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# **A Study on the Impact of Employee Empowerment on their Performance towards Waycool Foods and Products Private Limited, Chennai**

*Sabarish T*

Karpagam College of Engineering

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## **ABSTRACT**

The study examines the impact of employee empowerment on performance at WayCool Foods and Products Private Limited, Chennai. It found a significant relationship between employee age and creativity capabilities. The study suggests that strong management motivation is crucial for employee empowerment. Empowered employees are more engaged, committed, and loyal, leading to reduced turnover rates and improved retention. Additionally, organizations with empowered employees have a more efficient workforce, leading to increased profitability and growth.

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## **INTRODUCTION OF THE STUDY**

Employee empowerment is a management strategy that allows employees to make decisions independently without supervision, requiring significant time and financial investment from leaders. It involves seeking opinions, facilitating ideas, encouraging resource sharing, and improving communication skills. Empowerment is crucial for improving productivity, reducing costs, and fostering self-esteem, self-efficacy, and confidence.

Benefits of employee empowerment include increased job satisfaction, motivation, reduced supervisory requirements, and increased innovation and creativity. Employees often have ideas for improving productivity and reducing costs, which can be beneficial for both employees and employers. Empowered employees can make decisions without a supervisor, leading to better customer service and increased customer loyalty.

Embracing change is crucial for companies in today's fast-changing, technology-driven environment. Empowered employees feel free to challenge the status quo, which can help avoid stagnation and stay ahead of competitors. Establishing an environment where employees feel free to question, challenge, and offer new ideas can benefit both employees and employers.

However, employee empowerment can also lead to challenges such as abuse of power, complex interpersonal relations, additional costs of training, poor knowledge and understanding, arrogance, and increased risks of security and confidentiality.

Barriers to employee empowerment include the culture of senior managers and their leadership traits. If the culture is authoritarian, authority tends to be centralized at the top, preventing lower-level employees from participating in decision-making. Rigid control systems reduce employees to mere cogs, creating a monotonous work environment that stifles initiative and creativity. Inadequate delegation of authority is another issue, as superiors often hesitate to delegate authority to subordinates due to various reasons, making empowerment impossible.

In conclusion, while employee empowerment can provide subordinate employees with job satisfaction, it can also lead to issues such as abuse of power, poor knowledge and understanding, arrogance, and increased risks of security and confidentiality.

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## **REVIEW OF LITERATURE**

Research has shown a significant relationship between employee empowerment and performance in the banking sector, with two determinants being meaningful work and competency. Empowerment, which aims to establish trust between management and employees, is crucial for achieving high levels of cooperation, team spirit, self-confidence, innovation, independent thinking, and entrepreneurship. In the rapidly changing business environment, companies must focus on enhancing their capabilities and relying on committed, motivated, satisfied, and innovative human resources. Empowerment practices, such as teamwork, training, and organizational commitment, can be a powerful tool for enhancing job satisfaction.

Dr. Miebaka Dagogo Tamunomiebi's study found that empowerment practices predict organizational performance as long as the cost of adopting these practices does not exceed the profit generated to the organization. Mohand Tuffaha's research analyzed literature from 2015 to 2019, identifying factors affecting performance, such as knowledge management, information and communication technology, employee empowerment, innovation, creativity,

and organizational culture. Jain Mathew's study found a positive, strong, and statistically significant direct relationship between psychological empowerment and job satisfaction.

Various studies have explored the potential of empowering HRM practices and leadership to motivate employees in NWW contexts. Linando J.A. and Halim's study investigated the moderation effect of employee empowerment on the relationship of situational and dispositional variables towards emotional exhaustion of service employees during the pandemic.

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## RESEARCH METHODOLOGY

This study uses descriptive research methodology to identify, select, process, and analyze information about a topic in Guindy, Chennai. Primary data is collected through questionnaires and secondary data from various sources. The quantitative research approach is quantitative, using survey and direct interview techniques. The Likert Five point scale type questionnaire was used to collect data from 200 employees of WayCool Foods and Products Private Limited in Guindy, Chennai. Analytical tools include the percentage method, Chi-Square analysis, and correlation analysis. The percentage method compares observed and expected frequencies, while Chi-square analysis tests the goodness of fit. The coefficient of correlation, denoted by 'r', ranges from +1 to -1. The study's hypotheses include the null hypothesis that there is no significant relationship between the age of respondents and creativity capabilities, the alternative hypothesis that there is a significant relationship between the age of respondents and creativity capabilities, and the alternative hypothesis that there is a significant relationship between the gender of the respondents and employee in self-actualization.

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## CONCLUSION

The study reveals that employee empowerment significantly improves job performance by fostering a sense of ownership, autonomy, and accountability. This motivates employees to take initiative, innovate, and be creative, leading to higher productivity and job satisfaction. Empowered employees also contribute to organizational performance by being more engaged, committed, and loyal, reducing turnover rates and improving retention. Investing in employee empowerment strategies, such as skill development opportunities, autonomy, recognition, and a supportive work culture, can enhance employee performance and organizational performance, ultimately leading to long-term success