

A Study On Employee Empowerment Practices And Its Impact On Organizational Performance

M. A. Saleem Ahmed

Assistant Professor MBA, Department of Management Studies
Bharath Institute of law,
Bharath Institute of Higher Education and Research
Selayur, Chennai, Tamil Nadu 600 073

ABSTRACT

Employees empowerment is on progress of development provides the tools, training, resources, help and inspiration your workers need to execute at the finest level. If your association is looking for a way to quick process and still create quality resources and services, focus on employee empowerment. When you explain an employee, you trust them. And give them timely information and the power to find solution, they will be able to solve problems and provide results more quickly than someone without that authorization. When an employee feels a sense of achievement and feels valued, employee is more likely to engage in critical and creative thinking. They will feel more capable and inspired to devise situations in alternative ways, which can lead to better product development. When we empower an employee to think for them self and take initiative, they may find unique ways to add your company's worth, market your services to clients and revise processes or policies that no longer are efficient. This removes some of the pressure on management to constantly innovate and stay ahead of the industry. Empowerment provides your employee with a sense of autonomy, which will increase her job satisfaction. They will be more comfortable at work because develops confidence and a sense of worth. A happy employee will provide the best customer service, and leaves a good impression of your company with whomever they speak. This translates into personal or career growth for your worker and increased sales for your company. In a world the technology will change daily, and the customers find information, products and services in increasingly diverse ways, your employees need to make quick decisions that benefit your operation. If you spend time and effort in provide training in decision-making, the employee's likely respond to change quickly and find new ways to meet customer demands. Employees will exhibits their correctness if they has been well-trained, supported, respected, listened to and valued within an organization. They are more likely to work hard and promote the company when the opportunity arises. They also don't like to leave your company, and is more likely to recommend other qualified individuals for job openings.

KEYWORDS: Employee Empowerment, Authorization, Decision making, Initiative, Job Satisfaction

INTRODUCTION

Empowerment is the procedure of allowing an individual to think, finalizes, action, and control work and judgment making in independent ways. It is the state of sense self-empowered to take control of one's own purpose. It is not something that can be substitute or somebody can present because it comes from Individual and self-direction The basic purpose of empowerment is lost in majority of organization because employees expect it as a allocation process instead of a initiating and on-going process in which an individual allowing himself to take action and control work and decision making in independent ways which comes from the individual.

The organization has the duty to create a work situation which helps foster the ability and desire of employees to act in authorized ways. The work organization has the responsibility to remove barriers that limit the ability of staff to act in empowered ways. Differentiating enabling with employee involvement and participative management. These terms are sometimes used interchangeably but they differ a lot and different meaning. Since empowerment in itself is a macro method and participative management and employee's participation are a part of this approach. Empowerment refers to the state of mind as well as a result of positions, plans, and performances. Bowen and Lawler stated that "it is a process of sharing with front-line employees four organizational ingredients knowledge, information, power and reward which makes the complete process of empowerment a success" or defined by Menon "it was defined as a cognitive state of perceived control, perceived competence and goal internalization".

In the, automatic method managers and researchers believed that empowerment was about delegating decision making within a set of clear boundaries. Delegate responsibility and Hold people responsible for results. In the, organic approach to empowerment researchers and managers believed that it empowerment was about risk taking, growth, and change understanding the needs of the employees model empowered behavior for the employees build teams to inspire supportive behavior; encourage intelligent risk taking; and trust people to perform. Empowered employees are, after all, more innovative, creative, and resourceful. They are free from the shackles of management, so they are happy and motivated at work and willing to take on new responsibilities.

REALIZE THE IMPORTANCE OF EMPOWERING EMPLOYEES WITH THESE FIVE BENEFITS

The importance of empowering employees is to clear when the benefits are to be understood. While there are many areas in which empowerment provides a positive impact, the following five are perhaps the most recognizable.

QUALITY OF WORK PRODUCED

When given the independence that allows them to make a difference to product or service outcomes, employees will produce higher quality work. The finished product becomes a problem of personal pride, and the benefits for both the customer and the employee will become self-evident. The real benefit to the organization of increasing quality is a particular upturn in customer reliability, which directly leads to increased returns.

SATISFIED EMPLOYEES

Several studies have shown that authorized employees are more satisfied in their work, and less likely to seek employment away. This cuts employment costs and the need for training of new staff.

Toyota hands over responsibilities of classifying and solving production problems to its shop-floor employees. They are encouraged to solve the causes rather than the fire fight symptoms and management know that workers are best-positioned to do so. This responsibility runs so deep that any worker can halt the making line.

