

RESEARCH ARTICLE | DECEMBER 30 2025

## Nurturing innovative behaviour among knowledge workers: the role of social interaction mediated by human capital resources

Gerald Joseph Kintu ; Will Kaberuka; Samuel Mafabi; Susan Watundu; Janet Kyogabiirwe Bagoroza; James Kagaari

[+ Author & Article Information](#)

International Journal of Sociology and Social Policy 1–17.

<https://doi.org/10.1108/IJSSP-08-2025-0511> [Article history](#) 

### Purpose

As the global economy transitions into a knowledge-based economy, labour demand is shifting from manual workers to knowledge workers whose cardinal role is to create innovative solutions. This has forced organizations to pursue alternative mechanisms that promote innovative behaviour among knowledge workers. This study examined the relationship between social interaction and innovative behaviour among knowledge workers, mediated by human capital resources.

### Design/methodology/approach

The study used a cross-sectional research design. Data were collected from information and communication technology (ICT) professionals working in various companies in Uganda. The structural equation modelling technique using analysis of moment structures (AMOS) was adopted to carry out data analysis.

### Findings

Study results have shown that the relationship between social interaction dimensions of coordination and communication with innovative behaviour is partially mediated by human capital resources. However, results showed that while mutual support enriches innovative behaviour, human capital resources do not mediate this relationship.

### Practical implications

Organizations need to create workplace environments built on collective actions while harnessing the power of interactive learning that emerges from coordinated tasks and information sharing. This will create a platform that nurtures knowledge sharing and learning of skills collectively, which builds competencies for generating innovative ideas aligned to the business context.

### Originality/value

While empirical research has concentrated on showing the direct relationship between social interaction and innovative behaviour, the current study investigates this relationship by examining the indirect effect of human capital resources.

---

**Keywords:** [Social interaction](#), [Human capital resources](#), [Innovative behaviour](#), [Knowledge workers](#)

PDF

Help

© Emerald Publishing Limited

Licensed re-use rights only