

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

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ABSTRACT

The present research focuses on the mediation role of self-efficacy on the linkage of leadership empowerment on service satisfaction for teacher and task performance, and also on the moderation role of the employee readiness between leadership empowerment and self-efficacy. The hypotheses are tested using pair data from a sample of 104 leaders in elementary schools in Taichung City, along with internal rating of satisfaction from teachers and task performance from supervisors. Results showed that self-efficacy has mediation effects on leadership empowerment and service satisfaction. Whereas, the mediation effect of self-efficacy on the linkage of leadership empowerment on task performance is not supported. When employee readiness is high, leadership empowerment strongly influences self-efficacy.

Keywords : Leadership empowerment、Self-efficacy、Employee readiness、Task performance、Service satisfaction

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