İş İnsanları ve Profesyonel Yöneticiler için
Psikolojik Personel Güçlendirme ve
Yenilikçi Davranış Odağında

HİZMETKÂR LİDERLİK

Yazarlar

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GENEL DAĞITIM
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ÖNSÖZ

Hizmetkâr liderlik etik temellere dayandığı için özellikle özel firmalarda ve işletmelerde çalışan bireylerin çok farklı özelliklerini ön plana çıkarma potansiyeline sahip bir kavramdır. Hizmetkâr liderliğin, çok önemli etkileri olabilmesine rağmen özellikle psikolojik personel güçlendirme ve yenilikçi davranış yaratma üzerinde ulusal ve uluslararası firmalarda çok önemli katkıları bulunabilir. Etik temelin getirdiği güven örgüt kültürünü olumlu etkileyebilir ve örgütsel vatandaşlığı ortaya çıkarabilir.

Hizmetkâr liderliğin bireysel düzeyde örgütsel vatandaşlık davranışı geliştirdiği, çalışanların psikolojik olarak güçlü kalmalarını sağladığı ve yenilikçi davranışları motive ettiği açıkça ortadır. Mutlu çalışan = Mutlu Müşteri ise hizmetkâr liderlik çeviklik odaklı tüm organizasyonlar için ilgi odağıdır.

Bizleri evlat olarak bugünlere getiren hakları hiçbir zaman ödenmez babam ve annem Mahmut KARABÖRK ve Feride KARABÖRK'e minnetlerimi sunuyorum.

Uzun bir yolculuk olan bu süreçte varlığı ile gayretlendiren çalışmalarımı keyif ve sabırla dinleyen eşim, yol arkadaşım Elif Nur KARABÖRK'e sevgilerimi sunuyorum.

Prenses kızım Gökçen ile uzun bir yol arkadaşlığımız var her aşamasında benimle olduğu için teşekkür ediyorum. Okuma alışkanlığı ile hayatta çok güzel yerlere gelecek olan sevgili Efe'ye teşekkür ediyorum. Bu satırlar yazıldığında henüz bir yaşında ve yıllar sonra okuyacak Umay'ımıza babası ile akademik çalışmaları sürecinde daha az oynamak zorunda kalmasının acısını çıkaracağımıza söz veriyorum.

Değerli zamanlarını bu çalışma için ayıran tüm banka çalışanlarına ve katılımcılara teşekkürlerimi sunuyorum.

Dr. Kürşat KARABÖRK

İÇİNDEKİLER

la henüz kuramsallaştırılamamış hizmetkâr liderliğin kavramsal çerçevesi genişletilebilir ve bu konuda daha sağlam temel inşa edilebilir. Ayrıca sosyal psikoloji, kültür bilimleri, etik felsefesi, iletişim bilimleri, sosyoloji, yönetim ve organizasyon, işletme alanları dahil edilerek disiplinler arası bir bakış açısı ile hizmetkâr liderliğin kavramsal çerçevesi ve teorisi genişletilebilir.

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