

A Study on Employee Empowerment among selected IT companies with special reference to Coimbatore District

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ABSTRACT- Empowered employees have extreme confidence and self-determination. Tremendously confident is a persuading factor as it creates higher productivity and career fulfilment. Though, at times, too much confidence in an employee may result in haughty behaviour. Through this research, objective is to ascertain employee empowerment among chosen IT companies with special acknowledgment to Coimbatore district. This is an evident to comprehend the level of independence given to the workers to do their job in an efficient manner. The main need of the study is to acknowledge and understand whether the organisation beliefs and strategies are adaptable to the employees of the concern. This study will be applicable as a reference for the up to understand almost employees' empowerment research for in the medium. Primary data of 250 respondents has been taken from selected IT companies by using Convenience sampling method. The study found that there is a noteworthy connection between Educational Qualification and organization shares information with employees at all levels. The study suggested that Employees should be allowed to do almost anything to a high quality job. Employees are sometimes to be allowed to make changes on their job if it is necessary. Employees should be allowed to handle the problems sometimes without the permission from the higher authority based on the experience of the employee. Organization should make the employees feel to be more independent inside the organization. The department should accept the employees' feedbacks in order to make improvements.

Keywords: *Employee Empowerment, IT Companies*

I. INTRODUCTION

The term "Employee empowerment" according to stalwarts is defined as the "freedom and skill of an workers to crafter solution with respect to their precise work. As it motivates the workforce to seize the moment of initiative in solving organizational problems, empowerment could be an apt approach to enhance good enduring the relationship between the workers and clients.

Empowerment denotes a fact about the manager who shares his/her authority with a subordinate by permitting them to take part in decision making process, resource sharing, granting access to appropriate and crucial information. It results in positive advantages to employees in an organisation. It also drives the employee to yield additional inputs for the organization enhancement; as it boosts higher productivity, and equalizes both personal and professional lives.

Strengthening the workforce is the novel nuances followed by the organisations which bears the accountability for the

given tasks of people who knows from which corner the eminence arises. Some have an assumption employee force only work for financial gain. It could be a fact as some member of staff lack ability to be a linking force of the organisation. To make empowerment process a fruitful one, it is necessary that every organisation should let the employee have their independence in the job activity and feedback sections should be conducted.

Empowered employees have high degree of self-reliance and confidence. This kind of extra confidence is really good for the employees as it creates maximum productivity along with career contentment. Though, in a few instances, confidence beyond the limits could result in arrogant behaviour in an individual. Arrogant employees can become unruly and they don't take instruction well and they will be difficult to deal with. It is hard to work along with these people as the charges will be imposed on the employees and their productivity level may be decreased which result in dissatisfaction in their job.

1.1 STATEMENT OF THE PROBLEM

Empowered employees have extreme confidence and self-determination. Tremendously confident is a persuading factor as it creates higher productivity and career fulfilment. Though, at times, too much confidence in an employee may result in haughty behaviour. Pretentious employees are troublesome and they don't take orders well and can become unruly. Working in this type of work atmosphere take charge on the employees and they again become to sense discontent with their work and it decline the productivity. Through this research, objective is to ascertain employee empowerment among chosen IT companies with special acknowledgment to Coimbatore district. This is an evident to comprehend the level of independence given to the workers to do their job in an efficient manner.

1.3 OBJECTIVES OF THE STUDY

1. To study about the Employee Empowerment in IT companies related to Coimbatore district.
2. To examine the employees freedom towards empowerment in their organization.
3. To spot employees judgment on approach of organisation towards Empowerment.
4. To classify the employee involvement and superiors support and guidance within the company.
5. To know the reimbursement of authorized employees towards the organization.
6. To understand the methods to enhance the Employee Empowerment progressively.

1.4 NEED FOR THE STUDY

1. To acknowledge and understand whether the organisation beliefs and strategies are adaptable to the employees of the concern.
2. To identify employee participations and contentment in several processes of zeroing the decisions.
3. To trace the influencing result of training and thought-provoking techniques conducted by the management to empower the employees.

1.5 SCOPE OF THE STUDY

1. This study will be applicable as a reference for the up to understand almost employees' empowerment research for in the medium.
2. This study is applied to bring some modifications in for the employees training and development which is endowed with employees by the organisation.
3. This research work could be exerted for considering employees discernment by the organisation.
4. This investigation is beneficial to administration for understanding employee perception towards employee's empowerment.

