EXPLORING SERVANT LEADERSHIP EFFECTS ON EMPLOYEES SATISFACTION FROM WORK

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ABSTRACT
This research tries to identify server leadership effect on employees’ job satisfaction. Statistical society of this research is Khoram Abad telecommunication employees that 65 people were selected randomly for statistical analysis. To measure research variables 2 standard close ended questionnaires in Likret spectrum have been used. To measure job satisfaction dependent variable Smith, Candle and Hiulin questionnaires of American Kernel University including aspects of satisfaction from work, satisfaction from supervisor, satisfaction from salary, satisfaction from promotion and satisfaction from colleague and to measure server leadership independent variable, Laub (1999) server leadership model including elements and 6 criterions of values people, develops people, builds community, authenticity, provides leadership and shares leadership and to analyze data structural equation modeling (SEM) and vector variance have been used. Research results have confirmed server leadership positive effects on satisfaction from work.

Keywords: Servant leadership, Employees’ job satisfaction, Satisfaction from supervisor, Satisfaction from salary, Develops people, Builds community, Authenticity.

Contribution/ Originality
This study contributes in the existing literature, and seeks to identify the impact of leadership on job satisfaction of servants. The statistical sample of the study is staffs of Khorramabad Telephone Company.

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1. INTRODUCTION

In today competitive and pressuring world, having high utilization is a necessary constraint to continue competitiveness. Unfortunately, a lot of studies have been done on employees’ effectiveness and efficiency in utilization field, but still there are many problems about employees’ utilization that indicates inefficiency of done researches in this field (Samadi and Shirvani, 1998).

Satisfaction from work is a variable that can be said courageously has the most articles and books written among managerial and organizational variables. Therefore, it has great importance. So, exploration, evaluation and identification of effective variables on employees’ satisfaction from work are necessary and important in all organizations and need certain attention of managers, because principally without employees’ satisfaction from work no organizations activities are possible.

One of effective variables on employees’ satisfaction is leadership concept. There are many theories suggested about server leadership field, but server leadership concept has been less attended as something salient among other leadership styles. Server leadership offers a model of leadership that leader has supporting and central role among stockholders and followers. (Greenleaf, 1977) it has a great role in making skill in followers, omitting obstacles, appraise for creative reinforcement renovation of problems (Spears, 2004). Therefore, exploring this style on managers’ effectiveness is important and challenging especially if mangers were busy of management in industries.

The most salient anxiety of server leader is supplying followers the most necessary needs. Constructing structure of server leadership is excellent and honorable excellence and features (Patterson, 2003).

They don’t know their followers as a tool to arrive to their goals but see as humans with their all human needs with reason, sense and need. They show their love and kindness by helping them. Their presence is both physical and spiritual (Weiss, 2004).

They have sense of commitment to their followers and used their ideas to make organization goals.

According to mentioned features for server leadership, we can refer to its emptiness among countries leadership researches. In addition, it can be deducted that how much server leadership can be important and necessary to have positive results to promote employees satisfaction from work.

Therefore in this article it is tried to evaluate and identify server leadership effects on employees’ satisfaction from work.

1.1. Theoretical Bases and Research Background

1.1.1. Job Satisfaction

Job satisfaction is defined as emotional enjoyable mood that originated from a person attitude, emotional reaction and evaluation toward job. Job satisfaction is referred to job joy, better job performance, sensation and happiness for work and getting proper reward for a person’s attempts.

Job satisfaction is multidimensional. It includes several discrete aspects like satisfaction from wage, promotion chances and job security/challenge. Identifying incidences and also job satisfaction are important. In other words, instead of considering job satisfaction as pervasive