

# An Investigation on the Empowerment of Employees and its Impact on Employee Productivity and Effectiveness

Harish K A, B Jeya Prabha

**Abstract:** *Traditional organizations and their structures had been mostly relied on policies and procedures with defined set of rules to influence the employee work and behavior. An employee who comply with rules and procedures produce acceptable and a predictable work, but the drawback encountered in this method was that was there wasn't any passivity in the employee. The traditional organization controls works through a hierarchy of management levels. This bureaucracy has a strong chain of command and controls decisions from the top to bottom Employee Empowerment is giving the rights to own the responsibility alongside authority with an autonomy of decision-making. An empowered organization is a good fit for unstable or rapidly evolving environmental and market conditions. The scope of moral awareness on employee empowerment looks reluctant in many organizations and is lacking importance, this lies a key factor in mounting more stress to the employees. The present study was aimed at studying the concepts of the term 'Empowerment' and its importance in today's workplace scenario, the association between work stress, psychological empowerment and work place satisfaction and the need to empower the employee to increase the system values of an organization.*

**Keywords:** *Employee Work Stress, Work Satisfaction, Employee Empowerment, Autonomy.*

## I.INTRODUCTION

Man power are the most incredible assets of an organization. They are the ones who drive the system by means of a defined set of policies, processes and procedures. The employees, through their developed skills, expertise, knowledge and abilities perform the task effectively and efficiently. Contrary to the above, such manpower resources are not properly utilized in many places and hence the need of the hour is to empower the employees.

Empowerment is defined as "the autonomy of giving and delegating the authority, responsibility and full ownership to an employee in matters pertaining to decision making and the power to take decisions at all circumstances thereby motivating and developing the morale of the employee and enabling to extract the abilities of the individual. Empowerment therefore rests on the thrust and belief the authorities have on the employee, it authorizes the employee with additional responsibility in running the system by empowering the employees to

act/react at all/any crucial conditions. Empowering the employee also stands high in motto by giving more authority, responsibility and the freedom to the employee in their everyday work that they perform, the employees are empowered with the freedom to take decisions by their own, the autonomy in which they handle transactions by their own and above all, they owe the responsibility for the outcome. This results in a positive output where such empowered employees understand the vision and mission of the organization and ensure that they succeed and attain the goals of the organization with their full efforts and thus drive the organization towards the positive road to success, leading to increase in productivity, increase in profits, retention of employees and overall a peaceful and a very successful employer-employee relationship in the work place.

Empowerment has been a key factor and vital in increasing the productivity of an employee which results in increase of profits to any organization. Institutions/Organizations which do not empower its employees haven't succeeded in the long run and thus the study of Empowerment of Employees plays a major role in an industry or an institution scenario.

Self Empowerment enables a person to envision and create what they really want in life. It means to control one's self-life and fortunes. It circumscribes with a wide range of reticulate and inter-associated factors. Self-empowerment gives a person a stage of transparency to understand between the factor that is mandatory to understand in life and what has to be discarded in life. The results of the same will have an effect of clarity that will tend a person to be naturally self-capable and independent to take decisions being in line and in accord with which he/she wants their life to be driven.

When a person decides to be self-empowered, loving and caring, the pleasantness, peacefulness and bonded happiness that the person desire will start to attract the very people nearby and around us, the events and milestones that re-enforce the person's empowered life. When a person understands that he can control what happens to him and to his life, it will drive him to the next higher level of self-determination and domination of his life and the path that he choose to set for himself. The learning to empower oneself would set and certainly would constitute a balance in one's life.

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**Harish K A**, Research Scholar, Department of Management Studies, Vel Tech High Tech Dr. Rangarajan Dr. Sakunthala Engineering College, Avadi, Chennai – 600062, Tamil Nadu, India

**B JeyaPrabha**, Professor, School of Management, Vel Tech Dr.RR Dr.SR University, Avadi, Chennai – 600062, Tamil Nadu, India



**II. SIGNIFICANCE OF THE STUDY**

**Employee Empowerment and Employee Effectiveness**

The most challenging task of today's higher authorities is to hunt employee effectiveness (Day, 2001; O'Toole, 2001; Wright, 2007).

Amagoh (2009) in his research revealed that additional studies need to be made to understand the necessities and develop the internal competencies of the members to gain additional output with added performance.

It is a well known fact that a successful leader motivates and ensures that his employees feel competent. They also take care of the interests of others with due consideration (Kouzes and Posner, 2002). Goodly (2008) in his research study identified that developing and empowering others are the key leadership development factors. McCauley and Van Velsor, 2004 in their study described a leader one who develops others in all true senses is one of the social skill of a leader.

