



EMPOWERMENT: AN ADDITIONAL A TOOL TO PROMOTE EMPLOYEE TRUSTWORTHINESS AND INCREASE PRODUCTIVITY

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Abstract

The empowerment originates from individual's observation by influencing the wanted impacts of working environment. It speaks to how much an individual feels that his input into their organization's administrative or strategic decisions is up to the level. Jobs that provide caution and that are central to be organizational purpose increase access to these empowering structures. The study relates the relationship between employees' satisfaction and various dimensions of Empowerment practices. Also findings indicate that employee empowerment in an employee has solid relationship to trigger employee satisfaction in them.

Keywords: *Empowerment, employee, organization, satisfaction, etc.*

1. INTRODUCTION

Our nation, India is an independent democratic nation. With almost one billion residents, India is the second most thickly populated nation on the planet. It is exceptionally precarious to talk about any one Indian culture, in spite of the fact that there is profound scholarly consistent quality that appends its kin together. India's adventure on the way of financial changes has changed it to one of the world's best developing economies. Its enormous and expanding populace is its best asset and can fourfold GDP and drive India to the confederation of urbanized economies throughout the following decade. This is conceivable, if a billion can be changed into gainful employees.

These days numerous organizations like to focus on picking up an upper hand in the market. The development types of gear, new innovation, great promoting vital, brilliant client administrations and numerous different components can be the variables to develop for the points of interest. In any case, human asset is the most significant assets of a venture and its prosperity or disappointment relies upon their capabilities and execution.

The employees are the archive of information, aptitudes and capacities that can't be imitated by the competitors. Advances, items and procedures are effectively imitated by the competitors; be that as it may, by the day's end, employees are the most key asset of the organization. Another method for the board is employee empowerment or participative



administration involving the general population in charge of the work forms the general population who realize the procedures best is the place quality begins. Some feel that employees work just for money related return. In the event that they are unfit to be a fundamental piece of the association, this might be valid. Enabling employees to have autonomy and input inside the association is the thing that makes the empowerment procedure effective. Employee empowerment does not imply that administration relinquish from its duty of execution or for driving the association.

Or maybe, in an employee engaged association, the executives' duty comes to make and encourage an environment where it is evident that employee input is wanted and developed. The administration must trust and speak with employees when employees are engaged, their certainty degree and independence will increment. This additional certainty is something to be thankful for on the grounds that it makes work fulfillment and abnormal amounts of productivity. Notwithstanding, now and again, certainty levels can be taken excessively far and end up going too far into pomposity. Haughty employees are hard to manage, don't take direction well and can wind up insubordinate. Working in this kind of work environment negatively affects employees and they by and by become disappointed with their activity and productivity levels decline.

2. EMPLOYEE EMPOWERMENT

A comprehensive meaning of Employee Empowerment was given by Kinlaw, it is the way toward accomplishing nonstop improvement in an organization's presentation by creating and expanding the equipped impact of people and groups over the regions and capacities that influence their exhibition and that of the all out organization. He includes that empowerment additionally requires auxiliary and deliberate changes in the organization, such as shortening the lines of communication and adjusting reward systems. Spreitzer built up the measure to depict the degree to which employees trust they are empowered in their jobs. Empowerment has been characterized as characteristic motivation coming about because of four cognitions mirroring a person's direction to his or her work job. The four cognitions are meaning, competence, self-determination and effect. Which means includes a fit between the prerequisites of work job and an individual's conviction, qualities and practices? Competence alludes to self-viability explicit to work, a confidence in one's ability to perform work exercises with skill, comparable to individual dominance. Self-determination reflects autonomy over the commencement and continuation of work procedures and settle on decisions about work techniques, pace and exertion. Effect is how much an individual can impact strategic, administrative, or operating outcomes at work. Absence of commitment on part of employees and continuous changes in obligations by boss without readiness are obstructions to employee empowerment.



2.1 The Need for Empowerment

The undertaking will be assaulted from inside just as outside, financial managers feel that they are not treated honestly from interior piece of organization, they have been baffled and disillusioned and organization have more desire and will change the play governs consistently and in certainty employees look for progressively significant work and they request more clearness and exactness and they are requested increasingly self-getting, self completion. The organization should conformity itself whit changes and develops and adapts new routes so as to extend oneself. Employees don't know with their obligations and certifications and that has been tied up in this between is management who feels has between new demand from outside of organization and ought to utilizing a groups so the organization may carry out his responsibilities well. In world new financial, the fast changes is central purpose behind creation new looks in work environment and ties organizations, in charges so as to permanence Review their management framework. notwithstanding innovation has advanced and the majority of consumers have more demand, management of organizations need to adaptable polices so that empower singular responsibility and development and let employees to be in charge of their work on the grounds that these are architect that they are influenced from organization and they impact on it as well. They are hoping to take part in organization's decision making, they are burning for truth and clearness and they need progressively self-finding and self-realization. Therefore managers ought to act in such manner that meets the employees, desire and additionally organization's objectives. This should be possible through empowerment and in the event that making utilization of that not just employees, certification and unwaveringness to organization become all the more yet in addition behavioral, for example, justice, compatibility and amicable whit.

