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## THE RELATIONSHIP BETWEEN SERVANT LEADERSHIP, PERCEIVED ORGANIZATIONAL SUPPORT, PERFORMANCE, AND TURNOVER AMONG BUSINESS TO BUSINESS SALESPEOPLE

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### Abstract

*The purpose of this study was to investigate how servant leadership influences a salesperson's perceived organizational support (POS), outcome performance, turnover intentions, and turnover. This study, using a sample of 382 business-to-business salespeople, is the first one to investigate how servant leadership influences POS and actual turnover. The data were analyzed using structural equation modeling. The results showed that servant leadership had a direct influence on POS and performance, but was related only indirectly to both turnover intentions and turnover through POS and performance. The results clarify how servant leadership influences performance directly and indirectly through POS.*

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