

## Results and Findings

Since the study employed the use of open-ended questionnaires, the information collected from the questionnaires submitted was used to provide the views of the participants with regard to the research questions.

### i. Which leadership style (s) is or are displayed by the organization's leader (s)?

#### *Entrepreneur*

The entrepreneur indicated a preference of merging various leadership traits and applying them depending on the needs of each specific situation. However, he also indicated that he prioritized constant innovation, motivation, and the involvement of the leadership team in most of his decisions. This information suggests a merge of transformational and situational leadership styles.

#### *Leader 1*

The sentiments of Leader 1 pointed towards a participative leadership style.

#### *Leader 2*

The sentiments of Leader 2 pointed towards a transformational leadership style.

#### *Leader 3*

The sentiments of Leader 3 one pointed towards a transformational leadership style.

#### *Leader 4*

The sentiments of Leader 4 one pointed towards a participative leadership style.

**ii. What leadership style is most appropriate for the entrepreneurs to boost the business growth?**

***Entrepreneur***

Transformational leadership due to its consistent innovation aspect.

***Leader 1***

Participative leadership since the involvement of the workers in the processes and key decisions that affect them can lead to better decisions.

***Leader 2***

A leadership style that facilitates constant change and adaptation to the needs of the industry and thus transformational leadership is best.

***Leader 3***

A leadership that gives the workforce the freedom to improvise during their tasks how they see best to achieve the desired goals without compromising the firm's values. This description points to transformational leadership

***Leader 4***

I believe that the ability of the firm to make an employee feel motivated and accountable for achieving the firm's vision and goal. This description accommodated both participative and transformational leadership styles.

**iii. Which leadership styles are better for employee's satisfaction with the organization?**

***Entrepreneur***

Transformational Leadership. This is because giving employees an opportunity to innovate and bring changes to some the established practices in the industry motivates an individual and also makes them feel in control of their career.

***Leader 1***

Participative because employees love to feel involved.

***Leader 2***

Participative because employees love to feel involved.

***Leader 3***

Participative because employees love to feel involved.

***Leader 4***

Participative because employees love to feel involved.

**iv. To what extent do leadership styles motivate your employees?**

The above research question was answered by the participants using a scale of 1-5. The results were indicated as they are below.

***Entrepreneur***

3.4

***Leader 1***

3.3

***Leader 2***

3.6

***Leader 3***

3.1

***Leader 4***

3.3

The results of the study also revealed key trends, similarities, and differences among the views of the members of the sample. The sample which comprised four supervisors and the entrepreneur who owns Robinson's Personal Care Home. The participants of the study were cooperative and the questionnaires were completed and submitted in a timely manner. The results were in turn compared to traits of various leadership styles thus determining which style did the results favor the most. This approach was preferred since there was a high probability that the researcher was more informed about the study than sample chosen. The factors used were job satisfaction, organizational commitment, organizational culture, leadership behavior, employee work attitude, and supervisor support. These factors were analyzed with regard to how they impact the organizational performance. The results were as below.

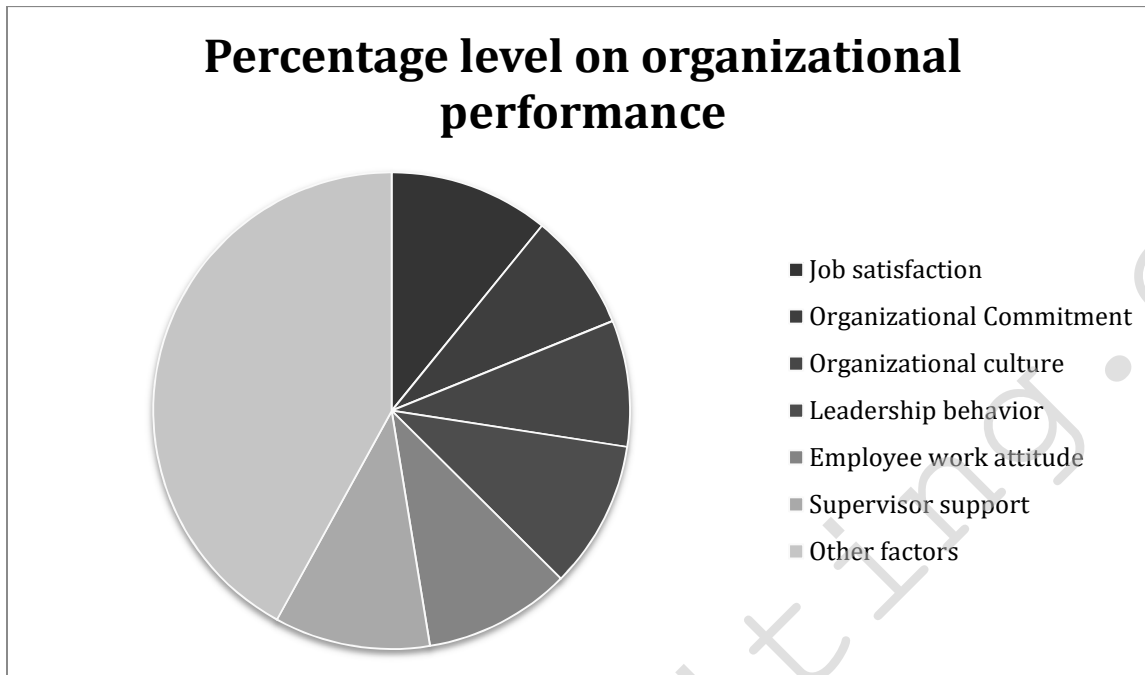
**Table 1: A table indicating the results of the issued questionnaires**