2.2 Advantage of Employee Empowerment

Employee Empowerment is giving employees responsibility and authority to make decisions regarding all aspects of product development or customer administration. A portion of the disadvantage of employee empowerment include: employees can abuse the increased power given to them; it is too much responsibility for certain employees; employees who center around their very own success rather than gathering's may leave; managers must be better trained to facilitate through sharing of information, cooperation, and referrals to appropriate assets; all employees must "purchase in" to the idea for it to be viable; there is an increased expense to the organization for training and education; there is increased time in groups or councils which takes away from regular jobs; there may be increased clash or power battle between employees because of gathering work; a few employees may not be sufficiently knowledgeable to make great business decisions; decisions made on the basis of personality versus logical reasoning.



Advantages of employee empowerment include: increased employee education and training; employees participate in creating their own goals; increased employee commitment; increased regard among employees secondary to teamwork; increased power equals lower absenteeism and better productivity; employees have all the more satisfying work; an increased profundity of competence among employees secondary to broadly educating; less clash with administration and managers; less center management positions means decreased expense to the company. Employees are bound to agree with changes in the event that they participate in decision making. There needs to be a balance among empowerment and traditional management. The manager of the department needs to be touchy to the employees' needs and the company's needs and to realize how to utilize a management style that will work best to achieve wanted outcomes. Empowerment is Educating and training your employees to take their very own decisions. Prerequisites are Willingness of the Senior Management, Clarity of destinations.

3. STEPS TO EMPOWER EMPLOYEES:

- **Identify the reasons of empowerment:** Upper management begins the empowerment process. They should be recognizing the reasons and advantage to give up authority and decision making power to bring down levels of the organization.
- **Choose employees to empower:** Employees must need to be empowered. A few employees are reluctant to acknowledge additional responsibilities and decision-making power paying little respect to potential prizes. They need skills to settle on right decisions and achieve additional responsibilities.
- **Provide role information:** The management must characterize the role and appoints responsibilities, authority, and decision-making power to meet company and department goals and likewise characterize boundaries to illuminate decisions employees will and won't make. Additionally, determine performance criteria and prizes for outstanding accomplishment.
- **Share company information:** the management shares the information identifying with organization issues. Clarify company vision and qualities, elucidate needs, share some delicate information, list certainties people have and need, share great and terrible information, and view botches emphatically and show decision-making and critical thinking skills it help people to understand the need for change.
- **Provide training to employees:** Teach them the nuts and bolts of expense and income. Open financial books and inform employees of the circumstance so they can feel increasingly identified with the company. Give employees a chance to choose how to



handle customers, and give them discretionary power when choosing what to spend so as to retouch a specific issue.

- **Inspire individual initiatives:** An inspired employee is a profoundly productive asset to a company and department. Management should take inception to spur the employees through remunerations

4. DIMENSIONS OF PSYCHOLOGICAL EMPOWERMENT (BEHAVIORAL)

Measurements of psychological empowerment are far from traditional investigation of management activities and instead emphasized on employees recognition. Most definitions of empowerment allude to some aspect power over the work process, authority over objectives, performance measurement or command over other people. On the off chance that control does not understand by employees, little ability has to affecting an individual thought processes and behavior. Many employees trust that empowerment actions are just for display and their aim is definitely not a sustainable change, yet in addition more it is an instrument by management.

"Conger" and "kanungo" has been claimed through such an approach on recognition, that empowerment is an idea of self-viability. "Thomas" and "Velthouse" this issue has been redefined and it has communicated as an intellectual model from empowerment. They guarantee four knowledge for it that is base of empowerment: impact, competence, meaning and Self-determination.

- Meaning:** Meaning involves a fit between the necessities of work role and an individual's convictions, values, and behaviors. Employees should want to feel that doing work and or finally completing it, is valuable. At the point when employees know their jobs valuable or importance, meaning is communicated value of work during compared to a standard or ideal of individual. Research has finished up about meaningful work that people in meaningful job are progressively dedicated and turned out to be increasingly involved it.
- Competence :** It alludes to self-efficacy explicit job of an individual's, or have confidence in employees based on the need of having this feeling that have competence to participate in the functions from the environment. It alludes to knowledge that says an individual has the necessary skills to perform tasks successfully in a particular area and for a particular purpose.
- Self-determination:** Self-determination is a feeling of choice in initiating and regulating actions. Self-determination reflects autonomy over the initiation and continuation of



work behavior and processes; making decisions about work methods, pace and effort are example. Employees ought to understand a chance to perform choice. Self-determination deal with the efforts of individuals and group to increase their command over how their work is done and is related to Job satisfaction The World Bank in its annual report on human development and research about empowerment was directed in 2002 realize a choice in people is three components: first, having the chance to pick, second: the utilization of individual from the chance to pick. Third, ability to obtain the ideal outcome that is successful in his choice.

