

A STUDY ON THE IMPACT OF EMPOWERMENT ON EMPLOYEE
PERFORMANCE

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ABSTRACT

The aim of the survey is to examine the impact of empowerment on employee performance by identifying if there any relationship between empowerment cognition and employee performance. The researcher has mentioned about the empowerment cognition such as meaningfulness, competence, self determination and impact as the independent variable. For the designed and methodology approached the researcher adapted the pass questionnaire from the Spreitzer (1995). 200 of the questionnaires has been distrusted to all respondents. This study has used the statistical sampling technique to determine the respondents for the survey. In order to achieve the objective of the study software package for statistical analysis has been used such as normality, reliability and Correlation to analyse the collected data. Next is, for the finding of the research the result has revealed that only for the competent recognition have the positive relationship, whereby meaningfulness, self determination and impact show the negative relationships to the employee performance.

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CHAPTER 1

INTRODUCTION

BACKGROUND OF STUDY

Empowerment can be described in various dimensions. It accepts a broad scope of context and can be taken as an encouragement to the employees to participate in decision making that covered and will involve 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 consider 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.

Furthermore, it is essential to the system because it can increase the level of customer satisfaction, especially when the organization trust their employees and allow them to make the decision without referring to the top management approval. Most of the organization practice participative management that enables the employee to give their opinion and participation in decision making, nevertheless the top management still controlled the process of decision making that would drive the system to deliver more competitive advantages.