

## “A STUDY ON EMPLOYEE EMPOWERMENT IN HAMOOD COMPANY”

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### ABSTRACT

The topic a study on employee empowerment is carried out to know the importance of employee empowerment among the employees of Hamood Company. Employee empowerment was very important to increase the productivity, to build trust, to have more job satisfaction and to improve the quality of work. This is a pilot study work carried out among ten employees of Hamood Company. Interpretive philosophy, inductive approach and survey as research strategy were adopted. Descriptive research design, simple random sampling in probabilistic sampling techniques with sample size of ten employees was done, both primary and secondary data were obtained through questionnaires. Open ended and close ended questions were asked in the questionnaire to obtain the data. Pie charts were used to interpret the results.

**KEYWORDS:** Employee Empowerment, Productivity, Quality of Work and Satisfaction

### INTRODUCTION

Empowering employee is very important in all organizations. It is the process of encouraging an employee to act, think, react, control, and behave in their work in self-sufficient ways. This is one way of how an organization shows its trust to their employees. Furthermore, they are giving them authority to solve and provide solutions on problems faster. In this process, employees will be able to do their work efficiently and effectively because they will have the enthusiasm, innovation, initiative, and involvement in the organization.

### RESEARCH OBJECTIVE

The research objective is to study the importance of employee empowerment in Hamood Company.

### LITERATURE REVIEW

Welling (2010), most organizations nowadays are finding ways on how to overtake their competitors as well as to achieve more shares in the market. One of the important factors to consider in the performance of an organization is on how productive their employees are. Most of the organizations believe that empowering employees will increase productivity. Nykodym(2012) also emphasized that when employees are empowered to decide and control, they will be more determined, confident, and capable to perform their jobs more efficiently and effectively. The result would be more employee productivity.

According to Sebertand Wang (2012), an organization should let every employee feel they own the company by empowering them. There are so many benefits of empowering the employees. One of these is the quality of work. They can feel the participation in the welfare of the organization and contribute to its success.

Empowered employees will be able to perform high quality of work when the organization will provide them flexibility and freedom to make a difference for the company, Dawson (2011).

Another benefit is employee satisfaction. Organizations having hierarchical, less flexible work, and more structured environment has lesser employee satisfaction than those having empowered employees having high level of satisfaction. When empowered employees have flexible schedules, higher responsibility, and recognition from company, they will give a high rate of satisfaction and will result to higher level of loyalty according to Nielsen(2010). Collaboration is also a benefit of employee empowerment. When employees are empowered, they gain self-confidence in their ability to contribute for the betterment of the company. They will be comfortable to collaborate more with others and share their thoughts in an open and honest way. Teamwork would be very strong for company goals. Another is productivity. Empowered employees would feel more accountable, ownership, and responsibility when they are given the authority to be in charge, Prentice (2011).

As a result of these, they will be more diligent to achieve their organizational goal and deadline. High costs can also be a benefit. There are many factors that contribute to this. While employee satisfaction goes up, the dedication and loyalty of employees towards their job will also increase. Empowerment will not only benefit the organization but the employees as well. It gives them confidence to do their jobs well and it gives them a better feeling about their involvement to the organization. Although empowering employees is advantageous to an organization, Murel and Brick (2010) also cited some disadvantages. One of these is the increase of risk due to lack of experience.

Entrusting some tasks and responsibility of supervisors or managers to their subordinates is good to improve agility, productivity, and speed but having it done properly and accordingly by less experienced employees is low and may lead to the reputation of an organization in vain. Another is the relationship between the higher ranking and the subordinate. While giving the authority to employees to do things above their power, professional relationship becomes blurred because the boundary of authority is broken, Sckuster(2013).

## **RESEARCH PHILOSOPHY, APPROACH, AND STRATEGY**

Interpretive philosophy will be used in this research. This type of research philosophy will help the researcher gather the information and data needed. In the business world, each organization has different approaches on how to empower their employees, Simonetti(2013). In this research, it is to know the importance of employee empowerment in Hamood Company. This research will require data and information from the company therefore interpretive philosophy is to be used to clarify data and ideas based on their understanding of the subject.

The research approach is used by the researcher to gather the information and data needed in the study. Inductive and deductive are two ways of research approach according to Fisher (2009). In this study, the researcher will use inductive approach to gather information and data. In inductive approach, the data are collected from different ways like questionnaires, observations, and interviews. After collecting all the data needed in the study, the researcher will now apply the gathered data in the theories to have a general idea for the research. Survey will be used as a strategy for this research. This kind of strategy is the study of details of a certain subject through interviews, questionnaires, and observations, Beirne (2014). The researcher will conduct certain interviews, float questionnaires, and examine things in order to gather all information and data.