	Job satisfaction	Organizational commitment	Organizational culture	Leadership behavior	Employee work attitude	Supervisor support
Entrepreneur	3.8	2.8	3.0	3.0	4.0	4.0
Leader 1	3.6	3.0	3.0	3.0	3.5	4.2
Leader 2	3.7	2.6	3.2	4.0	4.0	4.2
Leader 3	3.9	2.8	2.6	3.5	3.0	3.0
Leader 4	4.0	3.0	3.0	4.0	3.0	3.0
Average	3.8	2.8	3.0	3.5	3.0	3.7

**Table 2: A table indicating the average of the various factors explored in the study**

Organizational factor	Level of organizational impact on a scale of 1-5 (the average of the outcomes of the study among different participants as depicted in the table above)
Job satisfaction	3.8
Organizational commitment	2.8
Organizational culture	3.0
Leadership behavior	3.5
Employee work attitude	3.5
Supervisor support	3.7

*A Pie Chart depicting the outcome of research conducted*



**a) Job Satisfaction**

In the study, the relationship between job satisfaction and organizational productivity from both directions. The first approach was how job satisfaction of employees impacted the productivity of the firm. The second approach was how/whether the organizational performance of a business influenced the job satisfaction of the labor force. Job satisfaction increased productivity but productivity did not necessarily impact satisfaction. Based on the views of the sample, being satisfied with one's job boosted their morale which in turn increased performance. This relationship was collaborated by other previous studies conducted on the subject by other authors such as Bakotic, (Bakotic, 2016). It is fundamental to note that many other factors impact productivity besides job satisfaction. The reverse relationship between institutional performance and job satisfaction emphasizes the role that other facts besides job satisfaction play in the nature and level of performance of the firm.

**b) *Organizational commitment***

This factor refers to an employee's psychological attachment to the company. The psychological attachment that defines organizational commitment is not a homogenous attribute. On the contrary, this concept is divided into three subgroups based on the reasons behind an person's commitment to the institution. The employee attachment to the firm that is derived from the high costs of leaving the firm is continuance commitment. Affective commitment is a situation where a worker is attached the organizational goals and thus the organization itself. Lastly, an employee's attachment to a firm that results from a feeling of obligation to remain in the firm is a normative attachment. Various types of attachment have a different level of impact on the overall performance of a firm. However, the general relationship between the organizational commitment of the workers and performance of a business is positive which is a relationship that had also been hypothesized and concluded by Mosadeghrad & Ferdosi in their study (Mosadeghrad & Ferdosi, 2013). Other factors such as income levels also affect commitment. Other studies that explored this relation include that conducted by Dajani (Dajani, 2015). The table below shows a table that depict other factors that affect organizational commitment as depicted by Dejana,s study which collaborate the view that organizational commitment is influenced by a variety of factors.



