



SNS COLLEGE OF TECHNOLOGY

Coimbatore-35

An Autonomous Institution

Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A+' Grade

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



DEPARTMENT OF MECHANICAL ENGINEERING

19MEE 304 – TOTAL QUALITY MANAGEMENT

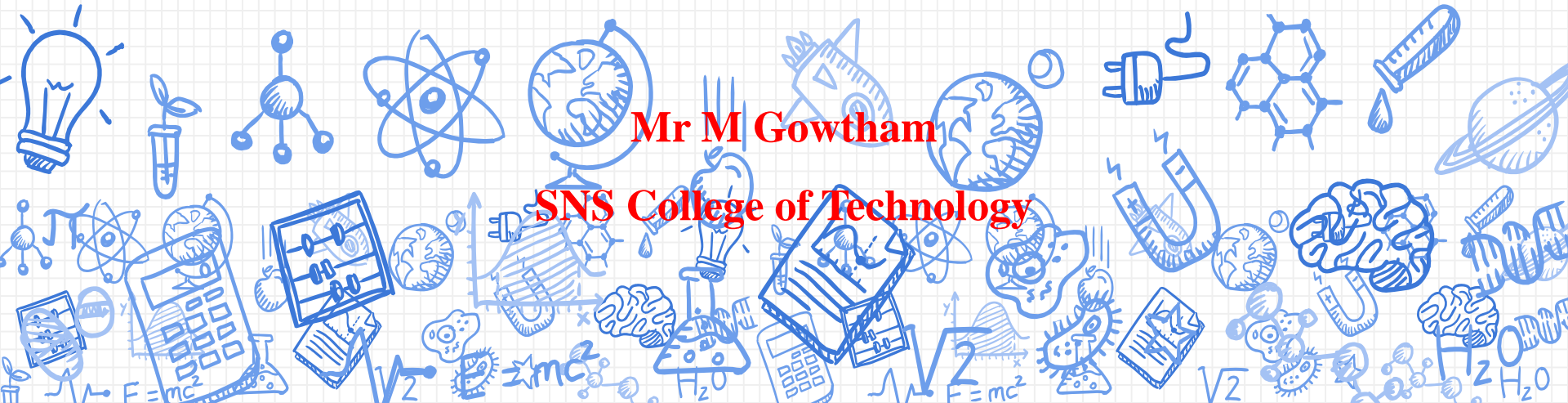
III YEAR - V SEM

UNIT 2 – TQM PRINCIPLES

TOPIC – Employee Involvement

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SNS College of Technology



Employee Involvement Aspects

EMPLOYEE MOTIVATION

EMPLOYEE EMPOWERMENT

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

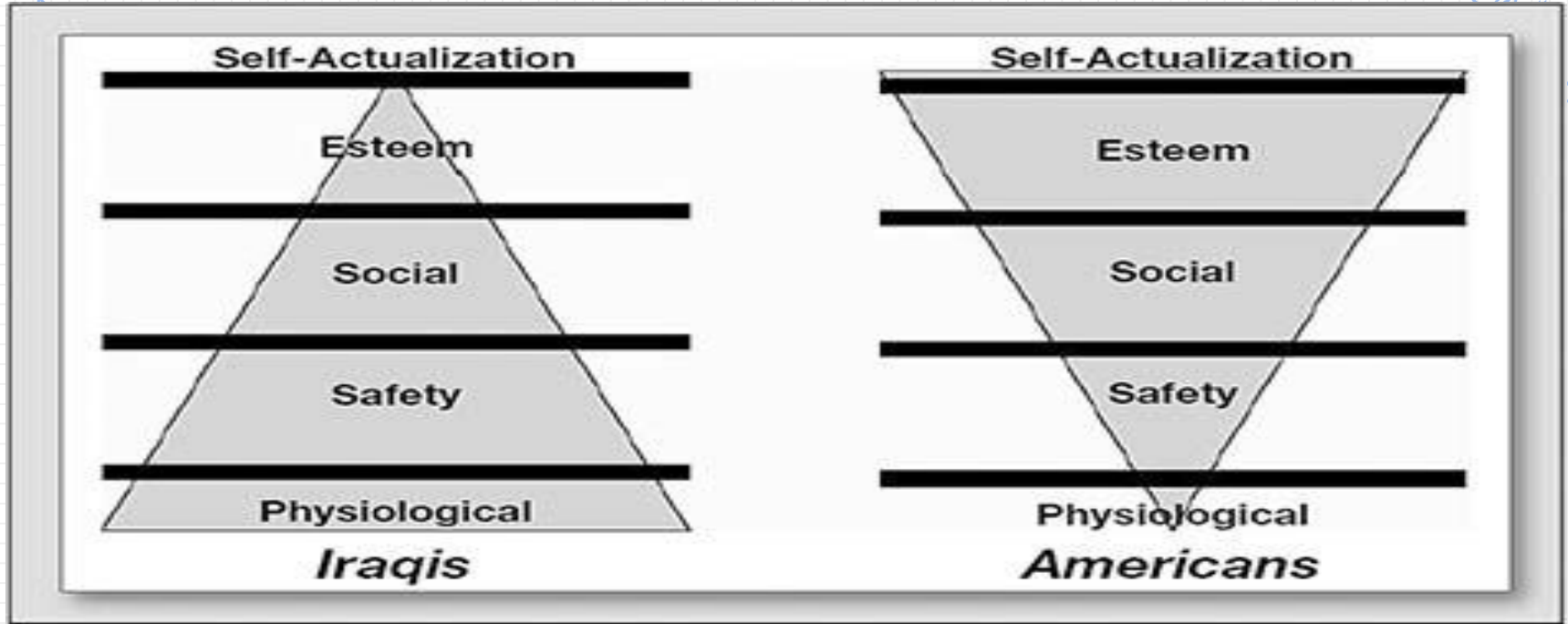
Esteem needs - Promotion, Thank you

Self Actualization Needs - Using abilities to the full.

EMPLOYEE MOTIVATION



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.

EMPLOYEE MOTIVATION

HERZBERG'S TWO FACTOR THEORY

Also known as Motivation- Hygiene Theory

There are 2 factors.

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

| Motivation Factors | Hygiene Factors |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">➤ Achievement➤ Recognition➤ Responsibility | <ul style="list-style-type: none">➤ Working conditions➤ Pay and security➤ Company policy |

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.

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

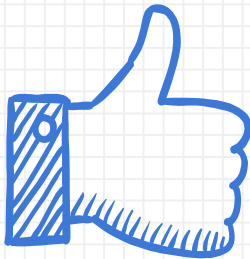
They feel responsible for their own task.

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!