

# Empowerment、task uncertainty and internal customer ' s satisfaction : A study of scenario experiment

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## ABSTRACT

In the last few years, the layers of management have already begun to pay attention to employee's behavior on the work performance, it is can as improve way, enterprise of performance to be, so, a successful entrepreneur should put the focus of management on " satisfactory of employee ", and the employee will also lead along with the supervisor to influence the work satisfaction of self in dissimilarity and the mission indetermination process of style. So, this research wants to probe into the influence of the satisfaction to internal customer when the executive offers different mandate degree and different uncertain situation of task further, whether there is influence of showing to probe into different satisfaction to internal customer of mandate degree. This research adopts 2 (empowerment) \*2 (task uncertainty) Scenario experiment law carry on research investigation of analyzed via descriptive statistics, T test, and two-way ANOVA, the result of study shows, different mandate degree will really in-fluence the internal customer's satisfaction, and it will higher to empowerment internal customer's satisfaction; But there is no obvious difference under each different situation that empowerment the degree and task to be uncertain in internal customer's satisfac-tion.

Keywords : Empowerment ; task uncertainty ; internal customer ' s satisfaction ; scenario experiment

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