



Employee Empowerment- A Comparative Study between Employees of ICICI and AXIS Bank of Bhilai and Durg City, India

Daljeet Singh Wadhwa and Samridhi Mishra

Department of Management Bhilai Institute of Technology, Durg, CG, India
daljeetsingh.bit@gmail.com

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Abstract

First and foremost objective of every business unit is survival in the long run. Every firm should want to be involved in a continuous activity of producing the goods or generating services for the customers. In this regard the business units not only aim to satisfy the customers but they also need to satisfy their employees in order to get the work done. Employees represent the organization in different spheres. They may create a positive or a negative image of the organization in front of the customers. Thus, there is need for the organization to motivate the employees, empowerment in every business organization.

Keywords: Employees, Organization, Empowerment, Customers.

Introduction

Many researchers have given different versions of empowerment. Freedom on the job, variation in team work and pay system which are connected with performance lead to empowerment. It was examined that the prime focus was on individual ability and desire to be empowered. This is defined as 'empowered state' by Menon, 1995¹.

Few terms like enrichment of job pay as per performance, employees talk ownership cannot be defined from individual perspective; instead they are used as techniques by the management to favour such a conducive environment which facilitates employees towards an empowered state.

Empowerment actually denotes the workforce which exercises a larger degree of freedom and flexibility in order to take decisions related to work. This is controversial to traditional management techniques which focus on organizational hierarchy, control and rigidity. Empowerment as a term is linked with the concept of power; it implies that power is decentralized by superiors to subordinates².

Literature Review

Empowerment provides flexibility to the employees who satisfy customer needs by removing the constraints imposed on them³.

Empowered employees always perform the task in best way, their level of self efficacy increases as they know better how their jobs are performed⁴.

There are four factors which contribute significantly to empowerment, they are, (a) Providing employees a chance to be involved beyond their specified job description (b) Providing

the employees information regarding every unit of the organization (c) Providing the employees support for their job responsibilities and decision making (d) Providing them with resources as and when needed⁵.

There is a direct relation between self efficacy and perceptions of empowerment⁶.

Empowerment is an open ended construct. It has various levels which require not only intrapersonal measures, but also requires assessment of various behavioural factors⁷.

Research Methodology

Population: ICICI and AXIS banks of Bhilai and Durg is considered as a universe for this study.

Sample size: The total sample size for this study is 50 employees of ICICI and AXIS banks.

Sampling Method: Convenience sampling method is used for collecting the data.

Data Collection Techniques: The study focuses on both primary and secondary data. Firstly, the data had been collected from the secondary sources and for primary data collection questionnaire technique has been used.

Research Design: The Descriptive research and exploratory research design are used for the study.

Hypothesis

H₀: $\mu_1 = \mu_2$ {There is no significant difference between employees of ICICI and AXIS banks with respect to freedom to decide how to do the Job}

H_{a1}: $\mu_1 \neq \mu_2$ {There is significant difference between employees of ICICI and AXIS banks with respect to freedom to decide how to do the Job}

H₀: $\mu_1 = \mu_2$ {There is no significant difference between employees of ICICI and AXIS banks with respect to ideas and Inputs are valued.}

H_{a2}: $\mu_1 \neq \mu_2$ {There is significant difference between ICICI and AXIS banks with respect to ideas and Inputs are valued.}

H₀: $\mu_1 = \mu_2$ {There is no significant difference between employees of ICICI and AXIS banks with respect to creative in finding solution of the Problem.}

H_{a3}: $\mu_1 \neq \mu_2$ {There is significant difference between employees of ICICI and AXIS banks with respect to creative in finding solution of the Problem.}

H₀: $\mu_1 = \mu_2$ {There is no significant difference between employees of ICICI and AXIS banks with respect to involved in determining organizational goal.}

H_{a4}: $\mu_1 \neq \mu_2$ {There is significant difference between employees of ICICI and AXIS banks with respect to involved in determining organizational goal.}

H₀: $\mu_1 = \mu_2$ {There is no significant difference between employees of ICICI and AXIS banks with respect to involved in the decision that affects on the Job.}

H_{a5}: $\mu_1 \neq \mu_2$ {There is significant difference between employees of ICICI and AXIS banks with respect to involved in the decision that affects on the Job.}

Data Analysis

Findings: There is no significant difference between employees of ICICI and AXIS banks with respect to freedom to decide how to do the job. Employees of both the banks are having freedom about to take decision regarding their jobs.

There is no significant difference between employees of ICICI and AXIS banks with respect to ideas and Inputs are valued. Employees of both the banks feels that their input and ideas are valued.

There is no significant difference between employees of ICICI and AXIS banks with respect to creative in finding solution of the Problem. Employees of both the banks are creative in finding solutions of their problem.

There is no significant difference between employees of ICICI and AXIS banks with respect to involved in determining organizational goal. Employees of both the banks are involved in determining of organizational goal.

There is significant difference between employees of ICICI and HDFC banks with respect to involved in the decision that affects on the Job. Employees are both the banks are involved in the decision the affects them on the job.

Table-1
Group Statistics

Name of the Bank		N	Mean	Std. Deviation	Std. Error Mean
Freedom to decide how to do the job	ICICI	30	2.13	1.456	.266
	AXIS	20	2.25	1.209	.270
Ideas and Inputs are valued	ICICI	30	2.17	1.341	.245
	AXIS	20	2.35	1.268	.284
Creative in finding Solution of the Problem	ICICI	30	3.63	1.159	.212
	AXIS	20	3.75	1.209	.270
involved in determining organizational goal	ICICI	30	2.37	1.273	.232
	AXIS	20	2.50	1.277	.286
Involved in the decision that affects me on the job	ICICI	30	3.57	1.135	.207
	AXIS	20	3.45	.999	.223

Table-2
Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Freedom to decide how to do the job	Equal variances assumed	1.116	.296	-.296	48	.768	-.117	.394	-.908	.675
	Equal variances not assumed			-.308	45.590	.760	-.117	.379	-.880	.647
Ideas and Inputs are valued	Equal variances assumed	.204	.653	-.484	48	.631	-.183	.379	-.945	.579
	Equal variances not assumed			-.489	42.443	.627	-.183	.375	-.939	.572
Creative in finding Solution of the Problem	Equal variances assumed	.015	.901	-.343	48	.733	-.117	.340	-.801	.568
	Equal variances not assumed			-.340	39.675	.736	-.117	.343	-.811	.577
Involved in determining organizational goal	Equal variances assumed	.018	.894	-.362	48	.719	-.133	.368	-.873	.606
	Equal variances not assumed			-.362	40.770	.719	-.133	.368	-.877	.610
Involved in the decision that affects me on the job	Equal variances assumed	.171	.681	.373	48	.711	.117	.313	-.512	.745
	Equal variances not assumed			.383	44.295	.704	.117	.305	-.497	.731

Conclusion

This research paper focuses on employee empowerment and we come to a conclusion that employee empowerment is necessary not only for the betterment of individuals but also for the betterment of the whole Organization. The more employees are associated in decision making the more their suggestion are met the higher is their performance. We can see that an empowered employee is a happy worker.

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