

The Effect of Servant Leadership on Psychological Empowerment and Organizational Identification

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<p>Keywords: Servant Leadership Empowerment Psychological Empowerment Organizational Identification</p> <p>Received 30 November 2018 Revised 10 February 2019 Accepted 18 February 2019</p> <p>Article Classification: Research Article</p>	<p>Purpose – The aim of this study is to determine the effects of servant leadership on psychological empowerment and organizational identification.</p> <p>Design/methodology/approach – Within the context of quantitative research approach, data collected from 309 hotel employees by questionnaire. Reliability of data measured with Cronbach's Alpha coefficient where the Factor analysis were performed to check validity. Validity analysis has followed by Correlation and Regression analyses in which research hypothesis were tested.</p> <p>Findings – Results of the study assign that there is a significant relationship among servant leadership, psychological empowerment and organizational identification. Furthermore, results also support pre-assumptions suggesting that servant leadership behaviours significantly affect psychological empowerment of employees and their identification process with the organization. Within this context, empowerment and vision sub-dimensions of servant leadership contribute psychological empowerment of hotel employees. Additionally, visionary and humility behaviours of servant leaders increase the organizational identification level of them.</p> <p>Discussion – Entrepreneurs in hospitality industry those who want to deliver high quality service should consider to employ servant leaders/executives in order to have more empowered and identified employees. Also, contributions of servant leaders are an important field for the academicians, since they can create a positive and creative service philosophy among staff and can heighten service quality.</p>

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