Predictor	Outcome Variable	R-square	F	Regression coefficient	t
Leadership	employee engagement	.624	329.15**	2.648	18.14**
Training & Development	employee engagement	.029	4.26*	0.987	2.21*
Compensation & Benefits	employee engagement	.122	27.61**	1.569	5.25**
Policies & Procedures	employee engagement	.121	27.31**	1.731	5.22**
Organizational justice	employee engagement	.190	46.54**	2.027	6.82**
Employee engagement	Job performance	.149	34.64**	0.249	5.88**
Job engagement	Organizational commitment	.044	9.031	0.056	3.01**

\*Regression coefficient is significant at  $p < 0.05$ ,

\*\* Regression coefficient is significant at  $p < 0.01$ .

(Dajani, 2015)

### c) *Organizational culture*

These are the common beliefs, values, and perceptions shared among the workers of a particular organization. These common attributes among employees in a firm are vital to how employees interpret and approach various situations that they encounter in their workplace which in turn impact their behavior and attitudes. As per the results from this study, a loved culture fosters performance. These results were consistent with another study by Tsai (Tsai, 2011).

### d) *Leadership behavior*

In this particular study, leadership behavior was a term used to refer to the adherence of the management of a business to the organizational culture which is a set of beliefs, perspectives, and values that depicts the firm's values. Leaders that adhere to the set organizational culture without viewing themselves as an exception of above its influence are seen as supportive. This,

in turn, makes things to run smoothly in the firm since employees have been motivated by the actions of the leader to adhere to the required standards and set norms.

*e) Employee work attitude*

This is a critical attribute since it has a strong influence on employee organizational commitment and job satisfaction. The more positive the worker's attitude is towards his/her work, the more productive they are and thus positive performance for the firm. This view has been well collaborated by all the participants of the study as depicted in table 1.

*f) Supervisor support*

The productivity of the labor force is boosted when laborers feel that the management is committed to supporting them in their tasks through various ways that enable them to undertake their roles effectively. A review of various studies that evaluate the relationship between leadership style and their impacts on an organization by Moura. et al., this relationship is emphasized by many studies (Moura. et al., 2017).

**Implications of the Results and Findings on Both Future Research and Professional Practice**

Analyzing the above-discussed paragraphs, for a firm to perform well, employees need to be satisfied with their jobs. This implication is based on the positive correlation observed in the results between job satisfaction among the laborers and performance of the business. In this scenario, the organizational performance of a firm can be measured using various financial indicators such as the index BEX, ROE, employee labor cost, and revenue per employee.

However, since there are other factors (besides job satisfaction) that are significant in the productivity of the firm, its influence by itself is not as strong.

Organizational commitment also enhances the productivity of the labor force and thus the firm. However, like job satisfaction, organizational commitment is a dependent variable which is influenced by many other variables. Some of the independent variables that affect organizational commitment include the occupational positions of the employees, decision-making latitudes of individual workers, social recognition, seniority in the workplace, and salary levels. For instance, employees that had high levels of education were observed to be less committed to organizations since their high education levels created many more employment opportunities in other organizations thus it was common for them to keep their options open. On the other hand, employees that had low education levels tended to be more committed to a firm due to normative and continuance attachment reasons. Also, employees whose work positions offered seniority, high incomes, and/or social recognition usually exhibited high levels of organizational commitment. On the other hand, lack of recognition, low-level position, and positions that lacked social recognition had negative impacts on organizational commitment.

Organizational culture is also a complex factor when analyzed independently. This is because it also affects other employees attributes like their attitude to their tasks or the general behavior. For instance, employees that do not identify with the organization's culture may opt to leave the company. A healthy employee culture which is adhered to by all individuals creates a standard working environment that counters conflict and eliminates inefficiencies caused by behavioral variations. For instance, subordinates are more likely to buy into the organization's culture if the leaders acknowledge and follow it without exceptions. As a result, low-level employees are also motivated to pursue the firm's vision, mission, and goals.

The leadership behavior factor is closely related to that of organizational culture since it is also based on the uniformity in the conduct of all employees of a firm from the management to the lowest ranking subordinates. In this factor, it is also critical for the leader to put into consideration the welfare of the employees when making organizational decisions, policies, and rules.

Work attitudes among the working force are a critical factor as indicated by the observations. This is because this factor is linked to other factors that were involved in the study such as organizational culture and job satisfaction. This factor is also impacted by other attributes such as the job content.

