



# **SNS COLLEGE OF ENGINEERING**

Kurumbapalayam (Po), Coimbatore – 641 107

**An Autonomous Institution**

Accredited by NAAC – UGC with 'A' Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## **DEPARTMENT OF COMPUTER SCIENCE AND TECHNOLOGY**

**COURSE NAME : 19OE114 –TOTAL QUALITY MANAGEMENT**

**III YEAR / VI SEMESTER**

**Unit 2- TQM PRINCIPALS**

**EMPLOYEE INVOLVEMENT**

# Employee Involvement

- Its is the back bone of TQM movement
- An effective TQM effort requires the total involvement from every person at all levels in the organization

**Total Employee  
Involvement**



- Some of the important aspect of employee involvement are

- » **Employee Empowerment**
- » **Employee Motivation**
- » **Team and Teamwork**
- » **Recognition and Reward Schemes**
- » **Performance Appraisal**

# Employee Empowerment

- Empowerment is opposite of helplessness.
- The verb empowers means 'to give ability or authority
- **“Empowerment is an environment which people have the ability, the confidence and the commitment to take responsibility and ownership to improve the process and initiate the necessary steps to satisfy the customer requirements”.**





# General principles for Empowering Employees

- Tell the people about their responsibilities.
- Give them authority equal to the responsibility assigned to them.
- Set standard of excellence.

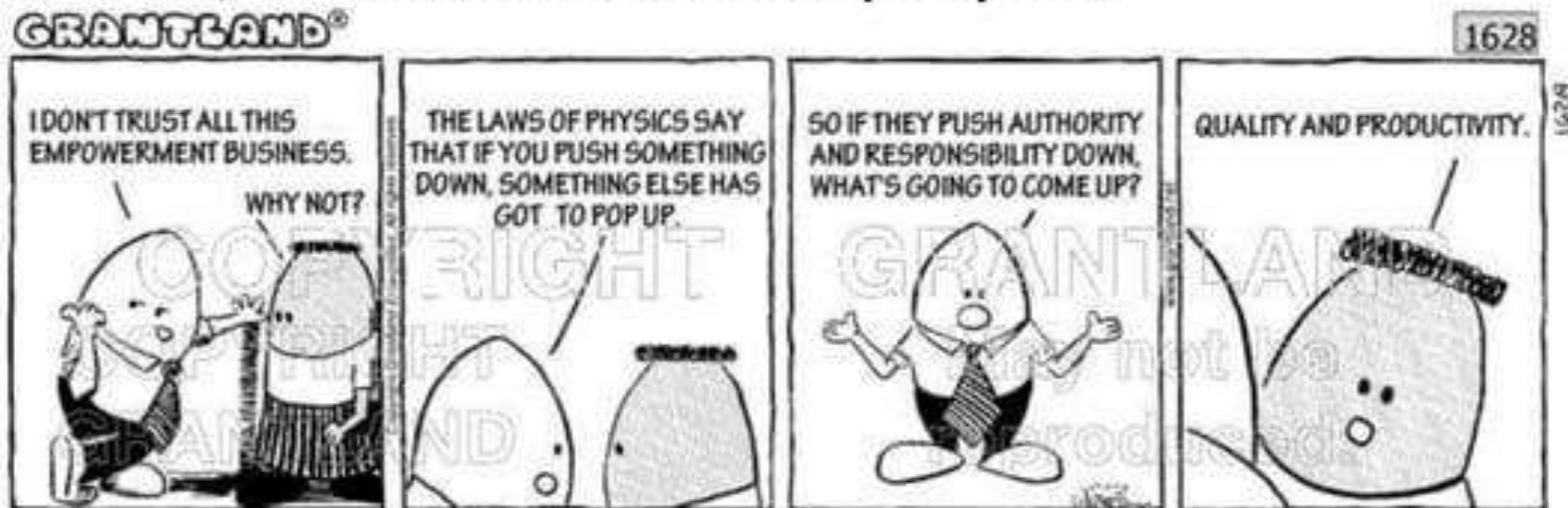


*"Good morning and welcome to our first employee empowerment seminar."*

- Provide them with training that will enable them to maintain standard.
- Give them knowledge and information
- Provide them with the feedback on their performance.
- Trust them and create trust worthiness in the organization.
- Allow them to fail but guide them and counsel them when needed.
- Treat them with dignity and respect.

# Condition to create the Empowered Environment

- Everyone must understand the change.
- The system needs to change to the new paradigm.
- The organization must provide information, education, and skill to its employee.



# Characteristics of Empowered Employee

- They feel responsible for their own task.
- They are given a free hand in their work.
- They are well trained, equipped, creative and customer oriented.
- They are critical, self esteem, and are motivated.
- They are challenged and encouraged.
- They find new goals and change challenges



# Employee Motivation

- **Stimulating** people to accomplish goals.
- Including people **inner drives and action towards certain goals** and committing their energies to achieve these goals.



# Importance of Motivation

- Improves **employee involvement**
- Promotes **job satisfaction**
- Securing a **high level of performance** and enhances efficiency and productivity
- Creates a **congenial working atmosphere** in the organization

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"We find it helps our less motivated employees."

# Theories of Motivation

In order to understand and improve the employee involvement, it is necessary to assimilate the underlying theories of motivation

- 1. Maslow's hierarchy theory**
- 2. Herzberg's two factor theory**



# MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



MORALITY,  
CREATIVITY,  
SPONTANEITY,  
PROBLEM SOLVING,  
LACK OF PREJUDICE,  
ACCEPTANCE OF FACTS

## SELF-ACTUALIZATION

SELF-ESTEEM, CONFIDENCE,  
ACHIEVEMENT, RESPECT OF  
OTHERS, RESPECT BY OTHERS

## ESTEEM

FRIENDSHIP, FAMILY,  
SEXUAL INTIMACY

## LOVE/BELONGING

SECURITY OF BODY, OF EMPLOYMENT, OF  
RESOURCES, OF MORALITY, OF THE FAMILY,  
OF HEALTH, OF PROPERTY

## SAFETY

BREATHING, FOOD, WATER, SEX, SLEEP,  
HOMEOSTASIS, EXCRETION

## PHYSIOLOGICAL

**Abraham Harold Maslow** (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

**Self-Actualization** - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.



# Herzberg's two factor theory

Herzberg's two factor theory is also called as "motivation-hygiene theory"

This theory is based on two factors

1. Motivational factors or satisfiers
2. Hygiene factors or dissatisfies



## Herzberg's two-factor theory