

**A STUDY ON THE IMPACT OF EMPOWERMENT ON EMPLOYEE  
PERFORMANCE**

Prepared for:  
**PUAN NOR HAMIMAH BINTI HJ HAMIDUN**

Prepared by:  
**NUR AMALINA BT MUSTAFFA**  
**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (PERAK)**  
**FACULTY OF BUSINESS MANAGEMENT**

**JANUARY 2014**

## ABSTRACT

This study focus on the impact of empowerment on employee performance in *Bahagian Pembangunan & Pengurusan Fasilitiat* UiTM Perak. This research is undertaken to find out the relationship between empowerment and employee performance . It focus on four factors that could give impact to the performance. The factors are meaningful, competence, self determination and impact. This study also conducted to assist in enhancing the information and knowledge on employee empowerment among respondents. The findings of this study will provide additional knowledge to bridge the gap in relation to the existing information and employee empowerment among respondents.

Keywords : Empowerment, meaningful, competence, self determination, impact, employee performance

## ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Alhamdulillah, I would like to thank Allah s.w.t for giving me the health and strength to complete my academic project which research paper for the whole semester. It is impossible for me to complete the academic project with smoothly without blessing from Allah s.w.t.

Hereby I would like to thanks to my supervisor which is Puan Nor Hamimah binti Hamidun and Puan Norafiza binti Hardi and my research team by giving me the opportunity to gain an experience to do the research academy, it would be a great moment for a fresh graduate like me to have this wonderful experience. With their kind heart by teaching me with a lot passion about the research methodology.

Last but not least is my family and my research team for supporting me from behind and always encourage to perform better.

NUR AMALINA BT MUSTAFFA

2011215292

## Table of Content

### CHAPTER 1: INTRODUCTION

BACKGROUND OF THE STUDY .....	1
STATEMENT OF THE PROBLEM .....	2
RESEARCH OBJECTIVE .....	3
RESEARCH QUESTION.....	4
SIGNIFICANCE OF THE STUDY.....	4
LIMITITATION OF THE STUDY.....	5
DEFINITION OF TERMS .....	6
Empowerment.....	6
Dimension of Spreitzer's (1995) .....	7
Employee performance .....	8

### CHAPTER 2 : LITERATURE REVIEW

INTRODUCTION .....	9
DEFINITION OF EMPOWERMENT .....	9
MEANINGFULNESS .....	9
SELF DETERMINATION.....	10
IMPACT.....	11
COMPETENCE.....	13
THEORETICAL FRAMEWORK .....	15

### CHAPTER 3: METHODOLOGY

INTRODUCTION .....	16
RESEARCH DESIGN .....	16
SAMPLING FRAME .....	17
Population .....	17
Sample Size .....	17

## **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 of the employee and let them to make any decision, it can enhance the quality of employees and their job performance. By sharing information and power with an employee, they would take it as an advantage 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 employees with real job enrichment and opportunities to have their voice heard, having real power to control and influence over work processes, which makes employees to be confident in discharging their duties.