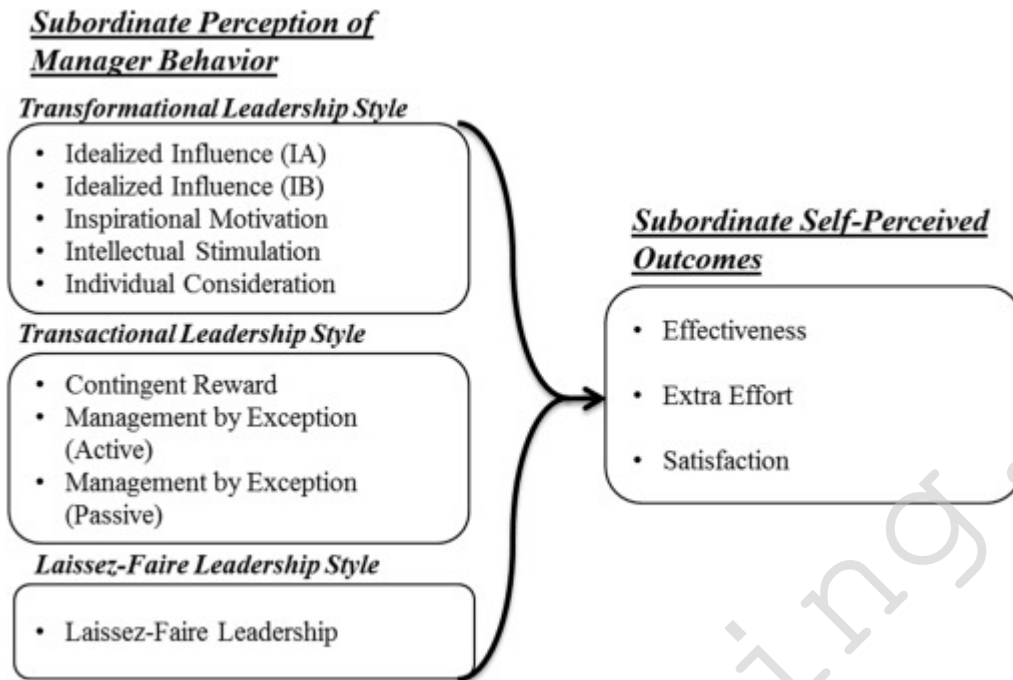
Finally, supervisor support is a factor that speaks a lot about the relationship between the leadership of a firm. This factor is concerned with the message that is communicated from the leadership to the subordinates in the way that they organize the firm's resources, create the firm's policy, motivating and empowering workers, and spreading inspiration throughout the firm. This factor also involves how the leadership responds to situations where employees require guidance from the management in various tasks that may be challenging, stressful, or confusing. The support of the authority in such instances not only reduces the burden of employees through the facilitation of the required knowledge but also eases their stress which is a product of their daily function in the workplace since they feel supported by the company fully hence improved business performance.

Taking a look at the above finding, the results of the study shows congruence among the various factors explored. In all the factors used in the study, there was a consistent depiction of the various factors and the level of organizational performance. However, these factors are not

only associated with one specific leadership style. This means that the perfect leader needs to be a hybrid of various forms of leadership styles. However, it is nearly impossible for the leadership of a single organization to employ all the leadership styles. It is, therefore, only logical for one to employ a leadership style that exhibits most of the factors employed. However, particular instances, an alternative style could be used that is most applicable to the situation at hand. This will ensure that an organization benefits the most from the leadership approach selected. An alternative style should be explored if the desired outcome is not being achieved.

It is also critical for one to note that while the above-discussed factors may be seen as significant in the productivity of employees and the firm as a whole, the factors themselves are affected by many other attributes of a firm and also the individual employees. As a consequence, it is only reasonable for one to acknowledge that a select leadership style is not enough to guarantee optimal performance of the institution. On the contrary, the leadership of an organization needs to create an environment that not only makes the employees feel appreciated but also as a part of bigger purpose that the firms seek to fulfill. This is because meeting the firm's objectives is not entirely the most vital goal of an organization. This is because the achievement of a firm's goals does not usually guarantee that the means used to achieve the required end was suitable for the employees. This is a factor that is well depicted by analyzing the relationship between organizational performance and job satisfaction. While job satisfaction leads to increased organizational performance, organizational performance does not necessarily lead to job satisfaction. As a consequence, when unsuitable methods are used to achieve a required end, this could demotivate employees which in turn could lead to a high employee turnover. Losing employees can be expensive for an institution since it requires a lot of resources to hire, train, and even replace them in the event they leave.