Toyota conducts an unknown employee agreement survey every two years, and its latest results show that employee satisfaction in all areas is the highest it has ever been at between 69.2% (shop floor) and 73.9% (organizational and engineering).

COLLABORATION GROWS

With increased self-confidence, employees are more eager to share information and best practices with others. Honesty and openness increase, and this directly impacts the ability of people to work as part of a team. Contribution becomes more active and positive, and this greater teamwork will in itself feed through to organizational capability to achieve strategic goals.

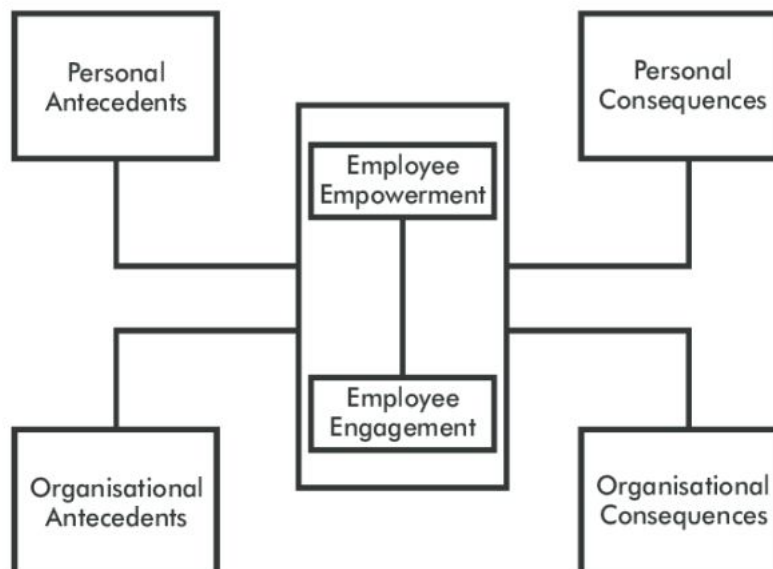
PRODUCTIVITY INCREASES

As confidence and self-esteem grows, and a more quality focused and combined approach takes hold, output will increase. People who are responsible for their work become owners of process and product, and energy to do the job better follows. Organizations that have showing the importance of authorizing employees find that waste is reduced, administration is reduced, and time is spent more efficiently.

EMPLOYEE EMPOWERMENT REDUCES COSTS

Costs will be reduced across the organization:

- An authorized workforce is more satisfied with their job and career path, and staff revenue falls therefore
- Holding rates rise, training costs fall, and experience remains in-house
- Operations become more efficient and output rises
- Solutions to customer complaints are found proactively, and customer reliability increases. This reduces the costs of marketing and finding new customers



CONCLUSION

Organizations today understand that in a knowledge-driven economy, speed in taking decisions, efficient methods of functioning and new ideas help them gain an edge over opponents. It is with this view point that organizations are accepting a strategy of employee authorization. The important factors that drive organizations towards employee authorization are to:

- **ENCOURAGE CREATIVITY AND INNOVATION:** By authorizing their employees, organizations value their participation. This encourages employees to work towards meeting administrative objectives. They develop creative and innovative ideas that might improve the systems and processes. Employee commencement and creativity helps organizations to innovate and improve their processes.
- **INCREASE PRODUCTIVITY:** It is true that authorized employees are more productive as they are free to make decisions, act quickly without wasting time and work as a part of self-managed teams. Naturally, a team of empowered employees working collectively are more successful in improving the output of the organization.
- **ALIGN GOALS OF EMPLOYEES WITH THOSE OF THE ORGANIZATION:** Authorization provides employees a clear view of organizational goals and approaches. They understand their role and value the autonomy given to them. Employees are satisfied and display interest towards their jobs and align their goals with organizational goals.
- **HELP IN EMPLOYEE RETENTION:** Being part of an organization, where employees are given independence in the way they work and function, is fulfilling. It also helps them in developing their skills and knowledge as they need to shoulder increased duties. Employees see value in being part of such an organization and remain loyal towards it.

Organizations need employees who take initiatives and function as partners working towards achieving organizational goals. Employee empowerment is one of the ways for organization to ensure employee commitment towards meeting common objectives.

REFERENCES:

Strengths Based Leadership: Great Leaders, Teams, and Why People Follow Hardcover – 6 Jan 2009 by Tom Rath (Author), Gallup Press (Author)
Human Sigma: Managing the Employee-Customer Encounter Hardcover – 28 Oct 2007 by John H. Fleming (Author), Jim Asplund (Author)

<https://study.com/academy/lesson/employee-empowerment-definition-advantages-disadvantages.html>

The Leader-Member Exchange as a Link between Managerial Trust and Employee Empowerment Carolina Gómez, Benson Rosen