

# Leadership & Employee Satisfaction

## **Abstract:**

The purpose of this research study is to provide a critical analysis of the relationship between leadership and the level of employee satisfaction reported by the workforce.

Participants were instructed to fill out a questionnaire about leadership & employee satisfaction. The results showed that there is not a statistically significant relationship between leadership characteristics and employee satisfaction.

## **Introduction:**

- The results of a Gallup study show that companies with high employee satisfaction have 86% higher customer satisfaction, 76% lower turnover, and 70% more profitable (Vardhman, 2020).
- Studies have found that “75% of people voluntarily leaving jobs don’t quit their jobs; they quit their bosses” (Jessen, 2018).
- Vardhman (2020) says that 70% of workers in the United States are not happy in their job because of poor management.

## **Hypothesis:**

There will be differences in employee satisfaction based on good or bad characteristics of a leader.

## **Methods:**

- Participants were 78.9% female & 21.1% male. There was a mixture of students from Southern Adventist University & from my personal Instagram page.
- Participants responded to two questionnaires:
  - QuestionPro Inc Supervisor Evaluation Survey (Bahkaran, 2002).
  - QuestionPro Inc Employee Satisfaction Survey (Bahkaran, 2002).

## **Results:**

- 57 people participated in the study
- The results did not support the hypothesis.
- While there was a weak negative relationship between leadership characteristics and employee satisfaction, the results were not statistically significant.

## **Discussion:**

- the sample was not large enough to have a statistically significant result.
- More research should be done with a larger, more diverse sample size to see if there really is a weak negative relationship between leadership characteristics and employee satisfaction.

## **References**

- Jessen, C. (2018, June 19). 10 Shocking Stats About Employee Engagement. Retrieved from <https://www.themuse.com/advice/10-shocking-stats-about-employee-engagement>
- Vardhman, R. (2021, April 04). 22 Inspiring Leadership Statistics for a Successful 2021. Retrieved from <https://goremotely.net/blog/leadership-statistics/>