II. RESEARCH METHODOLOGY

The current research demonstrates various stage of Study on Employee Empowerment among selected IT companies. The layers placed inside the questionnaire describes in examining the employees freedom, employees opinion and employees involvement towards empowerment in their organization. An effective progression has been established in an effective manner to Study on Employee Empowerment among selected IT companies.

DATA COLLECTION

Primary data of 250 respondents has been collected through field survey by using well defined questionnaire. The respondents chosen were of amalgamated parameters like different age group, gender, economical status, role of job, nuptial status, pay scale, career experiences etc.,. The secondary data has also been added by referring various employee empowerment data from the selected IT companies.

SAMPLE SIZE

Sample size of 250 respondents has been taken from the following companies by using Convenience sampling method.

III. DATA ANALYSIS

I. PERCENTAGE ANALYSIS

Table 1: Distribution of Samples based on Variables

| S.No. | Category | Subgroups | Number | % | Total |
|-------|---------------------------|-------------------|--------|------|-------|
| 1. | Age | Below 25year | 84 | 33.6 | 250 |
| | | 26-30 year | 110 | 44.0 | |
| | | 31-35 year | 56 | 22.4 | |
| 2. | Gender | Male | 135 | 54.0 | 250 |
| | | Female | 115 | 46.0 | |
| 3. | Marital Status | Married | 126 | 50.4 | 250 |
| | | Unmarried | 124 | 49.6 | |
| 4. | Educational Qualification | Diploma | 75 | 30.0 | 250 |
| | | Under graduate | 104 | 41.6 | |
| | | Post graduate | 71 | 28.4 | |
| 5. | Designation | Trainee | 24 | 9.6 | 250 |
| | | Software Engineer | 27 | 10.8 | |

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|----|--------------------|--------------------------|----|------|-----|
| | | Programmer Analyst | 40 | 16.0 | |
| | | Senior Software Engineer | 43 | 17.2 | |
| | | System Analyst | 36 | 14.4 | |
| | | Project Lead | 36 | 14.4 | |
| | | Project Manager | 24 | 9.6 | |
| | | Program Manager | 20 | 8.0 | |
| 6. | Monthly Income | Less than Rs.20000 | 34 | 13.6 | 250 |
| | | Rs.20001-Rs.30000 | 73 | 29.2 | |
| | | Rs.30001-Rs.40000 | 82 | 32.8 | |
| | | Rs.40001-Rs.50000 | 47 | 18.8 | |
| | | Above Rs.50000 | 14 | 5.6 | |
| 7. | Department | Development | 50 | 20.0 | 250 |
| | | Marketing | 96 | 38.4 | |
| | | Finance | 72 | 28.8 | |
| | | Human Resource | 32 | 12.8 | |
| 8. | Working Experience | Less than 1 year | 73 | 29.2 | 250 |
| | | 1-5 years | 83 | 33.2 | |
| | | 5-10 years | 63 | 25.2 | |
| | | 10-15 years | 16 | 6.4 | |
| | | Above 15 years | 15 | 6.0 | |

II. WEIGHTED AVERAGE SCORE

TABLE 2 : EMPLOYEES FREEDOM TOWARDS EMPOWERMENT IN THEIR ORGANIZATION

| FACTORS | Weighted average Score |
|---|------------------------|
| I have authority and support for completing the assigned tasks | 4.33 |
| My feedbacks are acceptable in the department in order to make improvements | 4.32 |
| I have rights to involve in decision making that affect my work | 4.41 |
| I can show their willing to try new jobs within the company | 4.32 |
| My contribution in setting the goals and objectives for the job is acceptable in the organization | 4.40 |
| I have the rights in access to the information in order to make good decisions | 4.34 |
| I have access to the supervisor's superiors when I need it | 4.36 |
| I have been allowed to do almost anything to do a high-quality job | 3.71 |
| I have been allowed to be creative when I dealt with problems at work | 4.35 |
| I have the authority to correct problems when it occurs | 4.40 |
| I do not have to go through a lot of red tape to change things | 4.34 |
| I have a lot of control over how I do my job | 4.32 |
| I do not need to get management's approval before I handle the problems | 4.27 |
| I can make changes on my job whenever I want | 4.26 |

