

**EMPOWERING LEADER BEHAVIORS AND JOB SATISFACTION  
FROM THE PERSPECTIVE OF EMPLOYEES IN BANKING SECTOR:  
A COMPARATIVE STUDY BETWEEN STATE AND PRIVATE  
BANKS**



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## ABSTRACT

In today's economic world, no business can afford to be uncompetitive. This situation requires innovation to survive and grow. It is not possible to achieve an innovative institution without satisfaction of employees. Hence, researchers have become increasingly interested in identifying the conditions that influence employee job satisfaction. And also empowering leader behaviors are the most important factors to overcome competition. Empowering leader behaviors components included leading by example, participative decision making, coaching, informing and showing concern/interacting with the team. This study examined empowering leader behaviors and job satisfaction from the perspective of employees in banking sector. In addition to this, the researcher Identify the level of these variable, impact and relationship between them.

So far lack of research has been carried out in Sri Lanka to investigate the characteristics of empowering leader behaviors and its influence on job satisfaction of employees. In doing so, a survey is administered among 48 employees who are working in state banks and 46 employees in private banks especially, banks in Koralaipattu & Koralaipattu West Divisions in Batticaloa of Sri Lanka.

Researcher hypothesized and found that empowering leader behaviors (leading by example, participative decision making, coaching, informing and showing concern/interacting with the team) was positively related to job satisfaction. The study also revealed that leading by example, participative decision making, coaching, informing and showing concern/interacting with the team have high impact on job satisfaction. Moreover, this study found that empowering leader behaviors (leading by example, participative decision making, coaching, informing and showing concern/interacting with the team) has high level of job satisfaction. Further, the findings of this study offer guidance to the banking sector looking to be lead the employees.

**Key words:** *Empowering Leader Behaviors, leading by example, Participative Decision Making, Coaching, Informing and Showing concern/Interacting with the team, Job satisfaction.*

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