Comparing the above-discussed factors and the various leadership styles, one realizes that transformational leadership fulfills most of the factors required for an effective leadership style. This makes transformational leadership the leadership styles that have the leadership style that offers the greatest potential or revolutionizing the workplace. Lin. et al also supports this inference (Lin. et al., 2015). One of the fundamental attributes offered by this leadership style is the motivation and attachment to organizational goals that it offers (Mehta & Kaur, 2016) (Lin & Chuang, 2014). This is because this style of leadership involves the working force in key business processes and thus creating a good work attitude among them. The working attitude in turn positively affects job satisfaction and commitment to a particular. This also brings a key aspect of organizational productivity which is the interrelation between the various factors that are viewed as its independent variables. This implies that while various factors may be discussed as independent determinants of the performance of an institution, this approach is not entirely accurate since the interrelation among these factors may influence performance either positively or negatively when a single factor is changed.



(Asrar-ul-Haq & Kuchinke, 2016)

Besides transformational leadership style, situational leadership is the next most appropriate style that may guarantee positive outcome when it comes to institutional goals. However, the versatility of this style may not be the best fit for long-term leadership in an organization. This is because this style considers a specific situation and comes up with the best resolution that may lead to the desired outcome (Carpenter. et al. 2018). While this may be very beneficial and instrumental to the survival of a firm during a crisis, in the long-term, there is no guarantee that subtle factors of productivity such as job satisfaction among employees can be attained.

However, while particular leadership styles may be recommended as more suitable for effectively running an organization, it is critical to note that each individual leader has particular character traits and attributes. Future research should, therefore, explore variations between specific leadership styles and whether implementing these styles guarantees particular

performance despite individual behavioral attributes. Besides, various industries may require leaders and leadership styles that value particular attributes more than others. Therefore, it may also be critical for studies to indicate whether a leadership style transcends all these personal and sector-specific variations. Future studies should also establish whether the answer to what is the most effective leadership style varies from one industry to the other. An effective leadership style should be capable of achieving a firm's objectives while also prioritizing the welfare of those entrusted to achieve these goals. This statement may be viewed as both contradictory and right by various scholars and thus the need for empirical studies when testing various ideologies and hypotheses.

### **Strengths and Limitations of the study**

One of the strengths was that many independent variables (factors) that affect our dependent variable are explored. The study also recognizes that the factors explored are also affected by many other employee-specific and organizational factors that differ from one entity to the other. A good example of such factors includes the monetary compensation of employees, their level of education, and their seniority in the workplace just to mention a few.

However, the study also had its own limitations. The first one is that the sample extracted from the study was small and taken from a single organization. Therefore, there was no sure way of telling whether the achieved outcome could hold-up across other business entities and sectors. There were other factors that were not accounted for that influenced a worker's background and thus their opinions; age, race, gender, and ethnicity just to mention a few.



### Conclusion

Inappropriate leadership styles among many business entrepreneurs globally have impacted adverse outcomes on employee performance and productivity of firms. Small and Medium Enterprises (SMEs) are the leading category described with poor entrepreneurial leadership. Pursuing autonomy in leadership rather than making it an interactive process may be detrimental since employees are an essential human element that determines the success of a firm and thus, the need to manage this valuable resource through sufficient leadership and motivation. One of the most crucial departments in an organization is the human resources department since it has a direct influence on the productivity of businesses. Employees are vital since the productivity of the factors of production depend on them. However, for the labor force to perform efficiently, they need leaders who are capable of motivating them to achieve their best work attributes consistently. Many startups and Small and Medium Enterprises have suffered significant productivity loss in the hands of leaders with poor entrepreneurial leadership styles that tend to dehumanize employees. Therefore, since organizational performance is greater than any specific employee or leader, it should not be left at the mercy of individual behavioral attributes of a leader. On the contrary, this calls for the creation of a system that will ensure consistent productivity and optimal institutional performance despite the shortcomings of the business leader(s). This need for consistent achievement that can be replicated over and over despite the organization is the cue for the development or choice of a leadership style that can make a labor force to be a reliable and productive machine-like system. This system needs to not only meet the company's objectives efficiently but also maintain its own wellbeing and consistency. To achieve this outcome, it is fundamental for one to observe both the ability to meet the employees' wellbeing and also the firm's goals before settling on a specific leadership

style. If this is not achieved, organizations become time sinks, and the employee's needs are not a priority. Inappropriate leadership styles among business entrepreneurs foster negativity in the working environment. Undesirable working conditions are found to be a source of anxiety and stress to organizational workers. A workplace which is riddled with fear and mistrust hamper managerial functions and often lead to inconsistent policies. The most prominent aspects of bad policies include favoritism and possible infighting.

