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## Employee Empowerment and Organizational Development: A Research Review

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### **Abstract:**

*Empowerment of employee is a key factor for progress of any organization. Employee empowerment is a systematic process by which organization make employees capable to take right decisions and self-sufficient. Because of empowered employees, top management get good time to work for future strategies, and developmental work for the organization. Empowering is also another way to investing in organizational workforce. Training, having right mix of information, rewards, good communication and right feedback are the tools of empowerment. The present research review is related with most recent researchpapers which help to clarify how employee empowerment tools are effective to increase efficiency of employees.*

**Keywords:** *employee, progress, organization. , management, efficiency*

### **Introduction:**

Empowerment of employee is a key factor for progress of any organization. Employee empowerment is a systematic process by which organization make employees capable to take right decisions and self-sufficient. Because of empowered employees, top management get good time to work for future strategies, and developmental work for the organization. Empowering is also another way to investing in organizational workforce. Training, having right mix of information, rewards, good communication and right feedback are the tools of empowerment. The present research review is related with most recent researchpapers which help to clarify how employee empowerment tools

are effective to increase efficiency of employees.

**Iman (2020)** studied on how employee empowerment effects on risk management of bank. Hefocused on the most talented and highly skilled human resource and their role in carrying the risks facing by banking sector. In this study he found that improving education and raising level of training with supporting development of individual skill development is necessary for productive human capital to overcome the risks which are facing by the banking sector. He also highlighted that participative management system helps to effective decision making which is important for desired outcome and it is important to provide right training to the managers which helps them to build self-esteem and more efficiency so that bank can delegatesome powers to staff. It is very important to the banks to make qualified and highly skilled managers to overcome risk in banking sector.

**Minh (2020)** studied and have literature review on the topic empowerment of employee and empowering leadership. In this study he explained that, empowerment enables employees to show creativity, get job satisfaction, remain committed to the organization, it resulted in to customer satisfaction and business growth. It focuses on participative decision making and motivation. He also mentioned that organizations can allow free flow of information to employees regarding critical thinking, methodology details and basic leadership. Reward system creates innovativeness and improve work competitiveness in employees. He observed that, there is significant relationship between employee empowerment and their performance. And He also suggested that leadership should run empowerment strategies for employees. Thestudy concluded that managers need to adopt a systemic approach towards employee empowerment and leaders should provide to the employees authority, knowledge, and right mix of information and recognize them for good performance, they can boost employee's confidence by adopting participative management.

**Zafer (2019)** studied on how employee empowerment and engagement affects when it works on fulfilling organizational and employees personal goals. The study was conducted at LPG Cyprus Company. The study focused on how employees treatment and their thinking about empowerment system of the organization. The study also focused on identifying loopholes inempowerment system and provided solutions to recover it. In this study he found that some ofemployees in departments who are in higher positions can't relate to their passion to the workand most of the employees are fearful and under confidence and tries to avoid to take initiativesin work, so that there is need to train them for problem solving and build policies for empowerment. With this process worker should feel that he is valuable part of organization and will get sense of achievement so that he can feel encouraged to become innovative and creative. He take initiative help to product development process. He recommends that effective communication is one of the key factor to empower employees. Organization should build better communication strategies vertically and horizontally,

proper information and feedback through communication can increase employee's efficiency level. Involve employees in new projects and run the project till completion, clarify targets and announce the rewards and appreciation to extraordinary task, so that they can become capable and accountable rather than just assigning work. They also suggest about teamwork and reward system.

**Emmanuel, Deborah (2019)** studied on effects of empowerment on job performance of employees, the main objective of this study was to understand the relationship between empowerment of employees and their job performance. The study mentioned that to sustain in the competitive world and changing business environment, organization have to use employee empowerment strategies as key tools. The study found that the employees, who have high sense of confidence and empowerment in their task, can perform their work responsibility in more efficient way. Empowering employees results in enhancing competitive advantage in market for the organization, so as managers always encouraged to introduce employee empowerment program at their organization. In the study it is concluded that empowered employees are in position to react and respond quickly to the changing market conditions and make suitable and profitable decision, which help to take advantage of competitive market, therefore, managers should be encouraged to implement the employee empowerment strategies.

**Shalini, Purnima (2018)** have studied on employee empowerment measure in Indian work system. The main objective of this study was to build scale for employee empowerment in Indian context. The study explained two perspectives of empowerment i.e. Motivational or psychological empowerment and second one is structural empowerment. In structural empowerment scaling the study focused on four components viz. control, seamless communication, support and intrinsic motivation and they compared with 19 perspective involved questions. In the study it is concluded that empowering employees leads to better engagement and less turnover intentions. They also suggested that for empowering employee's information sharing and its access can play most important role. When employees are well equipped with handful information and autonomy and they know what to do, how to do and when to do it, they can achieve success. However it requires the quality training. At the end the study concluded that if employees cannot handle new tasks, empowerment fails. Therefore before initiating any empowerment task, organization should completely recognize competence level of the employees.

