telecommunications industry. It recommends that organizations regularly assess workplace happiness and incorporate employee feedback into leadership development and organizational culture strategies. By prioritizing employee well-being, creating supportive environments, and investing in transformational leadership training, companies can significantly boost creativity and overall performance. These approaches are especially critical in innovation-driven industries like telecommunications. This paper contributes to the broader literature

by highlighting the mediating role of leadership between workplace happiness and creativity. It offers valuable guidance for organizations and HR professionals aiming to cultivate dynamic, innovative workplaces and gain a competitive edge through enhanced employee engagement and creativity.

**Keywords:**

Leadership; Workplace Happiness; Employee Creativity; Telecommunications Industry.