The study set the relationship between leadership styles employed and a firm's performance. The research will also explore different leadership styles to determine those can that promote entrepreneurial culture in both startups and established business entities.

The factors used were job satisfaction, organizational commitment, organizational culture, leadership behavior, employee work attitude, and supervisor support. These factors were analyzed with regard to how they impact the organizational performance. The results of the study indicated that job satisfaction was positively correlated with organizational performance. This means that an increase in the job satisfaction of the employees positively impacts the productivity of an organization and thus its success level. However, this was not the case when this relationship was reversed.

The psychological attachment that defines organizational commitment is divided into three subgroups based on the reasons behind an individual's commitment to the institution. These subgroups are continuance commitment, affective commitment, and normative commitment. This factor also exhibited a positive correlation with organizational performance. However, it is critical to note that there are many other factors that impact organizational

commitment of employees such as their education level, age, position in the firm, tenure, nature of employment (temporary or permanent), and income compensation levels.

A good organizational culture was fundamental to firm's performance. This is because it leads increased job satisfaction and hence a positive impact on the performance of the firm as a whole.

On leadership behavior, the research showed that when employees led by example, the performance was positive. Leaders that adhered to the set organizational culture without viewing themselves as an exception were viewed as more supportive. This, in turn, made things to run smoothly in the firm since employees had been motivated by the actions of the leader to adhere to the required standards and set norms.

Employee work attitude was also a critical attribute since it had a strong influence on employee organizational commitment and job satisfaction. The more positive the worker's attitude was towards his/her work, the more productive they were and thus positive performance for the firm

The productivity of the labor force was also boosted when laborers felt that the management was committed to supporting them in their tasks through various ways that enabled them to undertake their roles effectively. This made employees to be satisfied with their jobs and also made it easier for them to remedy their work-related stress.

The implication made by the above findings are based on the positive correlation observed in the results between various factors, say job satisfaction, among the laborers and performance of the business. In this scenario, the organizational performance of a firm can be measured using various financial indicators such as the index BEX, ROE, employee labor cost,

and revenue per employee. However, the observed correlation between job satisfaction and organizational performance is low in intensity and medium at best. This observation resulted from the fact that job satisfaction also depended on other individual factors such as specific employee living and work surroundings which had a strong effect on the job satisfaction and thus the performance of the firm. These two factors are just a few of the many interrelated factors that influence the level of job satisfaction among employees. This implies that for the management/leadership of a business to be able to influence employees to be satisfied with their jobs, they have to pay attention to other factors that impact this factor.

Organizational commitment was also seen to positively correlate with the performance of the firm in this study as in many more others conducted on this subject. However, like job satisfaction, organizational commitment is a dependent variable which is influenced by many other variables. Some of the independent variables that affect organizational commitment include the occupational positions of the employees, decision-making latitudes of individual workers, social recognition, seniority in the workplace, and salary levels. For instance, employees that had high levels of education were observed to be less committed to organizations since their high education levels created many more employment opportunities in other organizations thus it was common for them to keep their options open. On the other hand, employees that had low education levels tended to be more committed to a firm due to normative and continuance attachment reasons. Also, employees whose work positions offered seniority, high incomes, and/or social recognition usually exhibited high levels of organizational commitment. On the other hand, lack of recognition, low-level position, and positions that lacked social recognition had negative impacts on organizational commitment. This was also the case for other factors such as organizational commitment, organizational culture, and the attitude of the employees.

Taking a look at the above finding, the results of the study shows congruence among the various factors explored. In all the factors used in the study, there was a constituent depiction among the various factors and the level of organizational performance. However, these factors are not only associated with one specific leadership style. This means that the perfect leader needs to be a hybrid of various forms of leadership styles. However, it is nearly impossible for the leadership of a single organization to employ all the leadership styles. It is, therefore, only logical for one to employ a leadership style that exhibits most of the factors employed. However, particular instances, an alternative style could be used that is most applicable to the situation at hand. This will ensure that an organization benefits the most from the leadership approach selected. In instances where the particular leadership employed cannot guarantee the desired outcome, the alternative leadership style that is seen as best fit for the situation at hand can be used to deliver the desired outcome.

