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## Employee Empowerment: Study on Influence of Organizational Factor

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### Abstract

*Today, jobs are dynamic and keep changing over the time. Employees need to prepare for these changes. The job analyst also gathers information on the tasks needs to be done plus the task that will be required in the future. Empowerment is one of the most effective techniques to increase employee productivity and optimal use of individual and group capacities and capabilities towards organizational objectives. The purpose of this paper is to study the influence of organizational factor (i.e. Training) of employee empowerment in Diotech India pvt.Ltd.. For accomplishing the objective of the study, a survey was conducted by preparing questionnaire. Both primary and secondary data were collected and employed. Related literatures were reviewed and descriptive research method was employed. Convenience sampling technique was adopted for selecting sample units from the population. A sample size of 100 respondents was selected for analysis purpose. Most of the respondents feel that the period allocated for the training program was not sufficient and employees expect the current training program to be handled with new techniques. Some of the employees feel that they need training in other areas.*

**Keywords:** Empowerment, Organizational factor, Descriptive analysis, Employee, Training.

### INTRODUCTION

Employees are the greatest asset in achieving business objectives. Many organizations believe that empowering employees ultimately leads to increased profitability. Degago (2014) explored that psychological empowerment affects employee's performance in small and medium enterprises. This study designated that employee empowerment is indispensable in this period of globalization to facilitate the organization to react rapidly to any changes in the atmosphere and take the benefit of employee performance. Results revealed that respect and assisting employees in their personal difficulties, nurturing their capability, letting them to choose options for meeting their wants, giving training, informing and concerning them in decision making and worthwhile fairly assists to empower in addition to augment their performance. It was concluded that empowered employees develop performance mainly by finding pioneering ways of correcting mistakes in production and service deliverance and redesigning work processes. In modern Industrial organization the need for training of employees is also widely recognized so as to keep the employees in touch with the new technological developments every company should follow a systematic training program for the growth and development of its employees. To get best from employees, it is essential that they be provided with appropriate training on all aspects of their work. Training is an excellent way for employees to learn new skills and knowledge and to reinforce good work practices. This can result in a change in workplace behavior. Measuring the effectiveness of training of worker's is of paramount importance to achieve the organizational goals and objectives. Therefore it has become very necessary for an organization to process effective training programs from the top level to bottom level of the organization to face competition and make the organization march towards its progress

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## NEED FOR THE STUDY

) Ever changing demands require the company to concentrate on its people who should be equipped to meet the increased demands and hence it is high time to focus the importance of training and development program. Proper identification of training needs and its effectiveness is very much important to bring out effective people to meet the challenging world.

) In the present industrial development training is inevitable for any organization for its survival and growth. Need for the study is to measure the effectiveness of training program. The present study is focused on the effectiveness of training program.

## OBJECTIVES

### Primary Objective

To study the effectiveness of the training program in Dietech India Pvt Limited

### Secondary Objectives

) To identify the training factor that is improved through training.

) To know the level of satisfaction among employees regarding the training.

## SCOPE OF THE STUDY

This study reveals the training program conducted in the company and measures the effectiveness of the training program and it helps to determine the awareness level of training among the employees. The responses are taken for analysis to arrive at the findings and suggestion which can be beneficial for the organization to increase the effectiveness of training program.

## Limitation

) This study is restricted to Dietech India Pvt Limited only, so the findings could not be generalized to other groups of the company.

) This study is based on the response / attitude of the employees and their opinion may change in the future.

) The study was conducted only with a sample size of 100 respondents.

## REVIEW OF LITERATURE

Environmental changes and increased global competition leads the employee empowerment has a main importance role in management Training can assist employees in adapting to new management initiatives such as employee empowerment. Specifically, training can assist by helping employees to understand management initiatives, and by educating and preparing them with the knowledge and skills they require (**Cunningham and Hyman, 1999; Pun, 2001**).

**Mathieu(2006)** maintain that empowerment of employees will not achieve its desired outcomes unless employees have the skills and abilities needed to handle the tasks and decisions at hand. Hence, the level of training is considered important in respect to providing employees with skills(teamwork, problem solving, communication and interpersonal) that facilitate employee empowerment.

**Dwivedi.R.S (1997)** describes that the training is a prerequisite to improved performance and preparing human resources for the job. In addition to training of new entrants manpower at all levels require refresh training from time to time to avoid personal obsolescence and improving its competence to hold higher position.

