

Impact of Employee Empowerment on Job Satisfaction: A case study of Coca Cola, Nepal

Nischal Shrestha¹ & Dr. Deepmala Singh²

¹PG Scholar, Lord Buddha Education Foundation, Kathmandu, Nepal

²Assistant Professor (Management), Lord Buddha Education Foundation, Kathmandu, Nepal

Abstract

The study's key goal is to assess job satisfaction in Coca Cola, Nepal. It requires determination of different parameters concerning job satisfaction and the existing degree of employee satisfaction. To consider workers' expectations of the job and create business suggestions to increase job satisfaction.

A questionnaire on work satisfaction was the tool used to implement the analysis. The questionnaire consisted of several parts, including personal information, questions about the role played, job relations, abilities and available resources. The questionnaire was distributed to different Coca Cola employee teams. And, the respondents were also included in different designations.

The results were that the employees respected the most when it comes to jobs satisfying their job relationships and safe working conditions. Wages, other incentives and new capabilities were carefully supervised. With respect to working conditions, the workers have been satisfied with the number of hours spent on jobs but they were not satisfied with the stability at work. The workers were unsatisfied with the power delegation, training and promotional prospects, however other incentives and job appreciation parameters satisfied the employees.

The findings revealed that the workers want to establish long-term relationships with their employers. They seek appropriate reward and the benefits given to them according to industry expectations. Opportunities learn and grow is what matters most to the staff. Hence, the employees view a good interaction and growth potential in the organization as a primary motivator.

Keywords: Trend of Deposit, Loans, Advances, Borrowings, Net Profits, SBL, SRBL.

1 INTRODUCTION

1.1 Background

Management and workers interact with their organizational atmosphere in many ways. These relationships are categorized into categories of the highest value for the confidence and satisfaction of staff. Therefore, the relationships between these groups are also relevant. Themes such as human emotions, sensations and actions do not necessarily give conclusive responses to these disparities.

A worker's moral dictates the value or desire of an individual at work. The research and practice over the last few decades have focused on the concept over self-employment. The way they and their workers work has changed organizations. This has contributed to the demand growth by turning towards digital technologies, evolving population and customer tastes and creativity in goods and services. The results show that employee interest in decision-making leads to higher commitment, greater efficiency, reduced job turnover, reduced absence of workers and enhanced satisfaction at the workplace (Moorhead & Griffin, 2004; Luthans, 2005).

Employment satisfaction is the term used to describe the enjoyment, accomplishment and fulfilling of workers' wishes, expectations and wants to function. Many metrics show that happiness at the employee's job is an aspect of employee efficiency, accomplishment of management priorities, and good success at work. According to a review, one of the most studied factors of industrial / organizational psychology is work satisfaction. Employment satisfaction is an emotional state that emerges from a comprehensive evaluation of work experiences.

Empowerment, particularly for those who wish to obtain external leverage with the help of their staff resources, has now become an imperative for organizations. They are not happy with their employment until the staff are motivated. Empirical research has presented empowerment as a

significant indicator of work satisfaction. Employee empowerment surveys advocate an essential connection between the empowerment of workers and work satisfaction (Rana & Singh, 2016). Employment satisfaction is important for both the boss and the employee, according to Muindi (2011), since it is the main criterion for employee productivity. Job satisfaction promotes a person's peace of mind and his / her career. (Maher, 2008).

Due to regular shifts in work relationships, workforce representation has gained a lot of interest from both professionals and scholars in recent decades. Policies and goals such as training and progress, the emergence of participatory options and autonomous job clusters were the main themes in institutions in the 1990s, contributing to the growth of the concept of employee empowerment. The study conducted by Dickson and Lorenz (2009) concluded that empowerment cognitions of importance, effect and self-determination were positively correlated with job satisfaction while cognition of competence was not; however, overall empowerment was found to be positively associated with job satisfaction.

1.1.1 Employee Empowerment

As a result of annual changes in labor relations, workforce empowerment by both professionals and researchers has acquired substantial attention. In the 1990s, the core trends were strategies and priorities such as preparation and growth, participation-building options and working forces in organizations that led to the growth of the idea of employee empowerment.

