

Linking empowering leadership to employee service innovative behavior: A study from the hotel industry

Publons ID	3321271
Wos ID	WOS:000419189200003
Doi	
Title	Linking empowering leadership to employee service innovative behavior: A study from the hotel industry
First Author	Wihuda, Faizal; Kurniawan, Arief Adhi; Kusumah, Adie Irwan; Adawiyah, Wiwiek Rabiatul;
Last Author	
Authors	Wihuda, F; Kurniawan, AA; Kusumah, AI; Adawiyah, WR;
Publish Date	SEP 2017
Journal Name	TOURISM
Citation	18
Abstract	<p>The purpose of this paper is to expand an integrated model of the factors that help to predict employees' service innovative behavior in the hotel industry. The study also takes into account the mediating roles of creative improvisation, self-efficacy (CISE) and employee engagement (EE). Data were obtained from front line hotel employees operating in Indonesia. The sample was based on non-probability convenience sampling technique with some inclusive criteria namely the hotels accessibility, location and their adequacy to the research's objectives. A total of 121 respondents returned valid questionnaires thereby giving an average response rate of 51 % for the research study. Structural equation models using SMART PLS 2.0 were employed to empiric test as the hypothetical research model. The study findings supported the proposed hypotheses which are consistent with theoretical framework and suggest a significant positive association between empowering leadership and employee service innovative behavior. Further, the results of structural equation modelling analysis revealed that creative improvisation self-efficacy and employee engagement partially mediated the relationship between empowering leadership and employee service innovative behavior. This is one of the first studies attempts to test a conceptual model that links the empowering leadership to the employee service innovative behavior through the mediating role sequence of creative improvisation self-efficacy and employee engagement. This research contributes to the current body of literature by providing insight into the influence of empowering leadership, creative improvisation self-efficacy and employee engagement on employee service innovative behavior.</p>
Publish Type	Journal
Publish Year	2017
Page Begin	294
Page End	313
Issn	1332-7461
Eissn	1849-1545
Url	https://www.webofscience.com/wos/woscc/full-record/WOS:000419189200003
Author	WIWIEK RABIATUL ADAWIYAH, M.Sc., Ph.D