

# The Influence of Leadership Empowerment on Service Satisfaction and on Task Performance : The Mediation Effect of ...

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## ABSTRACT

This research focuses on the impact of leadership empowerment on service satisfaction and task performance, as mediated by school administrator's self-efficacy and adaptability. The hypotheses are tested using survey data from a sample of 108 Taichung school administrators in the educational field, along with external ratings of satisfaction from 216 teachers and external ratings of task performance from 108 supervisors. Results indicated that leadership empowerment was positively related to adaptability, which in turn increase the likelihood of school administrator's task performance and service satisfaction; and leadership empowerment was also positively related to self-efficacy, which in turn increase the likelihood of school administrator's task performance, and that two indirect effects supplemented the direct effect of leadership empowerment on task performance and service satisfaction.

Keywords : Leadership Empowerment、Self-Efficacy、Adaptability、Task Performance、Service Satisfaction

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