"Empowerment means empowering individuals to take actions from upper management with the least intervention" (Handy, 1993). Employee empowerment empowers staff to achieve a degree of accountability and responsibility for decision making in their respective managerial positions. At the lower level of an organization, it makes it easier to take actions when staff at a certain point of the enterprise have a clear perception of issues and obstacles. Empowerment also offers more resources to staff. By seeking 23 ways to function, this activates the minds of workers and gives people a sense of self-confidence about themselves and their organizations (Bourke 1998).

Job satisfaction is defined as if an employee feels fulfilled and happy at work. When a person feels safe, job growth and a healthy balance of work life, workplace satisfaction occurs. This means the employee feels comfortable at work, since the job suits the desires of the worker. The main cause of the competitive advantage of companies is their skilled, talented, inspired, devoted and attentive workers.

1.1.2 Job Satisfaction

High levels of work satisfaction can contribute to healthy health and mental status. Researchers' increasing interest in employee behavior and its implications have driven them to examine multiple aspects of the job. According to a review, one of the most studied factors of industrial / organizational psychology is work satisfaction. Employment happiness contributes to the worker's reconciliation of ideas and this encourages the individual to focus on his job (Maher, 2008).

Performance management focuses on behavior that can contribute to improved employee performance to enable organizational and individual productivity to be accomplished. When there are productive mechanisms of continuous growth and employee satisfaction, efficiency is enhanced. Performance management is based on meeting shareholder desires and needs such as management, shareholders, vendors, consumers, and the general public, and therefore staff should be regarded as valuable assets with strongly valued preferences (Davidson, 2004).

Job frustration and happiness depend, according to (Hussami, 2008), on the atmosphere of the job and also on the expectation of what the worker is for. Parvin Kabir (2011) suggested that higher organizational benefits, lower costs of comfort and inherent benefits increase employee satisfaction.

1.2 Organizational Introduction

Coca-Cola is an American company that provides the producer, reseller and marketer of concentrate and sirop non-alcoholic drinks. It was invented in Atlanta, Georgia, for its flagstone drugs, Coca-Cola, in 1886 by the pharmacy firm John Stith Pemberton. The formula and brand were purchased entirely in 1889 by Asa Griggs Candler, a Coca-Cola company which integrates The Coca-Cola Company of Atlanta.

Coca-Cola was first introduced in Nepal in 1973, and the local production of Coca-Cola began in 1979, when it was imported from India. Nepal's only two-filling Coca-Cola bottler in Nepal is Bottlers Nepal Limited (BNL) and Bharatpur (Bottlers Nepal (Terai) Limited), situated 160 km away from Katmandu (capital of Kathmandu). The company employs more than 700 employees in the country. Coca-Cola Enterprises is positive about the long-term growth potential of the region, as they are the world's biggest caca-cola bottler and are shortly to concentrate solely on some of Western Europe's biggest but still more established soft drink markets. The Group's goal is to produce a currency-neutral result: growth in sales of 4 to 6 per cent, rise in operating sales of 6 to 8 per cent, growth in income per share in a strong one-digit range, and rise in return on investment capital in 20 or more basis points annually.

In certain parts of the world, the market share of the Coca Cola competitor Pepsi could be 50-50, but the market participation composition will be 3:1 when it comes to Nepal. It is not possible to define so quickly the aspect that needs to be credited with Coca Cola market share results. The causes, administration and consistency, as far as I know, may be the causes. Bottlers Nepal, the main dealer for Coke, was the company with the highest paper work in Nepal. This also shows that management is strong and conservation of quality does not require a definition.

In addition, cost control, product selection and promotion have gained prominence as demand increases and the share of the consumer is essential to profitability. In international markets, Coke 's development advantage in this region is mostly due to its good positioning and now is able to subsidize the domestic Cola Wars leveraging this sector of steady profitability. Insert the lifecycle shot of the product.

1.3 Problem Statement

“Empowerment means encouraging the people to make decisions with least intervention from higher management” (Handy, 1993). Various experiments are performed in the areas of work morale, happiness and willingness to quit. Few studies involving employee skill building relations and workplace satisfaction. However, the connection between the two items was small and the forms of study used in the analysis were not distinguished from the participant population.

While management is responsible for creating an organizational empowerment atmosphere, they must be equipped and able to motivate. Different leadership practices that the organization employs to empower its employees are the planning and procurement of adequate tools and equipment. Jobs are not paid equally; power transference and job representation are not essential in any decision-making.