## ETHICAL IMPLICATION

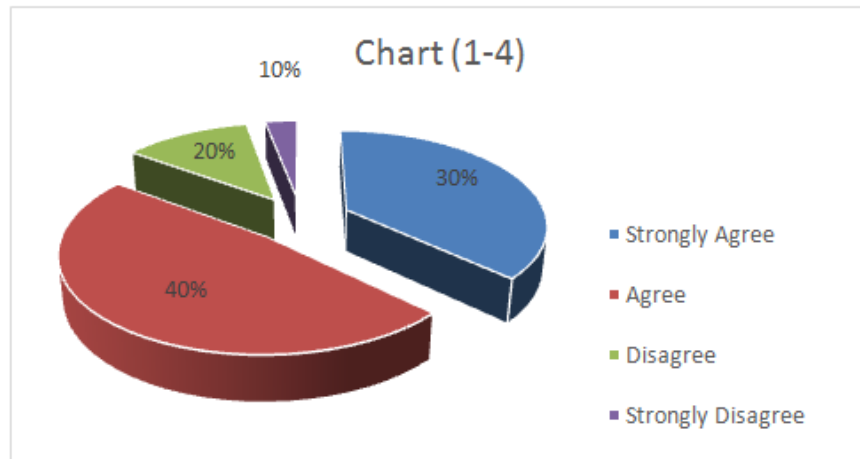
This topic was selected based from those mentioned in the research method handbook and approval of research instructor. There will be no impact of legal, social, and ethical issues in this research. All data and information collected will be held confidential and the researcher will be held liable for dissemination of information and data. This study will help the organization know the importance of employee empowerment. This will enlighten the organization of how empowerment of employees help them gain more profit, improve quality and quantity of production, improve customer service, and more benefits that is to the advantage both of the organization and employees.

## RESEARCH METHODOLOGY

- Research Descriptive - description of the basic features.
- Research Percentage - shows a clearer view of the data gathered.
- Research Approach- Inductive
- Sampling-
  - Technique- Simple
  - Size – 10 random employees
  - Unit - 1
- Data Collection-
  - Primary Data. Questionnaire
  - Secondary Data- internet, Books and Research literature
- Questionnaire-
  - 4 close-ended questions
  - 1 open-ended questions

The researcher chose descriptive analysis among the three types of research design which are empirical analysis, analytical analysis, and descriptive analysis. Descriptive analysis is the most appropriate and useful design for this research. Sampling will also be done in the research. Sampling is a process wherein a small part of a large group is selected for a certain purpose of defining parameters. In the second approach, the researcher will be using data collection method. Data collection is the process of gathering data from different sources in order to have the required information needed. The two types of data collection are primary data and secondary data. Researcher used both primary and secondary data to have amore accurate information. The researcher acquired the data through interviews, floating of questionnaires, articles, websites, and books. In the third approach of research methodology, the researcher used tools of analysis. Percentage analysis was used in the study to show a clearer view of the data gathered. The last approach of research methodology is the structure of questionnaire.

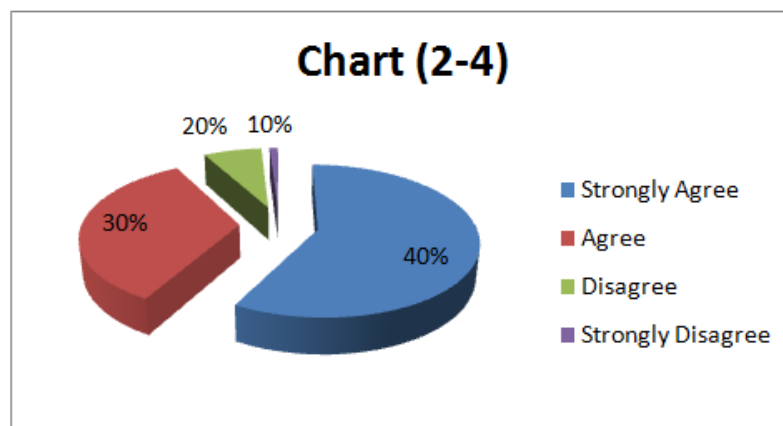
### Company Should Start Employee Empowerment



**Figure 1**

From the above chart, 30% strongly agree that the company should start employee empowerment, 40% simply agree, 20% disagree, and only 10% strongly disagree. Basing from the above data, majority believes that the company should start employee empowerment. It can also be concluded that many believe that employee empowerment is needed.

