

EMPLOYEE EMPOWERMENT AND ITS RELATIONSHIP WITH JOB SATISFACTION: A STUDY OF SOME SELECTED SERVICE ORGANIZATION IN DEHRADUN

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Abstract

Employee empowerment is basically a management strategy that aims to give the employees the resources which are important to make confident decisions in workplace without any supervision. Job satisfaction is the most necessary factor for an organization since the employees working in an organization and its success depends upon how successful that employee is. A good organization will always focus upon two things: how satisfied their employees are; and, how to give them more satisfaction. Many studies have shown that empowering an employee gives a positive impact on the satisfaction level of an employee. The major purpose of this study is to determine the relationship and impact of employee empowerment with job satisfaction. Employee empowerment is a major tool for the retention of talent and organization success. Management use empowerment concept for the purpose of enabling rather than delegating. Data was collected through questionnaires among 100 respondents out of which 80 were selected for further study.

KEYWORDS: Employee empowerment, Job satisfaction

1. INTRODUCTION:

In this growing era every organization is focusing on attainment of competitive advantage so as to outshine their competitors. There are various elements that builds up those advantage, but human resource turns out to be the most important asset for any organization. They are the most strategic source for the organization.

Employee empowerment is a newly emerging management tool through which the goals and objectives of the business can be fulfilled. Employee empowerment is a way of encouraging employees for taking decisions without very less of interference from the higher level management and also their effectiveness is improved and they play a valuable part in the organization. Employee empowerment is a very important technique for increasing employees efficiency so that they contribute to the best of their abilities in achieving the overall organizational objectives. Employees being the most valuable part for any organization therefore they being satisfied from their jobs is a major concern for the organization. Empowerment offer employee with a sense of sovereignty, which increases employee job satisfaction and also It becomes more comfortable for employees to work because it develops self-confidence and sense of worth amongst them.

Empowerment process is successful only when employees are allowed to have independence and can give feedbacks within the organization. Employee empowerment increases the confidence and autonomy of an employee and thus creating job satisfaction and high level of productivity. Employee empowerment and job satisfaction has examined for years but there has growth due to increase in competition, technological changes and job dissatisfaction. Since job satisfaction is one of the most experimental concept therefore organizations should be continuously involved in it and must study that through which factors does an individual employee gets most satisfied. Employee empowerment is one of the factor which has a great impact on job satisfaction.

2. Relationship between Empowerment and Job Satisfaction:

Empowerment has now become an imperative for the organizations, especially for those who want to win external pressures with the help of their workforce support. Until the employees do not feel empowered they are not satisfied with their jobs. Empirical studies have depicted the empowerment as a significant predictor of job satisfaction. Employee Empowerment initiatives encourage employees to be more contented and satisfied with their work. Employee Empowerment have become more popular because of the relationship between empowerment, commitment, and job satisfaction. Empowerment programmes are intended to produce satisfied and committed employees. Empowering employee in problem solving and decision –making is one of the ways to help employees.

3. OBJECTIVE OF THE STUDY

- To find the relationship between Job Satisfaction and Employee Empowerment.

4. LITERATURE REVIEW AND HYPOTHESIS:

LITERATURE REVIEW

EE:

Ghani et al.(2009) defined that according to the past experience of empowerment in institutions of higher education have five important factors they are doorway to information, resources, learning and developing opportunity, trust, support of organization.

Ongori et al.(2008) kirwan(1995) stated that ample training must be given to employees before empowerment is implemented.

Bordin et al. (2007) defines in prediction of psychosomatic empowerment some factors play a major role these factors are participation of employee, social support from supervisor, information access & job security.

Dee and DeeYomer(2005) have founded that psychological empowerment is correlated to freedom, team building, commitment of organization & communication.

Bartunek & Spreitzer (2006) renowned that empowerment is brought into consideration to include methods that foster employee motivation and increased workplace efficiency.

Srivastva, Bartol and Locke (2006) in a socio-structural study defined empowerment as a power-sharing and relational event.

Sudarman(2004) defines that empowerment within the organization is to use initiative, responsibility & authority by an employee in finishing the work.

Relationship between EE and JS

Rana and Singh (2016) survey results indicated that employee empowerment had positive and significant relationship with job satisfaction in manufacturing industry. The results also confirm a significant difference between male and female employee empowerment and job satisfaction level, male employees were more satisfied with their jobs as compared to female employees.

Heather (2015) concluded that authentic leaders played an important role in creating empowering professional practice environments that fostered high-quality care and job satisfaction.

Elnagaand Imran (2014) based on descriptive study, developed three main guideline to create effective empowerment which led to a high degree of job satisfaction. And gave general guidelines for empowering Managers, delegation and participative leadership.

Saif and Saleh (2013) stated that employees in Jordanian private hospitals perceived themselves as highly empowered and experienced a high level of satisfaction. Their study also indicated that 56% of the variation in employee satisfaction resulted from the implementation of psychological empowerment.