Empowering the subordinates' is an ability of the leader which confines to the democratic style of the leadership allowing the subordinates to function by their own by giving the autonomy in authority, responsibility and decision making. (Kouzes and Posner, 2002).

Empowering employees is the key for the development of subordinates, permitting them to perform through their innovative thinking amidst the risk of making mistakes (Page and Wong, 2000). Empowering others to act, will lead followers to do a better job, and will aware them about

**III. STATEMENT OF THE PROBLEM - RESEARCH GAP**

There have been numerous studies made on employee job stress and job satisfaction, employee performance and

employee-employer relationship. Many studies has been analyzed on factors such as long work hours, poor salary and heavy workload that induce stress amongst the employees in work places. There has been less studies that has thought in the opposite or the reverse direction. Even though studies on empowering the employees are available, it is felt that it is not given key importance to it. The concept of empowering techniques to the employees is one of the major mode to reduce stress amongst the employees, Empowering the employees increases the morale of the employees and leads to successful orientation for the employees at the work place. The study of employee empowerment and employee effectiveness becomes therefore necessary to adhere to professional workforce with sufficient knowledge and experience to use their resources efficiently. Thus the organisations can have better and more reliable interaction with other parts of the society, and therefore meeting the society's needs. Consequently, this study helps the organizations to be more useful and efficient. Today, many organisations have started thinking about the implementation of empowering the employees to cater to the task of retention of employees which adds to the cost factor. The research studies in these areas have proved that such form of the leadership has worked successful in many organisations and is started moving forward,

**IV.OBJECTIVES**

The present study was aimed at studying the concepts of the term' Empowerment' and its importance in today's workplace scenario, the affinity and association between work stress, psychological empowerment and work place satisfaction and the need to empower the employee to increase the system values of an organization.

**V.DATA ANALYSIS AND INTREPRETATIONS**

**Table. 1 Detailed Information of the target audience (N=300) are as follows**

Sno	Parameter	Target Audience	Sample size	Percent
1	School	Government	150	50
		Private	150	50
2	Designation	PRT	100	33
		TGT	100	33
		PGT	100	33
3	Gender	Male	175	58
		Female	125	42
4	Age	Below 30	50	17
		30-39	125	42
		40-49	100	33
		Above 50	25	8
5	Marital Status	Married	225	75
		Unmarried	75	25
6	Qualification	Bachelor	50	17
		Master	225	75
		PhD	25	8

**Analytical Results**

T-test is conducted to find if there is any significant difference between the satisfaction level of male and female teachers amongst the government and the private schools. If

the value is found to be greater than 0.05, it would imply that there is no significant difference between the satisfaction level of male and female teachers



amongst the government and the private schools. This test is conducted primarily to study and reveal if there is difference in the

satisfaction level of male and female teachers amongst the government and the private schools.

**Table. 1.2 Overall Level of Teachers Job Satisfaction (N=300)**

Sno	Parameters of Performance	Mean	Standard Deviation
1	Work Satisfaction	4.47	0.59
2	Interesting & Challenging Work	4.43	0.692
3	Job Satisfaction	4.31	0.873
4	Working hours	4.21	0.980
5	Development of employee	3.94	0.881
6	Training	3.84	1.016
7	Scope for skill development	3.9	1.021
8	Promotion by norms	3.23	1.33
9	Salary as per norms	3.81	1.02
10	Rewards as per norms	3.84	0.922
11	Authority & Responsibilities	4.47	0.751
12	Involvement in the work & school	3.81	0.991
13	Involved in decision making	3.72	0.93
14	Respect by colleagues	4.37	0.71
15	Utilisation of individual skills	4.11	0.76
16	Opportunity for career development	3.84	0.81
17	Satisfied with the success	3.91	0.88
	<b>TOTAL</b>	<b>68.21</b>	<b>15.16</b>

Table 1.2 indicates that the Mean and Standard Deviation of teachers.

**Analytical Results**

As the mean score is greater than 3, it implies positive response. From the above table, it is clear that the teachers have highest significant level regarding the statement they enjoy their work (Mean=4.47, S.D=0.873). The results also

further reveal that overall satisfaction of teachers is high as the mean value pertaining to all the factors is greater than 3. The table further reveals that the overall mean value for job satisfaction of teachers is 68.21 with a standard deviation of 15.16 which indicates that the satisfaction level of majority of the teachers is on the higher and at satisfactory zone.