**K.P.Krishna Prasad (1981)** in his investigation study on managerial training has focused that there is relationship between training program attended and managerial skill and majority of the respondents accept that training has improved their quality of work and work output

## RESEARCH METHODOLOGY

Research Type : Descriptive method will be opted.

Sampling Technique: Convenient sampling technique will be used.

Sampling Size : 100 Respondents.

Data Collection : Questionnaire, Interview & Observation of/with employees who have attended/identified for Training Program.

Secondary Data : Past records of the Company, Books, Journals, Websites..

Statistical Tools : Chi-square test, Percentage Method.

Data Presentation : Tables & Charts

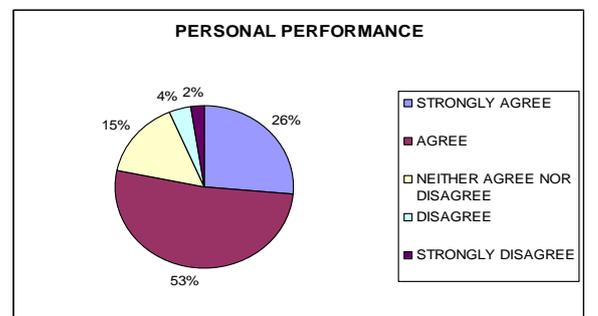
Scope of Survey : within Chennai City

### DATA ANALYSIS: Table 1(General information)

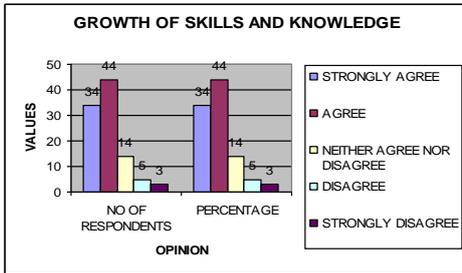
		Frequency	Percentage
Gender	Male	77	77
	Female	23	23
Age	Below 30yrs	44	44
	31-40 yrs	29	29
	41-50 yrs	14	14
	Above 50yrs	13	13
Qualification	Diploma/ITI	26	26
	UG	27	27
	PG	23	23
	Professional	18	18
	Others	6	6
Experience	< 1yr	31	31
	1-5 yrs	33	33
	5-10 yrs	22	22
	Above 10 yrs	14	14

**TABLE : 2 role of training in growth of skills and knowledge**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	34	34
AGREE	44	44
NEITHER AGREE NOR DISAGREE	14	14
DISAGREE	5	5
STRONGLY DISAGREE	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>



It is clear that, 52% of the respondents agreed that 'training programs helps increase personal performance and 4% of the respondents are disagreed.



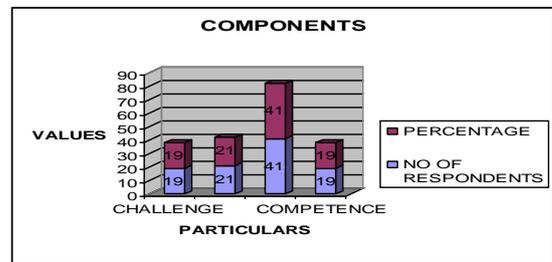
It is clear that, 44% of the respondents agreed that 'training programs plays a vital role in the growth of skills and knowledge and 5% of the respondents are disagreed.

**TABLE: 3** role of training for personality development

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	26	26
AGREE	53	53
NEITHER AGREE NOR DISAGREE	15	15
DISAGREE	4	4
STRONGLY DISAGREE	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**TABLE: 4** components that are aimed to be developed

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
CHALLENGE	19	19
COMMITMENT	21	21
CONFIDENCE	41	41
COMPETENCE	19	19
<b>TOTAL</b>	<b>100</b>	<b>100</b>



It is noticed that, majority 41% of the respondents have developed confidence through training, 21% of the respondents have developed commitment through training and remaining 19% of the respondents have developed challenge and competence through training

**TABLE:5** Training provided to assist current job

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
YES	89	89
NO	11	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>

It indicates that, 89% of the respondents said that the training they received matches their current job and remaining 11% of the respondents said training they received are not matches their current job.

