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The Mediating Effect of the Organizational Commitment on the Association Between Employees' Empowerment and the Quality of Municipal Services in Jordan

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Abstract

This study investigates the impact of employee empowerment on the quality of municipal services by testing the effect of organizational commitment as a possible mediator variable.

A questionnaire was used to collect data from the study sample, which consisted of 304 employees who occupy managerial and supervisory positions in great municipalities in Jordan. The study revealed a positive, statistically significant effect of empowering employees to raise the quality of municipal services. According to the study's findings, decision-making participation had the highest impact on service quality improvement, followed by training, motivation, and teamwork quality; delegation came in last. Moreover, results indicated that organizational commitment partially mediates the relationship between employee empowerment and the quality of municipal services.

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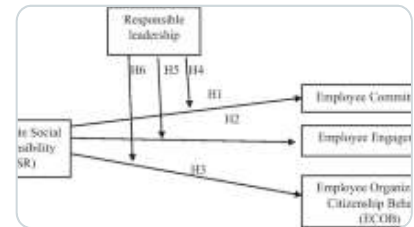
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