

# Impact of Employee Empowerment on Productivity



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**Abstract—** When a key word of employee empowerment is searched on google, it results in .49 seconds about 4,47,00,000 links, which shows the significance of employee empowerment in present advanced economy. As indicated by an article of Harvard Business Review in 2018, when employees are empowered at work, there are exemplary outcomes appeared regarding work execution, work fulfillment and duty towards the organization

It additionally motivates the employees to work additional hour, require an additional work to extra mile, start the accepted procedures at organizations, have clear correspondence channels and being proactive to the change. Be that as it may, this made the analyst to take up this examination to recognize the effect of worker strengthening on authoritative profitability.

The research was conducted in the selected retail organizations in Mumbai. a structured questionnaire was administered to 320 employees at various levels. The results showed if the leaders were empowered, they could develop team to be more creative and helpful. It was also found out from the research that empowered employees don't always boost the performance.

**Key Words:** Employee, Empowerment, Environment, Organization, Productivity

## I. INTRODUCTION

Employee empowerment can be characterized in various manners. It's about responsibility and trust. It is when you give employees a specific level of self-sufficiency and obligation regarding basic leadership in their everyday work. But it's more than just that. At the point when you enable representatives to step up, settle on their own choices and clear their very own way to progress, you make a superior working environment culture.

The idea of empowerment has a positive undertone in the social sciences. Empowerment, composed by Jyll By stydzienski (1992), alludes to '... a procedure by which abused people deal with their lives by participating with others in the advancement of exercises and structures that permit individuals expanded inclusion in issues which influence them legitimately.

Similarly in the field of women studies, it is thought to suggest methods for engaging women gathering to settle on their own decisions, to stand up without anyone else benefit

and to control their very own lives' (Wieringa 1994). Empowerment anyway is a moderately new idea in labor studies, in spite of the fact that it would have been relied upon to appreciate place in research on laborers' support and self-administration, academic industry in the seventies and mid-eighties More as of late empowerment has come to infer an administration stratagem to present new types of work Association that offer little to laborers or their associations

Workers partaking or human relations, empowerment with regards to 'lean production' has been related with quality control clubs, proposal plans and kaizen. Shop floor types of cooperation has planned for making specialist steadfastness and responsibility (Ridgeway & Wallace 1994; Thompson1994), manufacturing employees concept and bypassing the association have all been interpreted as the executives tries in 'empowerment'. With turning into a code word for work heightening (Hyman and Mason 1995), laborers and their associations have turned distrustful about the procedure. The first significance of Empowerment is offering capacity to individuals and empowering individuals to settle on their own decisions in issues legitimately influencing them.

## II. LITERATURE REVIEW:

a. Winnie Kivuva (2011) in work titled 'Effects of Employee Involvement in Strategic Management Implementation' covers effect of transformational leadership on employees' performance in export based small medium enterprises in Indonesia. The study summarizes the impact of transformational leadership results in positive and noteworthy impact on representative execution and Organizational responsibility

b. Abdul Ghani Kanesan et al. (2013): in conducted a study on Psychological Empowerment, Job Satisfaction and Commitment among Malaysian Secondary School Teachers identify to the effect of psychological empowerment on job satisfaction and Organizational obligation among Malaysian Secondary School Teachers. It was discovered that self-assurance and effect measurement of mental strengthening impacts characteristic occupation and extraneous employment fulfillment

c. Elamurugan, A. Mathiazhagan, R.H. Latha (2014): conducted a study on The Effect of Organizational Citizenship Behavior on Employee Empowerment among the Employees of Indian Cements, Chennai help hierarchical help conduct on worker strengthening in Cement Industry in Chennai.

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An exertion has been made by the analysts analyze the issue of organizational citizenship conduct on representative strengthening and guarantee its requirement.

d. Dr. Rukhsana Rehman et al. (2015): The Impact of Health Professionals Empowerment as a Shared Responsibility to Enhance Job Satisfaction within Health Sector of Pakistan. . The study reveals uncovers that representative strengthening has become an integral part of late business theory.

e. M. Maran et al. (2016): Competency Enhancement and Employee Empowerment in a TPM Organization- An empirical Study. The aftereffects of the investigation show commonness huge competency improvement in the organizations where representative strengthening was found. The investigation presumes that worker strengthening makes a representative fit and possibly capable in playing out their obligations just as for the future difficulties in the organizations.

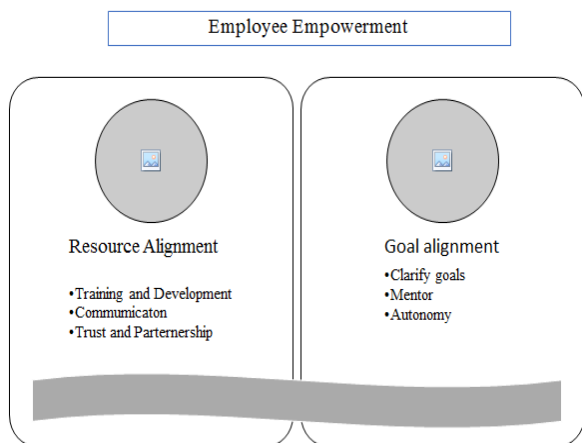
III. RESEARCH DETAILS

Objectives of Study

1. To study in detail the various employee empowerment strategies used by the selected retail organizations in Mumbai
2. To investigate if there is any impact of employee empowerment on the performance of the organization.

**Research Design :** The work behind the research is only to find facts and to recognize the relationship between employee engagement and organizational productivity used for the study, hence the research can be called as the descriptive research.