Abadiand Chegini (2013) showed that empowerment and its dimensions that include access to information, reward systems, self-determination and competence, had a significant positive relationship with job satisfaction.

Swarnalathaand Sureshkrishna (2012) examined the management practices by introducing employee empowerment, teamwork, compensation, management leadership into a model to study job satisfaction.

Choong and Lau (2011) study results showed that empowerment and the four cognitions of empowerment: meaning, competence, self-determination and impact showed relationship with the job satisfaction.

HYPOTHESIS DEVELOPMENT

HYPOTHESIS 1:

H0: There is no significant impact between employee empowerment and job satisfaction.

H1=There is significant impact between employee empowerment and job satisfaction

4. RESEARCH METHODOLOGY

RESEARCH DESIGN:

The design of the research will be an exploratory research.

It will focus on collecting and analyzing data statistically.

Both open-ended and closed ended questions will be prepared.

DATA COLLECTION:

PRIMARY DATA:

The study is based on primary data such as personal Interview, schedule questionnaire.

The schedule questionnaire was constructed in three sections comprising;

Section I: Demographic information of respondent.

Section II: Information related to Employee Empowerment.

Section III: Information related to Job Satisfaction.

Questionnaire was answered with the help of Likert Scale, which helped in determining the percentage value of each parameter. A five point scale was used with one being Strongly Agree to Strongly Disagree.

SECONDARY DARA:

Secondary sources to collect the data are journals, books, internet, research papers and other E-database.

Sampling Design

Target population- The study of area is higher educational institute in Dehradun. The institutes covered were Alpine Institute of Aeronatics, BFiT Group of Institutions, Dev Bhoomi Institue of Technology, Beehive College of Engineering & Technology, Tulas Engineering Management College.

Sampling elements-The sampling elements for this study were gender, age, income level and working experience.

Sampling frame- A total of 5 higher educational institutions were taken to conduct the research and know the relationship between employee empowerment and job satisfaction.

Sampling size- Out of the targeted population taken from 5 higher educational institutions a total number of 100 questionnaires were prepared to conduct the test out of which 80 were selected for further study.

5. DATA ANALYSIS AND INTERPRETATION

HYPOTHESIS 1

Ho: There is no significant impact between employee empowerment and job satisfaction.

H1: There is significant impact between employee empowerment and job satisfaction

Correlations

		employee_empowerment	job_satisfaction
employee_empowerment	Pearson Correlation	1	.564**
	Sig. (2-tailed)		.000
	N	80	80
job_satisfaction	Pearson Correlation	.564**	1
	Sig. (2-tailed)	.000	
	N	80	80

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

INTERPRETATION- the above table shows that there is a positive impact of employee empowerment on job satisfaction. Since the value is 0.564 that is a positive value it means that the null hypothesis H0 is rejected which means that the alternative hypothesis is accepted. Therefore organization should focus on increasing employee empowerment which will enhance the job satisfaction of employees.

6. FINDINGS:

- Out of 80 respondents majority of respondents were from age group 20 years to 30 years.
- Out of 80 respondents, there were 53.75 of male respondents and 46.25 of female respondents which shows that there were more of male respondents.
- Majority of respondents were earning between Rs.20,000 to Rs.30,000.
- Majority of respondents were having work experience between 1 year to 5 year.
- Null hypothesis was assumed as there is no significant impact between employee empowerment and job satisfaction. Thus correlation was carried out to study the impact of employee empowerment and job satisfaction. It is observed that value of significance is .564 and is positive value. Thus the null hypothesis is rejected which indicates that there is a significant relationship between employee empowerment and job satisfaction.

7. RECOMMENDATIONS:

- Additional research is required since the measure of employee empowerment is experimental in nature therefore the consequences of this study is limited
- More variables of employee empowerment should be identified within educational institutions which will enhance the job satisfaction of faculties.
- Since the job satisfaction level of every employee is different therefore managers should focus on every individual workforce to understand his attributes and then act accordingly.
- Limited research has been done on the relationship between gender and job satisfaction of employees. Therefore further research should be done to find out whether or not gender affects the satisfaction level of individual.
- Job satisfaction can be enhanced and improved by creating the work environment that maximises the factors of employee empowerment

8. CONCLUSION:

Empowerment is termed in different ways by different people, but the basic matter remains giving the means for making important decisions and making those actions the right ones. When the process of employee empowerment is done right it will ultimately increase the productivity and better quality of work life. Employee empowerment is a concepts of job satisfaction, therefore it is important to empower employees so as to increase the job satisfaction. The main objective of this study was to investigate the relationship between employee empowerment and job satisfaction. A descriptive survey research strategy was adopted in which a sample of 80 employee sampled conveniently. correlation analysis was carried out through which it was founded that there was a positive relationship between employee empowerment and job satisfaction, and secondly. It can therefore be concluded that even in higher educational institutions empowerment of employee plays an important role in keeping employees motivated and satisfied from their jobs.

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