The relation between employee morale and competitiveness in the world of major manufacturing, including complex production methods, was therefore not extensively explored. Most international analysts agreed that employee morale increases their responsibilities, autonomy and a clear sense of belonging, which is more beneficial to a company. Employee empowerment of companies is now viewed as a big concern and a sense of integrity must be felt in this area. Empowerment practices are still not common in our business.

1.4 Research Objectives

The main goal is to provide practical and objective details on the effect of employee empowerment on workplace satisfaction. True advantages of employee contribution to better company overall results will be found in analysis. The views and theories explaining the concept of employee empowerment would also be checked. This case study has the following objectives:

- To examine the importance of employee empowerment on job satisfaction.
- To examine the relationship between training and development and job satisfaction.
- To find the impact of availability of proper equipment on job satisfaction.
- To find the impact of power delegation on job satisfaction.

1.5 Research Questions

- Is there any significant importance of employee empowerment on job satisfaction?
- Is there a relationship between training and development and job satisfaction?

- Is there any impact of availability of proper equipment on job satisfaction?
- Is there any impact of power delegation on job satisfaction?

1.6 Research Hypothesis

- There is significant importance of employee empowerment on job satisfaction.
- There is significant relationship between training and development and job satisfaction.
- There is impact of availability of proper equipment on job satisfaction.
- There is impact of power delegation on job satisfaction.

1.7 Significance of the Study

The suggestions from this study will impact how supervisors, staff and companies, particularly administrators, formulate the next plan for work fulfillment for all stakeholders. In addition, this greatly facilitates an effective market climate and management interaction with staff.

The research seeks to provide awareness of the most important empowers strategies to be adopted for present and prospective human resources professionals in the Coca cola industry and other sectors in view of their benefits. It calls for the empowerment, promotion and promotion of professional and experienced team members who support the company in its priorities and objectives.

1.8 Limitation

Time, funding and access to knowledge were the main constraints of this study. But the erratic life of their timetable made it somehow impossible for respondents to get details. Facettes of job satisfaction such as compensation / pay time, advocacy, 10 working environments, relationships with superiors, supervisors / managers, quality of the jobs, respect of leadership, safety and preparation and advancement were addressed in the study. However, certain factors that may affect the degree of happiness at work were not included in the analysis.

2 LITERATURE REVIEW

The credit activities are the important factors that contributes towards sound economic growth and

2.1. Theories

Theories are developed to describe, predict or clarify events and, in many cases in the sense of essential boundary assumptions, to test and expand current understanding. There is immense literature research on what satisfies and does not satisfy an employee. Few of these theories on job satisfaction are as follows:

2.1.1 The Fulfilment Theory

Convinced that job is a specific field of human activity and that social processes are used to please or discontent individuals. Robert H. Schaffer (1953) developed a basic philosophical framework known as the principle of fulfillment for work satisfaction. In other words, the theory of compliance is based on the premise that how happy or unfulfilled an individual is based on the nature of the person's desires and wants and that he / she should see and use his / her opportunity for fulfillment in the job situation, not only seems to be a function of how much he / she is offered, but also of what he or she thinks should get.

The solution to work satisfaction in fulfillment philosophy, which does not seem to understand variation in how you feel regarding the benefits to which you earn, is invalidated by this view. Persons are diverse in their views, context attitude, knowledge, etc. Thus, different factors may be fulfilled or inspired. These variations should be taken into account by managers when assessing motivating factors.

The approach for happiness of fulfillment that appears to be incomprehensible to the disparity between how you feel about the advantages that you reap from this vision is invalidated. The people's beliefs, meaning, awareness, etc. differ. Various variables may either be pleased or motivated. When determining motivational causes, administrators should consider these variants.

2.1.2 Intrinsic and Extrinsic Factors

Well-known psychologist Frederick Herzberg has done extensive research into what motivated

people in 1950s and 1960s. "The hypothesis was widely contentious at the time of publication and claimed to be the most reproduced research in this field and formed the basis for many other human resources theories and structures." (Herzberg, 1987). He needed people to know how fulfillment and pleasure were brought on. His thorough analysis resulted in two separate theories, which are often called the innate incentive definition.

The results of innate and external work are adequate for the job. The comparison between internal and external results is relevant for understanding how people react to their jobs. Furthermore, there are inferred consequences that arise from the actions of workers that do not entail the participation of someone else. It is a consequence of which the dimensions of the working environment are inevitably linked to behavior. It is clear that only in the area of professional and technical work are supposed to achieve these results, but all workers are capable of eventual success.

