PREFACE

The Phenomenal Geopolitical Developments accompanied by a sweeping wave of economic reforms and liberalization during the dynamic decade of the 1990s, have profoundly affected the business scenario, not just in India, but also across the globe. The breaking down of trade barriers and the easy flow of technology, funds, and manpower have helped in the globalization of business and put a heavy demand for the quality, range, cost, and reliability of products and services. They have, at the same time, sent a strong signal to corporates’ that there will be no place for sub-optimal organizations in the foreseeable future.

Therefore, massive exercises are started in a number of corporations to create flatter, leaner, and smarter organizations, putting human resources at the core of the organization. But this is not a matter of choice, but a compulsive management strategy in turmoil times. Achieving excellence, it may be mentioned, is not a destination, but a journey. The chase for finding right answers to present and rising problems—and challenges—though long and complex has proved to be a very gratifying and pleasing experience.

Amongst the gigantic concepts and strategies like Organization Development (OD), Human Resource Development (HRD), Management Development (MD), Management By Objectives (MBO), Workers Participation in Management (WPM), Quality Circles (QC), Autonomous Work Groups (AWG), Self-directed Teams (SDT), Total Quality Management (TQM), Business Process Reengineering (BPRe), Information Sharing, and Decentralization of Power experimented during the last two decades, empowerment has evidently emerged as a winner. Confidence within employee’s competence, commitment, and contributions to the organization are the core themes of this new mantra. And sharing information about current emerging problems as well as opportunities is not only helping in filling the existing wide gap between management and employees, but also optimizing employee commitment, motivation, and performance.

The present research is an attempt to ascertain the impact and influence of employee empowerment practices on organizational effectiveness.
The present thesis is alienated into seven chapters, with each chapter has been subdivided into several sections.

The first chapter is an introductory one. An introduction of the employee empowerment, its evolution, types, methods of empowerment and relate aspects are described in detailed. Key elements of empowerment practices are presented. The salient principles of empowerment, process and consequences are also exemplified. The role and barriers of empowerment in modern business are also explained.

The second chapter deals with the portrayal of Global banking industry and Indian banking sector concisely. Global banking present scenario, opportunities, growth and challenges of the industry are discussed. Profile of the select banks is also presented and described in detail.

The third chapter unveils the nature of the study, statement of the problem, review of literature, research gap, significance of the study, need for the study, scope of the study, research objectives and hypothesis, research design and methodology including the limitations of the study.

The fourth chapter analyses the role of Job Autonomy on employees’ performance and its impact on organizational effectiveness in select banks. Comparison of perceptions of respondents towards their respective bank practices with the help of appropriate statistical tools.

The fifth chapter examines the effect of Training and Rewards on employees’ performance and organizational effectiveness among the select banks. This chapter decisively analyzed and interpreted the primary data and confronted influencing factors on employee performance in their point of view.

The sixth chapter scrutinizes the effect of Communication and Organisational Culture on employees’ performance and organizational effectiveness in select banks. Perceptions of select respondents are precisely analyzed and interpreted by applying appropriate statistical tools.

The seventh chapter presents the summary of findings followed by conclusions and suggestions, and also explains the scope for future research.