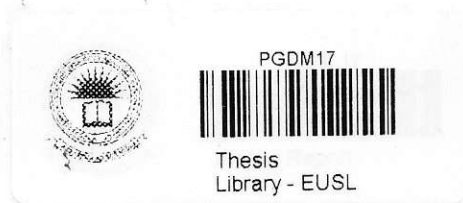


**A STUDY ON THE LEVEL OF EMPOWERMENT OF FRONT LINE
EMPLOYEES IN THE WORLD VISION LANKA**

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Table of Contents

Content	Page
Abstract	I
List of Tables	II
List of Figures	III
List of Abbreviations	IV
Chapter – 1: Introduction	
1.1 Background of study	01
1.1.1. Frontline Employees of World Vision Lanka	07
1.2 Problem Statement	08
1.2.1. Background of the Problem	08
1.2.2. Research Problem	10
1.3 Research Questions	10
1.4 Objectives of the study	10
1.5 Significance of the study	10
1.6 Scope of the Study	11
Chapter – 2: literature Review	
2.1. Introduction	13
2.2 Empowerment	14
2.3 How to Empower?	16
2.4 When to Empower?	24
2.5 Why to Empower	33
2.4.1 Positive Aspects of Empowerment	34
2.4.2 Negative Aspects of Empowerment	38
2.6 Summary	40

Chapter – 3: Conceptual Framework

3.1	Introduction	41
3.2	Conceptualization	41
3.2.1	Conceptual framework	41
3.2.1.1	Empowerment	42
3.2.1.1	Power	44
3.2.1.2	Information	45
3.2.1.3	Reward System	46
3.2.1.4	Knowledge	47
3.3	Operationalization	49
3.3.1	Definition and Operational of variables	49
3.3.1.1	Employee Empowerment	50
3.3.1.2	Power	50
3.3.1.3	Information	50
3.3.1.4	Knowledge	51
3.3.1.5	Rewards	51
3.3.1	Summary and Operationalization	53
3.4	Summary	55

Chapter – 4: Methodology

4.1	Introduction	56
4.2	Study setting, Design, and Method of survey	56
4.2.1	Population of the research study	56
4.2.2	Sample Design	56
4.2.3	Method of Data Collection and Measure	57
4.3	Sampling	57
4.3.1	Sample Size	57
4.3.2	Sampling Method	57
4.3.3	Sample Distribution	57
4.4	Data Collection	58
4.4.1	Source of Primary Data	58
4.4.1.1	Questionnaire	59

4.4.2 Source of Secondary Data	59
4.5 Method of Measurements	60
4.6 Method of Data Analysis and Evaluation	60
4.6.1 Data Analysis and Presentation	60
4.6.2 Data Evaluation	60
4.6.2.1 Univariate Analysis	60
4.7 Decision Rule	61
4.7.1 Decision Rule for Power variable	61
4.7.2 Decision Rule for Information variable	61
4.7.3. Decision Rule for Knowledge variable	61
4.7.4. Decision Rule for Reward variable	62
4.7.5. Decision Rule for Empowerment variable	62
4.8 Summary	63
Chapter + 5: Data Presentation And Analysis	
5.1 Introduction	64
5.2 Analysis of Reliability and Validity of the instruments	64
5.3. Univariate Analysis	65
5.3.1 Demographic Characteristics of the Sample	65
5.3.1.1 Age	65
5.3.1.2 Sex	66
5.3.1.3 Marital Status	67
5.3.1.4 Qualifications	68
5.3.1.5 Experience	69
5.3.1.6 Zone	70
5.4 Research Information	71
5.4.1 Power	71
5.4.2 Information	73
5.4.3 Knowledge	76
5.4.4 Reward	79
5.6 Summary	82

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.**