**TABLE 7:** Training factor which has an impact on training

PARTICULARS	EXCELLENT	GOOD	AVG	POOR	TOTAL
TEAM BUILDING	37	39	18	6	100
PERSONALITY DEVELOPMENT	13	47	38	2	100
NEGOTIATION SKILLS	14	47	30	9	100
COMMUNICATION SKILLS	48	32	18	2	100
TECHNICAL SKILLS	31	41	24	4	100

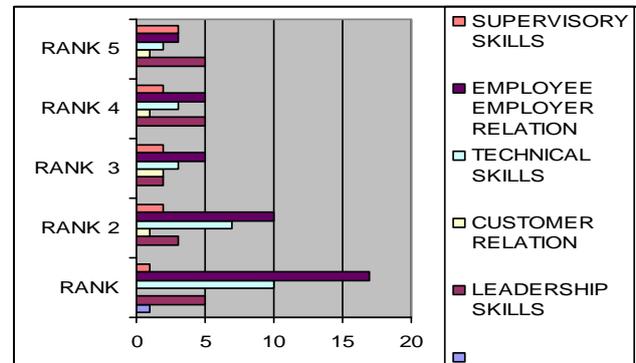
The above table depicts that factor are developed through team building, personality development, negotiation skills, communication skills, technical skills.

**TABLE 6: satisfaction level of the respondents**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
VERY GOOD	23	23
GOOD	35	35
AVERAGE	18	18
POOR	13	13
VERY POOR	11	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>

It denotes that, majority 35% of the respondents felt good about the training program of the organization and 13% of the respondents felt poor

**TABLE 8: Skills that developed through training**



PARTICULARS	RANK 1	RANK 2	RANK 3	RANK 4	RANK 5	AVG	RANK
LEADERSHIP SKILLS	5	3	2	5	5	4	III
CUSTOMER RELATION	0	1	2	1	1	1	V
TECHNICAL SKILLS	10	7	3	3	2	5	II
EMPLOYEE EMPLOYER RELATION	17	10	5	5	3	8	I
SUPERVISORY SKILLS	1	2	2	2	3	2	IV

The above table depicts that factor are developed through training, the employer employee relation is rank 1, technical skills is rank 2, leader ship is rank 3, supervisory skills is rank 4, customer relation is rank 5.

### FINDINGS

- ) 44% of the respondents agreed that 'training programs plays a vital role in the growth of skills and knowledge'.
- ) 89% of the respondents said that the training they received matches their current job.
- ) 73% of the respondents felt that it was not difficult to apply the skills they learned during the training in their job.
- ) 52% of the respondents felt average about the reduce supervision improved through training program.
- ) 52% of the respondents agreed that 'training programs helps increase personal performance'.

- ) 41% of the respondents have developed confidence through training and development programs.
- ) 39% of the respondents felt good about the team building that was improved through training program.
- ) 47% of the respondents felt good about the personality development factor
- ) 46% of the respondents felt well about the negotiation skills were improved
- ) 48% of the respondents felt excellent about the communication skills were improved.
- ) 41% of the respondents felt well about the technical skills were improved
- ) 73% of the respondents have agreed that the acquired learning is applied to practical work area.
- ) 66% of respondents agree that training enables improvement in Productivity.
- ) 66% of employees has agreed that training enables an improvement in Quality.
- ) 63% of respondents agreed that training enables Cost Reduction.
- ) 66% of respondents give their views to the statement that training enhances timely delivery.
- ) 68% of respondents say that training has increased the Safety awareness.
- ) 67% of employees agreed that training enhances service improvement.
- ) 66% of respondents say that the training has created an impact on Morale improvement.

## SUGGESTIONS

In spite of training systems and processes are existing, a part of the employees are not aware of the same. Hence, it is suggested that the systems and processes followed in the organization should be made known to all the employees. It is clear that the employees are satisfied with the existing procedures in training. It is suggested that the latest techniques and methods to be followed during the training process for more effective performance. From the study, Training has enabled improvement for the employees in various areas related to their work. Hence is suggested to organize programs as per need of the organization and in-relation with the job. In perspective view, it will create a benefit for the Organization and the employees. It is understood that information acquired through training is shared and hence the transfer of knowledge happens. And it is also suggested that a small meeting is conducted with the advice of the respective Head of the Department so that the new ideas, technical data and other valuable information are discussed with the employee who participated in the program. It confirms that the program that are structured one to suit the needs as per response and as well the level of morale among the employees towards the Company is of high standard.

## CONCLUSION

The analysis of this study also reveals that the present training pattern followed in Dietech India Pvt Ltd. is found effective. The study revealed that the training can be further enhanced by adopting latest techniques, ideas and methods. Some suggestions have been made based on the analysis for the organizational development. The study has revealed employees outlook on the training programs and their views and ideas on the training process for the organizational development. Training is also one of the backbone for the best performance and mutual growth.

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