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A Study on Employee Empowerment and Its Impact on Organisational Performance in Rawbin Industries Private Limited at Coimbatore

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ABSTRACT
Employee empowerment is frequently used by business academicians and managers on business activities. It refers to employees being more proactive and self-sufficient in assisting an organization to achieve its goals. The term became prominent as part of the total quality management, although its roots are in issues raised earlier under the heading ―employee involvement or employee participation. The purpose is not only to ensure that effective decisions are made by the right employees but to provide a mechanism by which responsibility for those decisions is vested in individuals and teams. Responsible decision-making requires that employees have access to managerial level knowledge and information about the enterprise, as well as to opportunities to learn new skills that will enable them to interpret and use the information. Such information may, however, involve technical, economic, or interpersonal and organizational aspects of the firm that many employees will be unprepared by their previous education, training, and work experience to understand and make use of. A democratic workplace will need to provide for the on-going education and training of employees not only in relation to their immediate work tasks but also for their broader role in participating in the management of complex enterprises.
Keywords: employee empowerment, organizational effectiveness

I. Introduction Of The Study

Employee empowerment is a process of giving authority to the employees to make necessary important decisions on their own about their day to day activities. Empowered employees are expected to perform their work more effectively and efficiently than non-empowered employees.

Employee Empowerment has received recognition in management circles because it is one of the fundamental elements of managerial and organizational effectiveness that increase when power and control are shared in the organization. Today, more than seventy percent of organizations have adopted some kind of empowerment initiative at least for a part of their workforce. In the last decade, empowerment has become particularly important for services, aiming to control or enhance service quality and customer satisfaction at the point of service production.

- Empowerment is the level of responsibility and authority given to an employee
- By empowerment, the employees are motivated and enthusiast to utilize their skills, abilities and creativity by accepting accountability for their work
- Empowerment occurs when employees are well trained , provided with all the appropriate and relevant information and the best possible tools, fully involved in key decisions, and are fairly rewarded
- Empowerment involve managers and employees working together to create specific goals and expectations within agreed-upon boundaries.

1.1 NEED OF THE STUDY

This study evaluates the impact of Employee empowerment on Organisational performance and determines to what extent it is successful in both local and foreign organizations. It will be useful for Indian working environment for those multinational firms too. This study tries to make the Employee leaders and top management realize the importance of Employee empowerment as a means enhancing performance. It is hoped that business corporate companies at the corporate level will take advantage of this research and will apply this approach for Employees. This study suggests that organizations following the Employee

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empowerment approach can gain advantages. Employee empowerment can enhance both quantity and quality of Employees work.

1.2 STATEMENT OF THE PROBLEM

Human resource is one of the most critical capital to any organization be it labour or capital intensive. The physical resources such as land, machinery and finance require competent human resources for them to operate effectively and efficiently. Thus, development and success of any organization requires involvement of all its employees as they pursue organizational objectives. Efficient use of the human resources to enable achieve business success has given rise to employee empowerment and job satisfaction. Most Organizations put employee empowerment programmes in place with aim of creating the link between empowerment and job satisfaction. Organizations implement employee empowerment practices with the aim of overcoming work dissatisfaction and enhance employee commitment. Job satisfaction is the backbone for workers productivity in any organisation because it leads to reduced employee turnover, increase employee commitment and decreased absenteeism

1.3 OBJECTIVES OF THE STUDY

The main objective of this study focuses on effect of employee empowerment on the performance of Rawbin industries in Coimbatore. The study has the following specific objectives to:

- To determine the effect of training on productivity in the selected manufacturing organisations in Coimbatore
- To ascertain the nature of the relationship between proper employee compensation and employee performance
- To determine the extent at which employee involvement in decision making influence employee commitment
- To examine the relationship between empowerment dimensions (meaning, competence, self-determination and impact and job satisfaction of employees

1.4 SCOPE OF THE STUDY

The study was conducted at the Rawbin industries in Coimbatore. The assumptions made on this study are that, employee empowerment has a positive impact on quality improvement, employee satisfaction and organizational effectiveness. It is also assumed that poor quality cost due to high defects leads to poor organizational performance. The outcomes of this examination will give management information that can be utilized to recognize change openings, streamline the viability of change endeavors and measure the advance that is being made by the change procedure

1.5 LIMITATIONS OF THE STUDY

- The study is limited to only a sample of 130.
- Employees hesitate to express their problems about the employee empowerment system as they feel that performance appraisal system is a management issue and is not ready to give opinion against management is the biggest limitation for the study.
- Most of the employees are overload with work and don't find time to spend in filling up the questionnaire.
- Due to lack of time interview schedules could not be used to collect data.

