Leadership is a relevant area of enquiry at any point of time in history. There has been numerous studies on the topic. This continues to be a topic of interest with authors and researchers. History is replete with the examples of leaders of many shades and class. Humanity has benefited and suffered under leaders of all tones and colours. Search for a better Leadership has continued through the ages.

The world is getting smarter, smaller, flatter and more intelligent. Technology, politics, economy, resources etc are making the world more interdependent, interconnected as well as complex in many ways. What type of leadership do we need in this world? What type of leadership will make this world a better place to live for our generation and future generations to come? Can Servant Leadership, a leadership style focused on the welfare of others, and not oneself, be an answer?

This study explores the prevalence of Servant Leadership in Indian humanitarian NGOs. It also attempts to assess the impact this leadership style have, on the employees and volunteers. NGOs are gaining in importance in the world. Their efforts complement the work done by Government and the for-profit sector organisations. Thus, the application of a right type of leadership in NGOs is important. This study attempts to crystallise an approach of leadership that may be suitable for NGOs. This crystallization may help specify leadership development approaches in this sector.

This study uses a scale developed in another context. It then attempts to develop a scale suitable for Indian context, by adapting and modifying that scale.

This study is organised in five chapters. The introduction chapter introduces briefly the conceptual framework, theme and research approach. The next chapter presents the distillations from the literature that was surveyed for the study. This chapter presents review of literature on Leadership in general, followed by studies in Servant Leadership. Literature on NGO sector is presented last. The third chapter describes the methodology followed in this study. Here, the need for the study is established first, the scope is explained, Research questions are formulated, objectives are framed, conceptual model is crystallised, and hypotheses are proposed. Sampling process is
explained next and the actual sample demographics are discussed. Development of the scale used in the study is described next, followed by the process used for data collection. Patterns of analysis are described, and the potential limitations of the study are highlighted.

The fourth chapter presents the results and the discussions arising out of the analysis of data. Results arising out of descriptive analysis, inferential analysis, mediation analysis and Structural Equation Modeling are presented and discussed. The last chapter presents the major highlights of the study. Managerial Implications are pointed out and recommendations are provided. Contributions made by this study are presented next. The chapter ends with directions for future research.

It is expected that this study would be of interest to, and would benefit, students of leadership, NGO leaders, NGO employees, NGO policy makers and others.