

**A STUDY ON THE LEVEL OF EMPOWERMENT OF FRONT LINE  
EMPLOYEES IN THE WORLD VISION LANKA**

**BY**

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## ABSTRACT

Empowerment has been in the forefront of quality improvement efforts. Presented will be an overview of employee empowerment, the metamorphosis of employee jobs giving them the responsibility and "authority to make decisions about their work without supervisory approval" while still creating value for the customer (Boone & Kurtz 1998).

Employee empowerment is a two-sided coin. For employees to be empowered the management leadership must want and believe that employee empowerment makes good business sense and employees must act. Employee empowerment does not mean that management no longer has the responsibility to lead the organization and is not responsible for performance. Stronger leadership and accountability is demanded in an organization that seeks to empower employees.

The researcher by this study has attempted to ascertain the level of empowerment of front-line employees in World Vision Lanka. The researcher has conducted an independent survey among the frontline employees of World Vision Lanka to measure identify levels of empowerment in terms of four factors; Power, Information, Knowledge and Reward.

For this purpose the researcher has selected a sample of 66 front line employees of WVL and has obtained perceived responses from them by way of a structured questionnaire. The perceived responses were analyzed using MS Excel and SPSS (Ver. 11.0).

The researcher's study, from the perceived responses of the respondents, has revealed that out of the four (04) components studied, information level among the respondents is at a relatively lower level compared to the other four.

The perceived responses of the respondents and the subsequent analysis of the responses, have lead the researcher to conclude, **that the front line employees of World Vision Lanka have adequately empowered.**

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