II. Review of Literature

SaiNudurupati (2022) there has been a lot of research focused on team work measurement in general. In the last few decades a number of successful studies were reported in implementing team work measurement. However, very few studies were reported on team work measurement in businesses operating in industry. Hence the objective of this paper is to implement team work measurement in a business operating in the sector using action research.

(**Bari, Fanchen, & Baloch, 2022**) found that there was a meaningful relationship between staff empowerment and job satisfaction in the research on automatic industry. There are many factors of job dissatisfaction such as absenteeism, complaints, demotivation, high turnover, delay etc. Also there are also numerous factors that determine the level of job satisfaction of employees, financial advantages and benefits, career development and promotion, working environment, managers and colleagues.

Rebecca A. Thacker' (2023) Relying on the concept of commitment bonds proposed by), the model presented herein suggests that, due to changes in the union's power status, pro-union employees will have to re-calculate their cognitive equations of reciprocity with the union and organization when the union is decertified, or right-to-work legislation is passed, or pro-union employees are unsuccessful in winning a union certification election. The model suggests that exchange ideology will mediate the relationship between felt obligation and commitment bond to explain how employees' relationships to the union

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and organization change as a union's power status declines

III. Research Methodology

Research Methodology is a systematic way to solve a research problem; It includes various steps that are generally adopted by a researcher in studying the problem along with the logic behind them.

3.1 RESEARCH DESIGN

"A Research Design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with the economy in procedure".

3.2 SAMPLING METHOD

POPULATION

The aggregate elementary units in the survey are referred to as the population. Here it covers the entire employees of Rawbinindustries at Coimbatore.

SAMPLE SIZE

The study based only on the employee engage. Total number of sample taken for the study is 130 respondents.

SAMPLING UNIT

Sampling unit is in Coimbatore.

SAMPLE DESIGN:

Convenience sampling techniques were used for the study.

3.3 METHOD OF COLLECTION

Primary data

Primary data are the original data derived from your research endeavours. Secondary data are data derived from your primary data. Often, the distinction between primary and secondary data may be less than clear. In conducting research, you will collect and create both types of research data.

Secondary data:

Secondary data means the data that are already available. Generally speaking secondary data is collected by some organizations or agencies which have already been processed when the researcher utilizes secondary data; the process of secondary data collection and analysis is called desk research.

3.4 STATISTICAL TOOLS USED

The commonly used statistical tools for analysis of collected data are:

- Simple Percentage analysis
- Correlation Analysis
- Chi-square analysis
- Anova analysis

IV. Data Analysis and Interpretation

4.1 CHI-SQUARE ANALYSIS

NULL HYPOTHESIS

H_O: There is no significance relationship between experience and build for the effective productivity

ALTERNATIVE HYPOTHESIS

H_1: There is a significance relationship between Experience and Build for the effective productivity

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.773E2[a]	12	.000
Likelihood Ratio	195.412	12	.000
Linear-by-Linear Association	95.218	1	.000
N of Valid Cases	130		

a. 9 cells (45.0%) have expected count less than 5. The minimum expected count is .59.

RESULT

Hence the value is less than 0.05, we accept null hypothesis and reject alternate hypothesis. So there is no significant difference between experience and build for the effective productivity.

4.2 CORRELATION

The table shows that the relationship between qualification and feedbacks /suggestions are considered

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Correlations

		Qualification	Feedbacks /suggestions are considered
Qualification	Pearson Correlation	1	.743**
	Sig. (2-tailed)		.000
	N	130	130
Feedbacks /suggestions are considered	Pearson Correlation	.743**	1
	Sig. (2-tailed)	.000	
	N	130	130

**. Correlation is significant at the 0.01 level (2-tailed).

RESULT

This is a positive correlation. There are relationships between qualification and feedbacks /suggestions are considered

4.3 ANOVA

NULL HYPOTHESIS

H0: There is no significant relationship between experience and constructive feedbacks

ALTERNATIVE HYPOTHESIS

H1: There is a significant relationship between experience and constructive feedbacks

ANOVA

Experience			Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)		87.480	4	21.870	82.026	.000
	Linear Term	Unweighted	31.628	1	31.628	118.625	.000
		Weighted	68.222	1	68.222	255.876	.000
		Deviation	19.257	3	6.419	24.076	.000
Within Groups			33.328	125	.267		
Total			120.808	129			

RESULT

From the above table it is observed that income and other source of income for which they need leave is (82.026) is lesser than the significance value (0.000). Hence, the Null hypothesis is rejected. Therefore, there is a significant relationship between experience and constructive feedbacks. Null hypothesis (H0) rejected the Alternative hypothesis (H1) accepted.