TABLE 3: EMPLOYEES OPINION ABOUT THEIR ORGANISATION CONTRIBUTION TOWARDS EMPOWERMENT

| FACTORS | Weighted average Score |
|---|------------------------|
| The organization is willing to accept change | 4.32 |
| The organization inspires the employees to do their best work | 4.38 |
| The organization shares information with employees at all levels | 4.38 |
| The employees at my level receive the resources needed to do the job right | 4.23 |
| The organization values ideas and suggestions from my level | 4.28 |
| The organization understands my job enough to evaluate my performance | 4.18 |
| The organization is interested in training people at my level for advancement | 4.24 |

TABLE 4 : EMPLOYEES INVOLVEMENT AND SUPERIORS SUPPORT IN THE ORGANIZATON

| FACTORS | Weighted Average Score |
|--|------------------------|
| Managers encourage me to adjust to changing situations through innovation and creativity | 4.21 |
| I am willingly accept change | 4.19 |
| I am willing to take on new tasks as needed | 4.04 |
| I am willing to take the initiative to help other employees when the need arises | 4.06 |
| I am proactively identify future challenges and opportunities | 4.10 |
| I am here always keep going when the going gets tough | 4.12 |
| I am determined to give my best effort at work each day | 4.17 |
| I adapt quickly to difficult situations | 4.24 |
| When at work, I am completely focused on my job duties | 4.28 |
| My superior values my suggestions and requests | 4.19 |

| | |
|---|------|
| My superior encourages me to suggest ways to improve job quality | 4.19 |
| My superior encourages me to suggest ways to improve productivity | 4.14 |
| My superior encourages me to continually develop my job skills | 4.07 |
| My superior keeps me informed of job problems or concerns | 3.97 |
| My superior is concerned about my professional development | 3.99 |

TABLE 5 :BENEFITS OF EMPOWERED EMPLOYEES TOWARDS THE ORGANIZATION

| FACTORS | Weighted Average Score |
|--|------------------------|
| I am more accountable and have the authority to step up and take action | 3.94 |
| I can even be proactive and recognize when there are small issues that need to be solved | 3.86 |
| I feel valued and trusted tend to be more engaged. | 4.04 |
| I recognize that my decisions are contributing to the organization's success and consequently showing more about my work | 4.12 |
| I can resolve issues immediately - eliminating the need for repetition and waiting | 4.15 |
| I can tend to be more engaged, more proactive, more attentive to customers | 4.26 |
| I agreed to my organization's culture and recognize my role as brand ambassadors | 4.16 |

III. GARETT RANKING METHOD

TABLE 6 : GARRET RANKING TOWARDS FACTORS INFLUENCING THE EMPLOYEE EMPOWERMENT IN YOUR ORGANIZATION

| Factors | Average | Rank |
|--|---------|------|
| Individual Consideration | 22.68 | 1 |
| Knowledge Management support | 22.00 | 2 |
| Enthused Motivation | 21.08 | 5 |
| Viability Empowering | 21.23 | 4 |
| Execution based reward framework | 20.90 | 6 |
| Manager's help of utilizing thoughts | 21.46 | 3 |
| The distribution of spare time to representatives | 16.89 | 12 |
| Powerful occupation structuring | 16.53 | 14 |
| Promoted multi-Skilling | 17.50 | 10 |
| Rapid innovation in work technologies | 17.82 | 9 |
| Encourage teamwork | 17.15 | 11 |
| Making employees independent | 16.69 | 13 |
| Replacing self-directed teams instead of hierarchies | 17.99 | 8 |
| Employees' participation in determining organization goals | 18.10 | 7 |