**Table. 1.3 Outcome of the difference between Mean score of various dimensions of job satisfaction for male vs female teachers**

Sno	Parameters of Performance	Male (N=300)		Female (N=300)		Significance value of t-test
		Mean	S.D	Mean	S.D	
1	Work Satisfaction	4.54	0.636	4.45	0.57	0.245
2	Interesting & Challenging Work	4.51	0.761	4.39	0.65	0.61
3	Job Satisfaction	4.47	0.929	4.22	0.76	0.32
4	Working hours	4.21	1.08	4.13	0.82	0.751
5	Development of employee	4.1	0.798	3.91	0.91	0.432
6	Training	3.77	1.13	3.83	0.9	0.89
7	Scope for skill development	3.66	1.19	3.9	0.84	0.29
8	Promotion by norms	3.23	1.326	3.27	1.32	0.77
9	Salary as per norms	3.89	0.786	3.76	1.2	0.51
10	Rewards as per norms	4.11	0.929	3.65	0.91	0.07
11	Authority & Responsibilities	4.23	0.939	4.62	0.51	0.012
12	Involvement in the work & school	3.79	1.1	3.89	0.87	0.91
13	Involved in decision making	3.77	1.0	3.61	0.89	0.41
14	Respect by colleagues	4.33	0.777	4.36	0.59	0.591
15	Utilisation of individual skills	3.93	0.823	4.09	0.69	0.62
16	Opportunity for career development	3.82	0.856	3.76	0.67	0.72
17	Satisfied with the success	3.91	0.898	3.95	0.77	0.887

**Analytical Results**

From the above table, it is clear that the level of job satisfaction of the female



teachers is very low compared to the level job satisfaction of the male teachers. Factors such as Working hours, further advancement, salary, rewards have been high for male teachers and very low for the

female teachers. Apart from these factors, the satisfaction level of female teachers is found to be satisfactory for the rest of the parameters as seen in the above table. Further, from the table is clearly revealed that there is no significant difference in the satisfaction level of male & female teachers as the value of t-test is found to be greater than 0.05 in all the cases.

### Findings

The present study was aimed at analyzing the association between work stress, psychological empowerment and work satisfaction amongst the teaching fraternity. The results were evident that statistically there seem to be a significant difference amongst the fraternity in work related stressors, psychological empowerment, and less satisfaction in work role between the respondents of a set of varied age groups.

The results had set a way to implement changes erotically in the various dimensions such as the working environment conditions in terms of enactment of participative style of management wherein the employee is given the full autonomy in all decision making processes. The need of the hour has clearly set aside the top brass management to realize that job stress prevention mechanisms should be put in place for a better future. It acts as a continuous process, never ending and the flow keeps always constant.

The findings of the study clearly portrays that a win-win scenario is to be adopted wherein both the superior and the subordinate must go hand to hand with each other in all decision making processes and create a healthy atmosphere which would only benefit the organization in the longer run in term of employee retention, employee productivity which would ultimately result in an increase in profits to the organization.

## VI.CONCLUSION

A participative or a democratic leader has always been a successful leader in the past, history states that the best leaders have proved themselves to be the best through their attitude, their moral values with which the trust of confidence and self-worth of oneself is built and well known to the people surrounded which carries down to the territory.

The ability to segregate is the intensity of utilizing the higher acumen. It is simply the craft of counseling the most to comprehend the learning of truth and lie, good and bad, reality and figment, do's and don'ts, advantage and misfortune. This leads a person to discern accurately, it is the intensity of lucidity, seeing things in different verticals and observing things at various angles. It is tied in with believing our most elevated selves even despite restricting sentiments. The ability to choose empowers an individual to pick reality and to remain in that fact. It is naturally associated with the Power to Discriminate. The power to accommodate is that the ability to just accept an individual, a scenario or an occasion as what it's. This energy makes a leader to modify and trade any negative situations into opportunities without developing conflicts. The power to tolerate offers a frontrunner the potential to remain in peace

and happy even supposing they faces insults, criticisms or anger. It brings the utmost profit once applied amorously, mercy and compassion. The power to cooperate and collaborate is that the fruits of all powers. It needs the leader to be free from ego, jealousy, attachment, lust, anger, greed. They should be stressed-free from anything that would impede them from being an instrument for a task.

Self-empowerment is to keep control of oneself in his own life. A person who is self-empowered always carries the power of himself and never lets go out of oneself. The major attributes of self-empowerment are peace, integrity and self-confidence. It creates a transition and transforms the life of an individual from a dark, monotonous, unstimulated, subdued, lusterless life to a stress-free, blissful, delighted and a meaningful life.

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