- d) **Impact:** Impact is how much an individual can influence strategic, administrative, or operating outcomes at work. Employees need to realize that their behavior will impact on what happens in the environment. The impact is distinct from competence to have the option to do. Also vary with the control focus which has progressively general in nature. So having a feeling of personal control is essential for empowerment. Then again the most powerful people cannot control what happen for them. In spite of to empower help to increase control in people

5. EMPOWERMENT APPROACHES

- a. **Mechanical Approach:** According to this view, Empowerment is means delegating and the power from top to bottom with clear boundaries and limits and also severe accountability which increases managerial control. In this approach, empowerment is a process amid which senior management has built up a clear vision, and paint programs and explicit tasks to achieve it in organization. Provides information and assets needed to perform obligations for employee and allows as needed to do practice change and processes improvement. In summary, this empowerment approach means decision in a particular range.
- b. **Organic Approach:** Organic approach is a view from bottom to up, and lessen control. Based on this approach, empowerment is characterized regarding personal convictions. According to this view, capable individuals are having common characteristics. Mirrors the encounters or convictions of employees about their role in the organization, in this way, empowerment isn't something which managers carry out to employees instead is attitude of employees about their role in the organization. In any case, organization management can provide a required platform for empowerment of employees.
- c. **Wise Hiring:** Hiring qualified employees with internal motivation and inspirational attitudes can be a powerful approach to adding to companywide empowerment. It's typically progressively hard to change an employee's personality or attitude at work than it is to teach the employee new skills necessary for the job. According to a January 2012



"Forbes" article, many companies are finding that hiring people who carry with them enthusiasm for such things as teamwork, learning, adaptability and innovation is a wise investment in the company's future.

- d. **Employee Rewards:** Offering monetary rewards for good performance and achieving results, for example, profit sharing or rewards, is one motivational approach to empowerment. In any case, according to a November 2012 "Forbes" article, rewards can come through appearing for an employee's talents and skills, openly perceiving an employee for work achievements or simply indicating authentic worry for an employee's prosperity. Increasing employee responsibilities, giving continuous training and realizing when to give employees a break for rejuvenation also keeps employees healthy and performing at their best.
- e. **Organizational Conversations:** As a business proprietor or manager, how you control the progression of information in your company could really compare to how you control employees, according to research shrouded in a June 2012 "Harvard Business Review" article. The research found that eliminating the command-and-control model of regulating employees and incorporating an increasingly one-on-one conversational approach to all aspects of relationships with employees is one way leaders can increase employee motivation and performance. Interacting legitimately with employees and diminishing or eliminating the levels among you and your employees also add to your organization's overall effectiveness and adaptability.

6. EFFECTIVE FACTORS IN THE PROCESS OF EMPLOYEE'S EMPOWERMENT

- **Specify objectives, responsibilities and authority in organization:** Employees must know about their responsibilities and obligations depiction, the purpose and mission organization, and its stages and work processes.
- **Job enrichment and job promotion:** Organization must to act in request to be state-of-the-art technical and professional information of staff, and increase their substance of job.
- **Mentalities and organizational belong:** In request to satisfy this factor must regard for employees in organization and assistance to determine personal issues.
- **Trust, sincerity and honesty:** Organization must create positive environment and neighborly working relationships among employees and increase trust among managers and employees.



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- **Diagnosis of and appreciation:** Proportionality got salary and rewards with the work they do, appropriate dispersion welfare facilities organization, Proportionality Job promotion employees with their suitability.
 - **Participation and teamwork:** Applying the opinions and ideas of employees in decision and their cooperation in improve and advance of organization affairs, delegation of authority to staff at various levels, participation of employees in offering proposals for affairs better.
 - **Communications:** Including communication and easy access employees to managers and chiefs, transparency and clarity work network of employees with managers and directors.
 - **Work environment:** The importance to employee health and safety in working environment, create appropriate open doors for employees job promotion, reduce pressure and strain in working environment.
 - **Optimization of processes and working methods:** Being clear and transparent of workflow and information in organizations, intermittent survey and modification of work methods and affairs simplification
 - **Information, knowledge and job skills:** presence facilities to create job skills in organization, presence fields of successful and proficient training in organization

7. CONCLUSION

The examination relates the connection between employees' satisfaction and different components of Empowerment rehearses. An employee builds up a feeling of having a place and feels in charge of organizational viability. Accordingly empowerment benefits individual and organization. The findings give helpful data to the strategy producers, the human resource division of administration areas of India and to every one of the individuals who are worried about the life of youthful professionals. Also, the findings of the present examination can assume a focal job as arranged change endeavors are structured and did in the Hotel industry in the nation in the ongoing years.



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