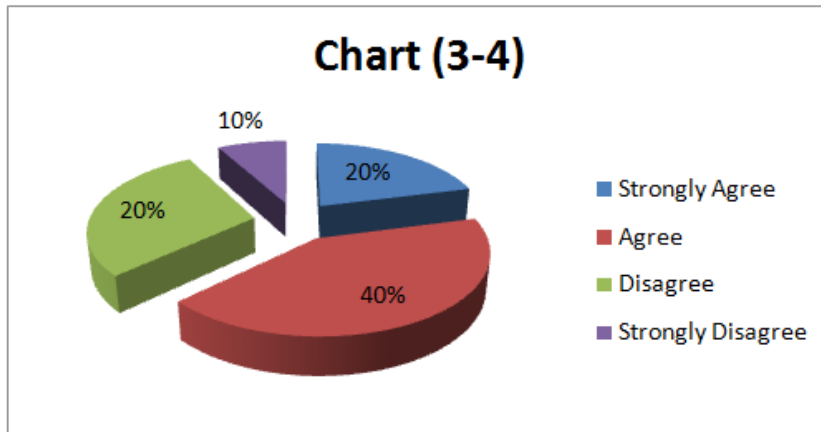
### Employee Empowerment Will Benefit the Company



**Figure 2**

From the above chart, 40% strongly agree that employee empowerment will benefit the company, 30% agree, 20% disagree, and only 10% strongly disagree. Basing from the above data, majority believes that the company will benefit when its employees are empowered. Only 8% does not believe.

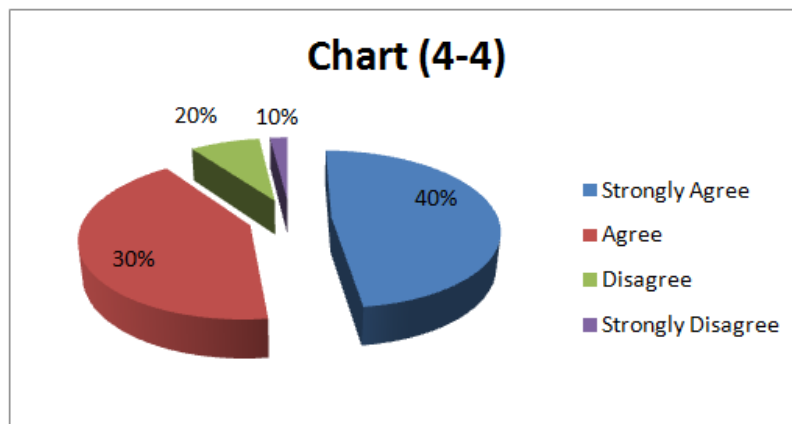
**The Company is Willing to Give all Necessary Support for Employee Empowerment**



**Figure 3**

From the above chart, 20% strongly agree that the company is willing to give all necessary support employee empowerment, 40% agree, 20% disagree, and 10 strongly disagree. Although 20% disagree, still majority believes that the company is willing to support.

**Employee Empowerment Will Benefit the Employees**



**Figure 4**

From the above chart, 40% strongly agree that employee empowerment will benefit the employees, 30% agree, 20% disagree, and only 10% strongly disagree. Basing from the above data, majority believes that employee empowerment will benefit the employees.

The suggestions on empowering employee are very important in all organizations tthe 10 respondents are taken from employees of small and medium firms in Hamood Company. The respondents are randomly picked by the researcher with the guidance of the manager of the organization to ensure that the employees selected are officially working in the organization. Empowered employees have the command to make results without a supervisor. They are allowed to go off script, bend the rules, and do what they get fitting if they believe it is the correct thing to do for the customer. Further than any other kind of employee, the empowered employee is able to make a feeling of true customer service that

eventually crops much greater customer loyalty," he says. Businesses that give employees the freedom to make choices on the branch of the moment that may even sometimes fly in the face of established rules and protocol often find that service to internal and external customers is improved. In adding, empowered employees take pride and possession in their jobs when they know that they can work out independent ruling when necessary.

## RELIABILITY AND VALIDITY

Reliability is the evaluation of tools used and produced shows consistent and accurate result, Potterfield, G. (2012). In the study, the researcher conducted interviews and floated questionnaires in Hamood Company. The data collected were from employees of Hamood Company in no particular positions. The validity of the research has shown specific purpose and goals. Sources of the data collected are real and reliable from different articles, websites, and books with correct references, interviews with employees of Hamood Company, and questionnaires floated to the employees of Hamood Company. The validity of this study will be from April 2016 to December 2016.

## CONCLUSIONS

The researcher was able to analyze and ascertain the significance of employee empowerment in Hamood Company. Employee empowerment should be considered by all organization if they want to improve production, lower costs, satisfy employees, and be more competitive in the business world. Although employee empowerment is very important, organizations should also anticipate disadvantages especially if the company has still many unexperienced employees. Companies should make a study first of their employees if they are ready and willing for empowerment.

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## QUESTIONNAIRE

- Do you agree that the company should start employee empowerment?
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
- Do you agree that employee empowerment will benefit the company?
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
- Do you agree that the company is willing to give all necessary support for empowering its employees?
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
- Do you agree that employee empowerment will benefit the employees?
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
- List the reasons below why the company should or should not have employee empowerment.