This discovery generates a sense of obligation, difficulty and consciousness, culminating in problems including multiplicity, freedom, singularity and connotation.

Events or events which result from the work of workers' careful work in combination with other triggers or people not directly involved in the work itself are, however, severe consequences. Jobs, job environments, staff and even employee supervisors are things that are likely to have consequences on jobs, but not important to employment. External consequences metrics are to handle individuals and to interact with friends.

2.1.3 Vroom expectancy motivation theory

While the ties entre domestic needs and corresponding attempts occur in Maslow and Herzberg, Vroom's expectations theories separate action, efficiency and impact from causes.

"Over the years, the literature has articulated several motivational ideas that address motivation from diverse viewpoints. However, most studies believe that motivating involves a commitment to act, a capacity to act and a purpose." (Ramlall, 2004)

The purpose theory of attraction explains that one moral preference is superior to another. This theory indicates that people will be motivated to accomplish goals when they believe that a strong connection occurs between dedication and achievement, and that the outcome of a better performance is a good incentive, a quality bonus is important or that the outcome satisfies a need.

The Vroom definition of desires implies that intervention is the product of deliberate decision-making between choices for pleasure optimization and pain relief. Vroom agreed that an employee's output was dependent on considerations such as temper, abilities, experience and qualifications. The motivation of a person is correlated with his dedication, achievement and encouragement. The Anticipation, Instrumentality and Valence parameters are used to account.

"The theory of expectation holds that people are driven to act in ways that yield desired variations of predicted results" (Kreitner and Kinicki, 1998).

3 RESEARCH DESIGN AND METHODOLOGY

The causes of empowerment are defined as inherent motivation, empathy and determination, the working environment and the exchange of resources and expertise, strength or influence. In 1788, the original definition of empowerment was defined as a delegating authority on behalf of an individual. Such authority should be defined for a person or be seen in his or her business role.

3.1 Research Design

The aim of this study was to assess the impact of the motivating of workers in the company on workplace satisfaction. This research aims to provide staff with an understanding of the various factors involved, to provide information about their job experiences and to use memories. The reason why the detailed sample method is adopted. The descriptive nature of research is aimed at gathering comprehensive information on the prevalent ports by asking people for their views, behaviours, and actions according to Mugenda and Mugenda (2003).

Research design is the unique framework that comprises the whole survey. The qualitative analysis methodology was used while performing this survey. The researchers asked people questions with standardized methodology to include concrete evidence and figures for the survey. The design of a test is used to restructure the survey in order to illustrate all the key research challenges, including

measures, experiments, experiments, treatments and methods of assignment that fit together. Also, quality study strategy included the participants. The research included a census sample, making it possible to collect statistical data.

3.2 Methodology Justification

This research was performed using descriptive research methods. The descriptive review is described as "a study which accurately explains the participants. In other words, informative analysis explains participants who engage in the sample.

Many scholars have recognized the rationale for using this technique in the fields of psychology, philosophy, sociology, political science, biology, economics administration, etc. (Eisenhardt 1989; Perry 1998; Dubois and Gadde 2002; Halinen and Tornroo 2005). A variety of scholars are known for using this strategy. Descriptive analysis is based instead of on real world phenomenon on designing decision models. Descriptive findings are extremely important to the effect that empowerment has on the happiness and satisfaction of Coca cola workers.

3.3 Independent and dependent variables

"An independent variable is one that influences the dependent variable in either positive way or negative way" (Cavana et al., 1992). The dependent variables are defined by the independent variable and analyzed. The variables independent and dependent are described below:

