

## SNS COLLEGE OF TECHNOLOGY



Coimbatore-35

An Autonomous Institution

DEPARETIMENTAL OF AMEGE CHEATMACAUGC wite NIGHTEERING
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

19MEE 304 - TOTAL QUALITY MANAGEMENT
III YEAR - V SEM
UNIT 2 - TQM PRINCIPLES

**TOPIC -** Employee Involvement





## **Employee Involvement Aspects**



**EMPLOYEE EMPOWEREMENT** 

**TEAMS AND TEAM WORK** 

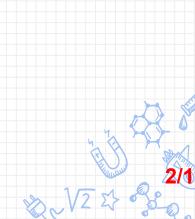
**RECOGNITION AND REWARD** 

PERFORMANCE APPRAISAL











#### **EMPLOYEE MOTIVATION**

Motivation is a process of stimulating people to accomplish desired goals".

#### Importance of Motivation

Improves Employee Involvement.

Promotes Job Satisfaction.

Promotes Interpersonal Cooperation.







#### **EMPLOYEE MOTIVATION**

## Theories of Motivation

Maslow's hierarchy of five needs.

Physiological needs - Adequate Wage

Safety - Job security

Social needs - Recognition, Colleagues

Esteem needs - Promotion, Thank you

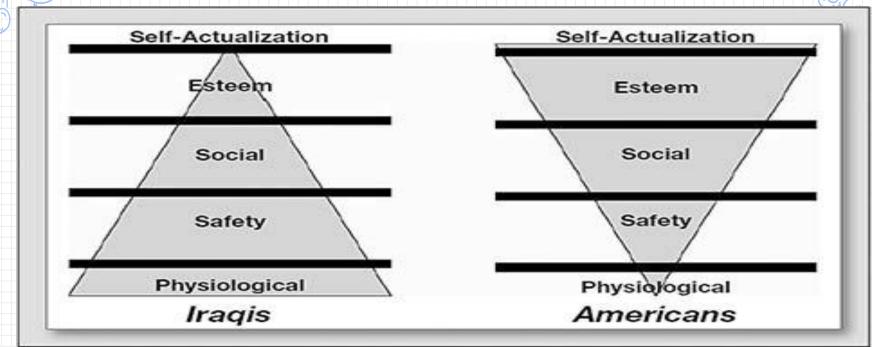
Self Actualization Needs - Using abilities to the full.





#### **EMPLOYEE MOTIVATION**





Maslow's Hierarchy of Needs. The Iraqi hierarchy is compared to the American hierarchy, indicating priorities. Until a people's physical and safety needs are met, they will not progress up the hierarchy—their priorities will be on the basics of survival. The inverted "pyramid" in the American hierarchy indicates the comparative level of concern for and effort Americans must exert to progress through the earlier stages of the hierarchy.

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## **HERZBERG'S TWO FACTOR THEORY**

Also known as Motivation- Hygiene Theory There are 2 factors.

- ✓ Motivation factors or satisfies.
- ✓ Hygiene factors or Dissatisfies.

	Achievement
	Recognition
	esponsibility
	Responsibility

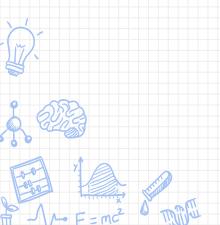


#### EMPLOYEE EMPOWEREMENT

Empower- ability/ authority

#### Operation definition of empowerment

Empowerment is an environment in which people have the ability, the confidence & the commitment to take the responsibility & ownership to improve the process & initiate the necessary steps to satisfy customer requirements within well defined boundaries in order to achieve organizational values and goals.





## H<sub>2</sub>0

#### **EMPLOYEE EMPOWEREMENT**

## **Principles for Empowering Employees**

Tell people what their responsibilities are?

Give them the authorities

Give them knowledge and information.

Provide them with feedback.

Trust them.

Treat them with dignity and respect.



#### **EMPLOYEE EMPOWEREMENT**

#### **CHARACTERISTICS OF EMPOWERED EMPLOYEES**

They feel responsible for their own task.

They balance their own goals with the organization.

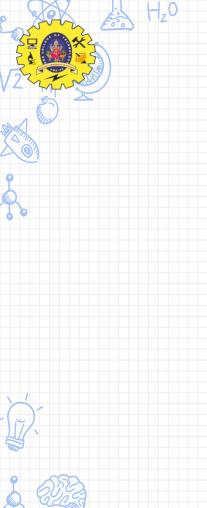
They are challenged and encouraged.

They monitor and improve their work continuously.

They find new goals and change challenges.







# THANKS!

