

ISSN: 2249-0132

THE ESSENCE

JOURNAL OF MANAGEMENT SCIENCE & RESEARCH

2014-15 VOLUME 3 NUMBER 3



SIR PADAMPAT SINGHANIA UNIVERSITY

Udaipur

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SERVANT LEADERSHIP AND EMPLOYEE EMPOWERMENT: A CONCEPTUAL FRAMEWORK

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ABSTRACT

In this era of globalization and fast changing business environment, there is need for employees' empowerment in organization so that employees will be in position to make quick decision and respond quickly to any changes in the environment. Employee empowerment will lead to improving productivity, performance and job satisfaction (Nick et al., 1994). The employee empowerment literature highlights that empowered workforce will lead to achieving a competitive advantage (Conger & Kanungo, 1988; Quinn & Spreitzer, 1997; Sundbo, 1999; Forrester, 2000). The various types of leadership styles have different impact on empowerment of the employees in organization. Servant leadership is shared leadership and *demonstrated by empowering and developing people* who can bring about positive change (Greenleaf, 2006; Dierendonc, 2011). In this paper the efforts have been made to develop a framework based on the literature which could help to study the relationships between servant leadership characteristics and empowerment.

KEYWORDS: Leadership, Employee, Empowerment, organisation, *competitive advantage*.

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