



A STUDY ON THE IMPACT OF EMPOWERMENT ON EMPLOYEE
PERFORMANCE

Prepared for:
PUAN NOR HAMIMAH BINTI HJ. HAMIDUN

Prepared by:
NURUL AFIQAH BINTI OTHMAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (PERAK)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY

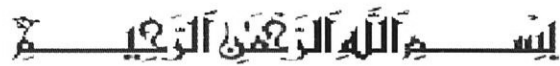
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ABSTRACT

The purpose of this study is to identify the relationship between empowerment and employee performance at the Division of Student Affairs, UiTM Perak that covered the four (4) independent variables such as meaningfulness, competence, self-determination and impact. The data was collected by using questionnaires that were distributed to the whole population of staff at the Division of Student Affairs, UiTM Perak which involved 75 numbers of people. The questionnaires were distributed personally towards the respondents and collected within two weeks after the questionnaires were distributed. The analysis data that were obtained from the questionnaire survey were processed through the Statistical Package for Social Science (SPSS) software.

The result shows that factors such as Meaningful, Self-Determination and Impact contributed to the job performance of the employee, while for Competence, it brings to no relationship. Based on the findings and analysis conducted and obtained by the researcher, several recommendations are suggested at the end of the report, which can be applied by the organization and the staff itself in order to increase the performance of the employees at the Division of Student Affairs, UiTM Perak such as; organize a scheduled skill enhancement program, give an empowerment to the employees, and give a clear instruction. Other than that, several recommendations for future references are also provided.

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Nurul Afiqah Binti Othman
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Faculty of Business Management
University Teknologi MARA

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CHAPTER 1

INTRODUCTION

BACKGROUND OF STUDY

Empowerment can be described in various dimensions. It has a wide scope of context and can be considered as an encouragement to the employees to participate in decision making that covered and will affect all the job duties. When the supervisor gives the authority and abilities to the employee and lets them to make any decision, it can increase the quality of employees and their job performance.

By sharing information and power with employees, they would take it as an advantage for them to improve the performance and solve the problem. Empowerment also can be described as put more responsibility and accountability to employees in term of authority, resources, skills and opportunity that will lead to working satisfaction and competency. Ongori, (2008) defines that empowerment is the cognitive model that includes choice, provide employee with real job enrichment and opportunities to have their voice heard, having real power for control and influence over work processes, which makes employees to be confident in discharging their duties.

Furthermore, it is essential to the organization because it can increase the level of customer satisfaction, especially when the organization trust their employees and let them to make the decision without need to refer to the top management approval.