Executive Summary

Women empowerment is women making independent and effective decisions efficiently regarding their life choices within their capacity. The present research study deals with finding the influencers of women empowerment in the service sectors.

The objectives of the study are to find the level of women empowerment among the women employees of various service sectors in Puducherry town, to find the relationship between women empowerment and demographic variables, to find the relationship between women empowerment and organizational profile variables, to find the relationship between women empowerment and emotional intelligence, work life balance and organizational commitment of the respondents, to find the association between women empowerment and demographic variables, to find whether there is significant difference in the women empowerment scores for respondents with and without children, to find whether there is significant difference in the women empowerment scores for respondents belonging to various service sectors, to find the multiple correlation among women empowerment, emotional intelligence, work life balance and organizational commitment of the respondents, to find the extent to which women empowerment is related to emotional intelligence, work life balance and organizational commitment of the respondents.

The population for the study consisted of all women employees working in the service sectors. Samples were selected from this population using stratified
proportional random sampling, by considering each service sector as strata. Sample size, from sample size determination formula was found to be 587. Data from these samples were collected using closed ended questionnaire for women empowerment built on Likert’s 5 – point agreeable scale. Open ended questions were also included in the questionnaire. For measuring the behavioural variables such as emotional intelligence, work life balance and organizational commitment standard questionnaires were used.

Data were analyzed using statistical tools such as simple percentages, correlation, chi – square, t test, ANOVA, multiple correlation and multiple regression. From the results of the statistical analysis it was found that women empowerment level was moderate only but emotional intelligence, work life balance and organizational commitment influenced women empowerment to a great extent.

It was suggested that training be given to employees who score low on emotional intelligence and organizational commitment. Organizations should include the concept of work life balance while fixing working hours and making other important decisions which affect women directly or indirectly. It was concluded that women should not wait for others to empower them but rather seize the opportunity to empower themselves through higher education, right decision making at the appropriate time and, being aware of their own rights and exercising them at the right time, while working in cooperation harmoniously with the opposite gender.