**Mustafa, Abdul (2017)** studied on role of employee empowerment in organizational performance. The objective of this study is to review various studies related to the total quality management, employee empowerment and organizational performance. The study found that employee empowerment has significant positive effect on their working and service quality, job performance and satisfaction level. It plays an important role in successful implementation of the total

quality management. Empowered employees work efficiently and contributes for the continuous development in various project of the management. The study concluded that, empowerment have positive role in performance of employees and organizational functions. They also concluded that empowerment culture improves total quality management practises and enhance the performance of employees.

**Sumit (2017)** studied on how employee empowerment related with visioning effectiveness. The main objectives of the study is to examine impact or relationship of empowerment practises on visioning effectiveness, what employees think about importance and effectiveness of employees empowerment practices. He reviewed various literatures related to employee empowerment and visioning effectiveness. The study includes demographic effects of employee empowerment on organizational visioning effectiveness and also considered four components of empowerment i.e. participation in decision making, perception of immediate supervisor, perception of higher management, management change and how they effect on visioning effectiveness i.e. creating, communicating vision, committing people to the vision, concentrating the vision, change management, satisfaction of people and culture building. It isfound in the study that, there is positive relation with people. Participative decision making helps in creating the vision so that employee empowerment has positive relationship with visioning effectiveness. The study suggested that to involve female employees in organizational decision making process and suggested that have a proper system for participation of employees so that employees can achieve vision. Organization should understand needs and capacities of employees, train them for particular task and then get them involved in decision making, and effective vision achievement plan.

Study	Data Source	Techniques of Analysis	Findings
Imran (2020)	Survey of 320 Bank employees in eastern part of Libya	Correlation, Multiple Regression, group variance, Multiple Comparisons	Empowerment dimensions have positive relationship with effective risk management. Training, teamwork, incentives, participative work culture and sharing of authority plays important role in effective risk management.
Minh (2020)	Literature Review	Review	Autonomy, providing proper information, and participative work culture are most focused strategies implemented by Empowering organizations.

Jafer (2019)	Interview of 7 managers & 29 employees of LPG Cyprus Company	transcribing of data, coding of collected data and the Generalization of the data (Cope, 2014).	Empowerment enhances employee's creativity. Employee empowerment culture helps to resolve issues quickly becomes a part of worker's professional conduct, So that it directly help in improving the quality of customer service. It resulted in Empowering employees which leads to improving the quality of customer service
Emmanuel, Deborah. (2019)	332 employees from 5 Public Sector Institutions of Ghana	Cornbrash's Alpha mean, Simple regression.	Empowerment works as a motivational technique, It enable employees to make quick decisions and respond quickly to any changes. By empowering employees organization can enjoy improved performance and enhance its competitive advantage.
Shalini, Purnima (2018)	Semi structured questions from 46 employees through personal interviews and focus group discussions.	exploratory factor analysis and confirmatory factor analysis, Delphi technique and focus group interviews,	Empowering employees provides better work engagement, higher motivation, increased commitment and decreased turnover intentions. Empowered employees are able to make value for the business and customers.
Mustafa, Abdul (2017)	Literature Review	Review	Employee empowerment have positive role in organization performance, functions and outcomes. As well as employee empowerment plays crucial function in the context of Total Quality Management system application in organization.
Sumit (2017)	Questionnaire Survey of 596 Respondents working in manufacturing, banking, IT and hospitality sector	Descriptive Cronbach alpha, t-test, ANOVA, exploratory factor analysis, confirmatory factor analysis.	Employee empowerment practices are used to bring radical changes like workplace commitment, satisfaction, achievement of organisational goal and autonomy in organisations. Employees are involved in decision making process at workplace and have access to information for making good decisions. Top management have considerable impact in establishing an empowering culture by providing support and access of resources to employees.

**Conclusion:**

Having study on literature review, researcher noted that, for proper decision making and risk

management, employee empowerment plays vital role. Employees cannot be empowered until they have sufficient knowledge and skill of work. Participative management and raising level of training helps organization to achieve desired outcome. Offering incentives, rewards, having good words, appreciation helps to motivate employees to think positively. Empowering is also another way to invest in organizational workforce, it helps the organization in various ways after some time. It resulted in to reducing breakages, direct and indirect cost savings in service and production, reducing employee turnover, adopting new technology easily, and effective use of assets. It results in increasing profit and healthy work environment. With all these, if organization builds good communication and feedback vertically and horizontally with employees, It results in increased employee's work efficiency. The empowered employees are in a position that they respond to a changing market quickly and handle fairly. They are capable to survive and respond in VUCA (volatility, uncertainty, complexity and ambiguity) world. Having right monetary return of work improves employee's satisfaction level and it improves work efficiency. Success and goodwill of organization depends on customer satisfaction. Empowered employees can fulfill customer's demands. In nutshell Training, having right mix of information, rewards, good communication and right feedback are the tools of empowerment. And implementing these empowerment tools in proper system will increase employees work efficiency and becoming successful organization.

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