THE ANTECEDENTS AND CONSEQUENCES OF INTERNAL CRISIS COMMUNICATION: A STRUCTURAL MODEL EXAMINATION

Items		Abstract (English)	Abstrak (Malay)
Background/importance of research topic (very brief!): An introductory description of the study by highlighting research problems and gaps.	1.	Internal crisis communication has identified as a new area of study in crisis management research.	Komunikasi krisis dalaman telah dikenalpasti sebagai bidang baru dalam penyelidikan pengurusan krisis.
	2.	In fact, extant literature has indicated a lack of theoretical development on this dimension of crisis communication.	Malah, literatur yang wujud menunjukkan kurangnya pembangunan teori terhadap dimensi komunikasi krisis ini.
	3.	Even more, literature search shows that the measurement of internal crisis communication is lacking.	Tambahan pula, pencarian literatur turut menunjukkan kekurangan alat pengukuran komunikasi krisis dalaman.
Purpose/hypothesis (thesis or statement of problem): An introductory statement (thesis) explaining the research aims or objectives.	4.	Consequently, the objective of this study is to develop a valid measure for internal crisis communication.	Oleh itu, objektif kajian ini adalah untuk membangunkan alat pengukuran yang sah untuk komunikasi krisis dalaman.
	5.	Moreover, the study examines the relationships between social media usage, leadership, crisis responsibility and error management culture on internal crisis communication as well as its impact on affective commitment and perceived organizational support in Nigerian context.	Selain itu, kajian ini mengkaji hubungan antara penggunaan media sosial, kepimpinan, krisis tanggungjawab dan budaya pengurusan ralat terhadap komunikasi krisis dalaman serta kesannya terhadap komitmen afektif dan persepsi sokongan organisasi dalam konteks Nigeria.
	6.	In addition, Situational Crisis Communication Theory, Sensemaking Theory and Transformational Leadership Theory were used as theoretical foundation.	Sebagai tambahan, Teori Situasi Komunikasi Krisis, Teori Membuat Pertimbangan dan Teori Kepimpinan Transformasi digunakan sebagai asas teoritikal kajian.
Procedures/Data/Observations: Summary of procedures, emphasizing key points or steps,	7.	The study employed a mixed methods approach with a dominant quantitative component.	Kajian ini menggunakan pendekatan kaedah campuran dengan didominasi oleh komponen kuantitatif.

and the data you observed.	8.	The first part of the study involves a semi-structured interviews (with 10 respondents) and content validity (with 18 expert opinions).	Bahagian pertama kajian melibatkan temu bual separa berstruktur (dengan 10 responden) dan kesahan kandungan (dengan pendapat 18 pakar).
	9.	Secondly, a pilot survey (with 60 respondents) to collect data for the development of measurement scales.	Kedua, kajian rintis (60 responden) untuk mengumpul data bagi pembangunan skala pengukuran.
	10.	Thereafter, the main survey (with 325 respondents) was conducted in order to test the research hypotheses and the proposed conceptual model.	Selepas itu, kajian utama (dengan 325 responden) telah dijalankan untuk menguji hipotesis penyelidikan dan model konsep yang dicadangkan.
	11.	In particular, structural equation modelling was applied.	Secara khusus, pemodelan persamaan berstruktur telah digunakan.
Finding: Highlight and elaborate on the finding. Don't simply state figures/numbers.	12.	The study developed 11 items measures for the focal construct.	Kajian ini telah membangunkan 11 item pengukuran untuk konstruk utama.
	13.	Overall, the results depicted an accepted fit for the data, with satisfactory convergent, discriminant and nomological validity and reliability.	Secara keseluruhan, hasil kajian menunjukkan data sesuai dan boleh diterima, dengan kesahan dan kebolehpercayaan konvergen, diskriminan dan nomologikal yang memuaskan.
	14.	From the statistical findings, together with support from the literature and the semi-structured interviews during the exploratory stage, this study finds significant relationships between leadership, error management culture and internal crisis communication.	Dari dapatan statistik, bersama-sama dengan sokongan literatur dan temu bual mendalam pada peringkat penerokaan, kajian ini mendapati hubungan yang signifikan antara kepimpinan, budaya pengurusan ralat dan komunikasi krisis dalaman.

	15.	However, social media usage and crisis responsibility does not have a significant relationship with internal crisis communication.	Walau bagaimanapun, penggunaan media sosial dan krisis tanggungjawab tidak mempunyai hubungan yang signifikan dengan komunikasi krisis dalaman.
	16.	Similarly, as expected, it was found that internal crisis communication is positively and significantly related to affective commitment and perceived organizational support.	Begitu juga, seperti dapatan yang dijangkakan, komunikasi krisis dalaman adalah positif dan signifikan dengan komitmen afektif dan persepsi sokongan organisasi.
Conclusions: Elaborate on the research contribution and significance of study to theory or practical or society.	17.	As managerial and policy recommendations, crisis managers should emphasize more on the need for organizational leaders to include employees as primary stakeholders during crisis situation.	Sebagai cadangan kepada pengurusan dan dasar, pengurus krisis perlu memberi lebih penekanan kepada keperluan pemimpin organisasi untuk melibatkan pekerja sebagai pihak berkepentingan yang utama semasa situasi krisis.
	18.	In addition, the policy makers should strive to gain a positive image through showing support and commitment to their employees' welfare and wellbeing during crisis.	Di samping itu, pembuat dasar perlu berusaha untuk mendapatkan imej yang positif dengan menunjukkan sokongan dan komitmen kepada kebajikan dan kesejahteraan pekerja semasa krisis.
	19.	Finally, directions for future research were discussed.	Di bahagian akhir, arah tuju untuk penyelidikan masa depan juga turut dibincangkan.
Keywords: Must be meaningful for searching purposes, no common words. Not more than 5 keywords	20.	Internal crisis communication, Leadership, Error management culture, Affective commitment, Perceived organizational support.	Krisis komunikasi dalaman, Kepimpinan, Budaya pengurusan ralat, Komitmen afektif, Persepsi sokongan organisasi.