IV. FINDINGS

1. Among the 250 respondents, 44% are between '26 to 30 years' of age. Majority 54% are 'Male' and 50.4% are 'Married'. Nearly 41.6% of the respondents are 'Under Graduate'. 17.2% are 'Senior software engineer'. 32.8% respondents' monthly income is between 'Rs.30001 to Rs.40000'. Nearly 38.4% of the respondents are from 'Marketing' department and 33.2% of the respondents have working experience of between '1 to 5 years'.
2. The weighted average scores to examine the employees freedom towards empowerment in their organization are ranked from 'I have rights to involve in decision making that affect my work' stood at first and 'I have been allowed to do almost anything to do a high-quality job' stood at last.
3. The weighted average scores to identify the employees opinion about their organisation contribution towards empowerment are ranked from 'The organization inspires the employees to do their best work' and 'The organization shares information with employees at all levels' stood at first and 'The organization understands my job enough to evaluate my performance' stood at last.
4. The weighted average scores to identify the employees involvement and superiors support in the organization are ranked from 'When at work, I am completely focused on my job duties' stood at first and 'My superior keeps me informed of job problems or concerns' stood at last.
5. The weighted average scores to identify the employees involvement and superiors support in the organization are ranked from 'I can tend to be more engaged, more proactive, more attentive to customers' stood at first and 'I can even be proactive and recognize when there are small issues that need to be solved' stood at last.
6. The garret ranking towards factors influencing the employee empowerment in your organization are ranked as 'Performance based bonus system' stood at first and 'Making employees independent' stood at fourteenth.
7. There is no noteworthy connection between age and goal setting & job objectives are acceptable in the organization.
8. There is no noteworthy connection between Gender and feedbacks are acceptable in the department in order to make improvements.
9. There is no noteworthy connection between Marital Status and adapt quickly to difficult situations
10. There is a noteworthy connection between Educational Qualification and organization shares information with employees at all levels.
11. There is no noteworthy connection between Designation and organization values ideas & suggestions from each employee level.

12. There is no noteworthy connection between Monthly income and tend to be more engaged, more proactive, more attentive to customers.
13. There is a noteworthy connection between Department and superior values suggestions & requests.
14. There is no noteworthy connection between Working Experience and authority to step up & take action.

V. SUGGESTIONS

Employees should be allowed to do almost anything to a high quality job. Employees are sometimes to be allowed to make changes on their job if it is necessary. Employees should be allowed to handle the problems sometimes without the permission from the higher authority based on the experience of the employee.

Employees are allowed to try new jobs within the company itself. Superior should concern about the employees' professional development. The organization should allow the employees to do new tasks based on their willingness if the future tasks will be helpful to the organization compared to the current task of the employee. Superior should give continuous encouragement to the employees to develop their job skills. The organization should motivate the employees to handle their tough situation at workplace. The decisions of the employees' should be welcomed by the organisation for company's success. Employees are allowed to resolve their issues immediately eliminating the need for repetition and waiting. Resources should be given to the employees at each level to do the right job. The organization should show interest in train the employees for their advancement. The organization values the employee's ideas and suggestions at their level. Performance evaluation of individual employee's job should be understood by the organization. The job problems or concerns should be informed to the employees always by the supervisor. Employees should be trained how to be proactive and recognize to sort out the small issues inside the organization. Organization should make the employees feel to be more independent inside the organization. The department should accept the employees' feedbacks in order to make improvements.

VI. CONCLUSION

Employee empowerment is a discussed idea for a long time. Empowerment is just not a verb; it is progressively a perspective and method for working. Amid the most recent two decades among the colossal ideas and methodologies, empowerment has obviously developed as a champ. Employee empowerment is a term that numerous managers and organizations think they see, however, few really do, and even less truly set in motion. Numerous in many organization managers feel that by enabling employees, they give up the obligation to lead and control the organization. For an organization to practice and cultivate employee empowerment, the administration must trust and speak with employees. Employee correspondence is one of

the most grounded indications of employee empowerment in an organization. The phase of demonetization brought about energetic changes in the Indian economy. The radical occupation weight and the disturbed clients were day horse for each bank employee. The IT organizations should join the five noteworthy empowerment procedures to think about sudden and unproclaim changes in the Indian economy. They are work self-sufficiency, correspondence, reward, preparing and improvement of sound organization culture. The IT organizations need to authorize productive employee empowerment methodologies for their survival over the long haul. Any adjustments in the economy have a prompt impact in the IT organizations which can be taken care of beneficially just by an engaged employee. In this manner, employee empowerment goes about as a virtual accomplice for the accomplishment of any organization later on. The study concluded that the level of independence given to employees considerably which motivates the processes of work completion in an efficient manner.

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