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The relation between conscientiousness, empowerment and performance

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Abstract

This study examined the relationship between conscientiousness, empowerment and job performance among information technology professionals. An Employee Empowerment Questionnaire (EEQ), a Conscientiousness Scale and a Social Desirability Scale were administered to 101 information technology customer service engineers. Managers completed a Performance Evaluation Questionnaire (PEQ) for each customer service engineer. The results indicated a significant relationship between conscientiousness and empowerment. A curvilinear relationship was found between empowerment and performance. The practical and theoretical implications of the findings are discussed.

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