

The influence of leader empowering behaviors and employee psychological on customer satisfaction Meli bank Branches of Bandar Anzali

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The total purpose of this study was Survey influence of leader empowering behaviors and employee psychological on customer satisfaction, The research purpose is applications, data collection method is descriptive and Correlation. Data collection tool is questionnaire. The population studied in the present investigation Includes two groups of employees of branches of National Bank of Bandar Anzali and customers of these branches. A sample of 97 people was ed as a sample using a simple random sampling method among employees and 384 people using non-inferential sampling method available customers. The data analysis showed that the 95% level of leader empowering Style and Job satisfaction influence on customer satisfaction psychological Empowerment and and Job satisfaction influence on Organizational Commitment Also leader empowering Style influence on psychological Empowerment and psychological Empowerment influence on Job satisfaction

Keywords : leader empowering Style, Job satisfaction, customer satisfaction, psychological Empowerment and Organizational Commitment

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