V. Findings, Suggestions and Conclusion

5.1 FINDINGS

1. Majority 73.8% of the respondents are male
2. Majority 58.5% of the respondents are diploma holder
3. Mostly 40.0% of the respondents are experienced in 0-5 years
4. Mostly 39.2% of the respondents are agree with required tools are effectively and efficiently
5. Mostly 31.5% of the respondents are neutral about coordinate with other departments and work.
6. Mostly 30.8% of the respondents are strongly agree with build for the effective productivity
7. Mostly 30.0% of the respondents are agree with authorized to handle the issues occurred
8. Mostly 37.7% of the respondents are agree about delegated/assigned according to possessed skills
9. Mostly 35.4% of the respondents are strongly agree with considered while delegating jobs
10. Mostly 31.5% of the respondents are strongly agree with feedbacks/suggestions are considered

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11. Mostly 49.2% of the respondents are agree with performance regularly by supervisors/managers
12. Mostly 30.0% of the respondents are neutral with skills required for doing job role
13. Mostly 37.7% of the respondents are agree with knowledgeable about performance expectations
14. Mostly 36.9% of the respondents are agree with work is recognized and appreciated
15. Majority 56.2% of the respondents are agree with constructive feedbacks.
16. Mostly 43.1% of the respondents are agree with organization provide proper training
17. Mostly 42.3% of the respondents are agree with understanding the job more clearly
18. Mostly 41.5% of the respondents are agree with counselling programs offered
19. Mostly 33.1% of the respondents are agree with enough to support mental health
20. Mostly 40.0% of the respondents are agree with appraisals made regularly
21. Mostly 38.5% of the respondents are agree with appraisals made effective
22. Mostly 46.9% of the respondents are agree with adequate information and knowledge
23. Mostly 36.2% of the respondents are agree with opportunities given to use variety of skills.
24. Mostly 37.7% of the respondents are agree with roles & responsibilities helping positively.
25. Mostly 39.2% of the respondents are agree for satisfied with the career growth
26. Mostly 31.5% of the respondents are very satisfied with the health benefits
27. Mostly 45.4% of the respondents are satisfied with compensated compared to current job market

5.2 SUGGESTIONS

- It is recommended that management pays attention to the work environment, as employees respond to their working conditions to be productive.
- It is highly advised that management reviews its process of performance evaluations and rewards.
- Conducting regular employee evaluations, support employees emotionally and cultivate an environment where staff can approach management with their needs.
- Employee advancement will help managers viably oversee, rouse and engage workers bringing about higher rates of worker maintenance.
- Top management should continue to communicate the purpose and direction of the organization to all employees, as it contributes to the monitoring of business performance.
- It is very important in every organization that all employees understand their roles and responsibilities and are provided with proper resources and a good working environment.
- This can be achieved through management commitment by ensuring that all employees understand how their activities impact on business performance.

5.3 CONCLUSION

Based on the conducted literature and the survey results, it has been proven that employee empowerment has a positive impact on quality improvement, customer satisfaction and organizational effectiveness. Although the results are showing a good response on employee empowerment level, it is very advisable for management to conduct organizational survey to collect data to be used to assess the level of employee empowerment. Due to the global competition, organizations use these surveys to enable them to discover approaches to spur their workers to satisfy their maximum capacity. This gives better outcomes as every employee's explanation behind working condition. Tending to every individual's needs in the association will make a profoundly energetic workforce the results of the research can also be used by management to come up with a strategy to improve organizational performance and productivity. Organizations depend on their customers, so employees need to understand current and future needs of the customer. The obvious analogy that can be drawn from the statements from the above is that, although average of improvement is good, management need to revisit the processes periodically to remain competitive in the market.

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