Conceptual Framework



**Sample Design:** All the employees working in the retail sector forms the population for the study in Mumbai. The sample selected for the study were 320 based on snowball sampling method.

**Data Collection:** The primary data was collected through a structured questionnaire with 54 questions classified to 10 and secondary data was collected by the sources of company reports, internet and the journals.

**Data Analysis Tools :** The tools used for data analysis is Percentage analysis, Chi-square, ANOVA.

IV. RESULTS & DISCUSSIONS

The upshots of the study have been tabulated and presented with a detailed description and inferences. The profile of the respondents includes gender, age, nature of the job, the frequency and number of persons interviewed by the respondents in a month, and the industry the respondents belong. The demographic characteristic composition of the sample is shown in Table 1.

Table 1 Demographics of Respondent

Profile	Particulars	F	%
Gender	Female	240	75.00
	Male	80	25.00
Age	20-30	85	26.56
	31-40	105	32.81
	41-50	57	17.81
	51 and above	73	22.81
Designations	Managers	120	37.50
	Maintenance	36	11.25
	Billing incharges	44	13.75
	Stores incharges	49	15.31
	Boundary Spanners	71	22.19

Source : Primary data

Table 02: Level of agreement towards questions for responses on employee empowerment benefits

	Strongly Agree		Agree		NAND		Disagree		Strongly Disagree		Total
	N	%	N	%	N	%	N	%	N	%	
Accountability Improves When Employees Make Decisions	6	2	8	2	4	1	44	1	8	2	320
	5	0	0	5	5	4	4	4	6	7	

Improved Processes and Procedures	7 5	2 3	8 7	2 7	3 4	1 1	66	2 1	5 8	1 8	320
Faster Problem Resolution	9 8	3 1	9 0	2 8	4 2	1 3	50	1 6	4 0	1 3	320
Employees cultivates innovation	6 4	2 0	9 8	3 1	2 0	6	76	2 4	6 2	1 9	320
Employees are driven by vision and purpose, and driving results	9 7	3 0	3 0	9	2 0	6	90	2 8	8 3	2 6	320

Source: Primary data

To test the significance difference between two or more sample means ANOVA test is conducted

**Table: 3 Analysis of Variance between means of factors of Employee Empowerment**

Variables of the study	Count	Sum	Average	Variance
High Job satisfaction	5	3684	16.087	7.212
Improved and sustained quality	5	3666	16.009	6.386
Proactive Decision Making	5	3166	13.825	6.759
Autonomy and control over job role	5	3052	13.328	3.976
Stronger & Productive teams	5	3733	16.301	7.597

Source: Primary data

**ANOVA**

Source of Variation	ss	df	MS	F	P-value	F crit
Between Groups	2792.104	7.000	398.872	72.759	0.000	2.015
Within Groups	9999.397	1824.000	5.482			
Total	12791.502	1831.000				

From the above table, it can be seen that the calculated value is greater than the table value. Hence it does not fall in the acceptance level. Therefore it can be inferred that the samples drawn from the population and its mean value is not same.

It can be concluded that the mean values of the all samples is not same. Hence the response to various factors under study has a significant difference.

Hence it can be concluded that the variables of the employee empowerment doesn't have same impact on the organizational productivity.

**Hypothesis testing:**

H0: Employee Empowerment does not results in Organizational Productivity

H1: Employee Empowerment results in Organizational Productivity

**Table 4: Association between the Employee Empowerment and Organizational Productivity**

	High	Medium	Low	Total	Chi square test
Accountability & Responsibility	12	5	5	22	$\chi^2=182.80$ $P<0.0001$ *
Less attrition due to conducive Environment	15	10	10	35	
Trust	14	21	30	65	
Alignment between resources	18	21	16	55	
Goal alignment	24	33	12	69	
Total	83	90	73	246	

**Interpretation:** p-value of 0.0001 is less than table value of 182.80 which justifies to reject null hypothesis and accept the alternative hypothesis 'Employee Empowerment results in Organizational Productivity' which clearly states that employee empowerment results in organizational productivity.

**V. SUGGESTIONS**

The organizational can also adopt the following methods to improve employee empowerment.

1. Offer position and proprietorship by distributing duty. Give a representative a chance to take on another task — and go for it. At the point when you delegate unique (even little) undertakings to a worker, it engages her to take care of business, and progressed nicely.

2. Make rules and best practices clear. At the point when representatives comprehend the rules they should work inside and which limits they can push, they're ready to carry out their responsibility all the more adequately and feel increasingly bolstered.

3. Urge correspondence to build levels of trust and show that all thoughts are welcome and esteemed.



4. Offer individual or group instructing to recognize barricades, discover arrangements and afterward make a move.

5. Permit open doors for development. Cultivate inner improvement and development crosswise over divisions with cross-office work shadows and advances.

6. Give hierarchical help to representatives to make and drive their own advancement plans with their directors.

### VI. CONCLUSION

The study has put forth and analyzed the different endeavors taken by all the chose retail Outlets in Mumbai in enabling their workers. The investigation broke down different methodologies received by the administration for worker empowerment. The research clarifies that employee empowerment is a sort of inspirational technique which gives the workers a feeling of fulfillment towards their job and organization. From the research, the researcher has investigated that the workers are happy with the different factors, for example, trainings, self advancement, employee participations in important meetings and their involvement in the different exercises and thought of their thoughts and feeling. By this, the reasons that employee empowerment in any organization is at reasonable level. And yet, the investigation focuses on that enabling the employees at the reasonable level isn't at all enough for returning anticipated benefit and improving the efficiency. Hence, the administration may consider the proposals that are featured in the task

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