An Empirical Study on Employee Empowerment in TQM Practice in a Saudi Arabian Firm: A Case Study of Saudi Airlines

International Journal of Computer Applications
Foundation of Computer Science (FCS), NY, USA

Volume 142
Number 3

Year of Publication: 2016

Authors:
Fahad Masood Raza, Mohammed Ashi, Fadhil Agusta, Abdulrahman Jalal, Syed Hamid Hasan

10.5120/ijca2016909711

Abstract

Purpose: The ultimate aim of this research paper is to address notions related to TQM that assist in coping with problems affecting employee’s empowerment, in terms of their practicing desires, proposals and alternative associated problems within Total Quality Management practice. TQM is an administration approach utilized mostly by organizations in the manufacturing field. TQM normally is shown as a framework which can facilitate in producing low price merchandise by applying numerous ways of management via a continuous refinement process. When the manager gives a worker the authority to make decisions whether in teams or individually, this act is called Employee Empowerment.

Approach: A questionnaire was used for data collection, which addressed random employees in a Saudi firm. The sample was selected at random, with the criteria for participants being that they work at a Saudi firm. In addition, the number of respondents were 27 out of 30 of those invited to participate the questionnaire was sent individually to all participants in the research.
Findings: Fortunately, the findings show that Employee Empowerment is a widely known concept in Saudi firms, even though some local organizations do not know how to empower their employees in an effective way, still, the relationship between a manager and his team of employee is viewed to be beneficial especially as a way of improving work efficiency and customer satisfaction. Empowering employees is beneficial for a company as well for its staff, as empowering will create a situation where workers are able to make informed decisions which have a positive impact on the company’s performance in their sector or field.

Research limitations/implications: As an empirical study, this research was limited to a small sample of workers in Saudi firms, which was selected randomly. As a result, there might be a small degree of bias in respondents’ replies. However, generally this research paper provides several comprehensive findings that can be further researched in the future.

References

13. D.E. Bowen, E. Lawler, Empowering service employees, Slogan Management Review (1995) 73-88- Faculty of Mechanical and Manufacturing Engineer University Tun Hussein Onn Malaysia,
14. 86400, Parit Raja, Batu Pahat, Johor, Malaysia. Corresponding author: E-mail address: thamizhm Received 21.12.2009; published in revised form 01.04.2010
and Cannot Do: How to Show Employees the Money." Business Horizons 56.2 (2013)

**Index Terms**

Computer Science

Information Sciences

**Keywords**

Total Quality Management; Employee empowerment; Saudi Arabia;