It is also critical for one to note that while the above-discussed factors may be seen as significant in the productivity of employees and the firm as a whole, the factors themselves are affected by many other attributes of a firm and also the individual employees. As a consequence, it is only reasonable for one to acknowledge that a select leadership style is not enough to guarantee optimal performance of the institution. On the contrary, the leadership of an organization needs creates an environment that not only makes the employees feel appreciated but also as a part of bigger purpose that the firms seek to fulfill. This is because meeting the firm's objectives is not entirely the most vital goal of an organization. This is because the achievement of a firm's goals does not usually guarantee that the means used to achieve the required end was suitable for the employees. This is a factor that is well depicted by analyzing the relationship between organizational performance and job satisfaction. While job satisfaction

leads to increased organizational performance, organizational performance does not necessarily lead to job satisfaction. The use of unsuitable methods to achieve a required end could demotivate employees which in turn could lead to a high employee turnover. Losing employees can be expensive for an institution since it requires a lot of resources to hire, train, and even replace them in the event they leave.

Comparing the above-discussed factors and the various leadership styles, one realizes that transformational leadership fulfills most of the factors required for an effective leadership style. This makes transformational leadership the leadership styles that offer the greatest potential or revolutionizing the workplace. One of the fundamental attributes offered by this leadership style is the motivation and attachment to organizational goals that it offers. This is because this style of leadership involves the working force in key business processes and thus creating a good work attitude among them. The working attitude in turn positively affects job satisfaction and commitment to a particular. This also brings a key aspect of organizational productivity which is the interrelation between the various factors that are viewed as its independent variables. This implies that while various factors may be discussed as independent determinants of the performance of an institution, this approach is not entirely accurate since the interrelation among these factors may influence performance either positively or negatively when a single factor is changed.

Besides transformational leadership style, situational leadership is the next most appropriate style that may guarantee positive outcome when it comes to institutional goals. However, the versatility of this style may not be the best fit for long-term leadership in an organization. This is because this style considers a specific situation and comes up with the best resolution that may lead to the desired outcome. While this may be very beneficial and

instrumental to the survival of a firm during a crisis, in the long-term, there is no guarantee that subtle factors of productivity such as job satisfaction among employees can be attained.

However, while particular leadership styles may be recommended as more suitable for effectively running the organization, it is critical to note that each individual leader has particular character traits and attributes.

Future research should, therefore, explore variations between specific leadership styles and whether implementing these styles guarantees particular performance despite individual behavioral attributes. Besides, do various industries require leaders and leadership styles that value particular attributes more than others? Therefore, it may also be critical for studies to indicate whether a leadership style transcends all these personal and sector-specific variations. Future studies should also establish whether the answer to what is the most effective leadership style varies from one industry to the other. An effective leadership style should be capable of achieving a firm's objectives while also prioritizing the welfare of those entrusted to achieve these goals. This statement may be viewed as both contradictory and right by various scholars and thus the need for empirical studies when testing various ideologies and hypotheses. Good leadership cannot be emphasized despite the level or type of entity that one considers. Great civilizations and nations are dependent on the leadership that provides an ample and suitable that facilitates their development and also governs them. Due to this invaluable significance of the role of leadership, leadership should not rely on the specific attributes of an individual leader since there is no guarantee that the next leader will be as good. On the contrary, leadership should rely on effective styles and systems that bring about the required outcome despite who hold the reigns.

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## Appendices

### Questionnaire

- i. What is your leadership style when leading the teams in the organization? Please, include your view of or response to the following questions to help know your leadership style.
  - a. What are some good characteristics of your leadership styles?
  - b. How often do you involve your followers (junior staff or employees) in decision making?
  - c. How frequently do you motivate and inspire your followers?
  - d. Do you allow your followers to cooperate and collaborate with other employees to get work done?
  - e. Do you allow your followers to determine what needs to get done and how to do it?
  - f. Do you push your followers to develop their weakness?
  - g. How do you get information out to employees?
  - h. How frequently do you check-in to see where your followers are on a project?
- ii. What leadership style is most appropriate for you to boost the business growth of your company?
- iii. On a scale of 1 to 5, i.e., 1 is lowest, and 5 is highest, indicate the extent to which the leadership styles motivate your employees or followers.
- iv. What do you think is the most suitable style of leadership for workers' satisfaction with the organization?