3.3.1 Independent variables

- Training and development
- Availability of proper equipment
- Power delegation

3.3.2 Dependent variables

- Job Satisfaction

3.4 Research Framework

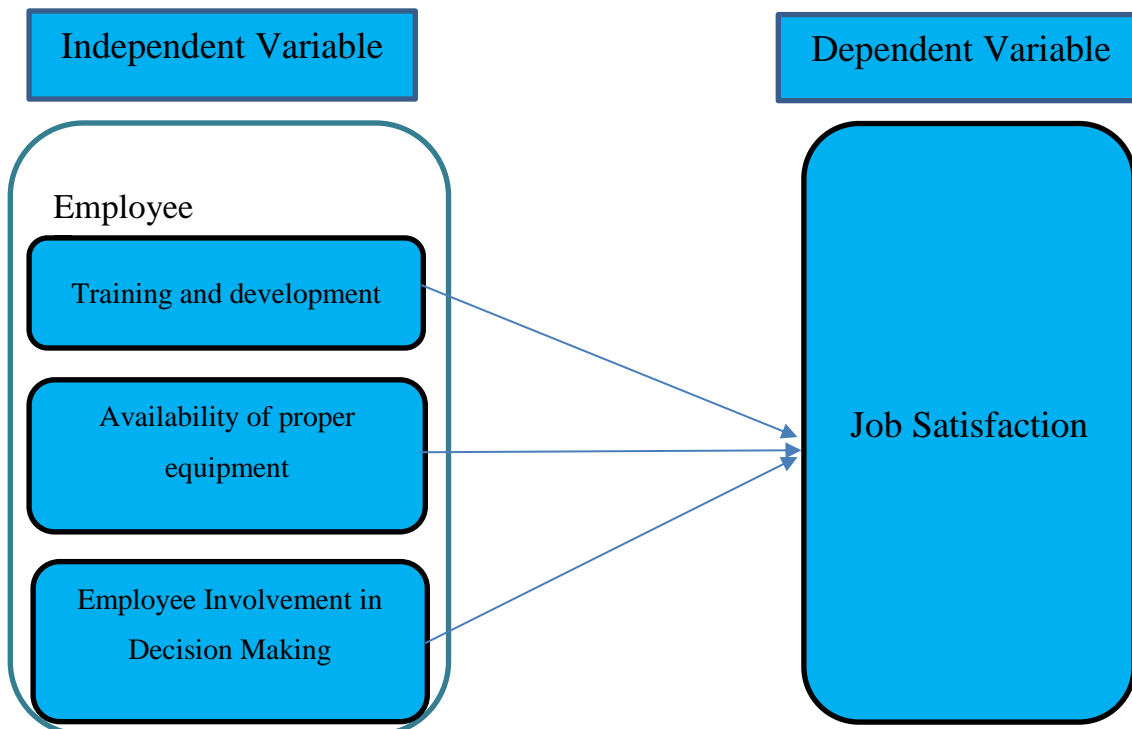


Fig 1. Framework

3.5 Data Collection

The researchers were able to gather the requisite data using organized and unstructured Questionnaires. Structured and non-structured questions in this study are very useful to use since the researchers have gained from respondents a wide range of information. A drop-and-select methodology method was added to the questionnaire. The investigator also had help for queries and obtained the highest response rates. Frameworks have been completed. The questionnaires used close-ended questions. Furthermore, the results of the partial error during the entire study have been reduced by using this research instrument. In addition, the analysis methods also provide test respondents with improved privacy.

Questionnaires have been of great use in this study in the processing of data because they are easy to handle, interpret and rating (Mugenda & Mugenda, 2003). The data is obtained from both primary and secondary sources. The analysis is completed by personal interviews and information given is specifically recorded on the questionnaire. In order to find the right responses, the knowledgeable workers of the company Coco-Cola will ask the questions.

3.6 Respondent selection

The study participants have been chosen from low-ranking to high-level employees, recognizing their similarly essential roles and obligations. Affected people have a median age of 20 and respondents have a mean age of 60. A participant in the selection of respondents is a precondition for study. The survey can be seen as truly representative of the culture, both of the relevant fields were covered.

3.7 Sampling

The sampling technique is used for the analysis. Comfort Sampling is a simple technique for selecting a specimen in accordance with the satisfaction of the researchers. This service may be provided with regard to the availability of knowledge and materials.

3.8 Data Analysis

In order to promote their study, the data obtained from primary source is arranged systematically. In order to promote its collection, it was engaged in data interpretation, data coding, data planning, data editing and data purification. The core inclination indicators like medium and normal variations, as well as the scattering indicators like variance and size, were included in the descriptive statistics. Regression analysis has been done to examine the impact on employee empowerment levels at work. The tables were also used to display the findings of the analysis so that both the findings produced and the suggestions from the findings could be accurately understood and interpreted.

The regression model is utilized as follows:

$$Y = BO + B_1X_1 + B_2X_2 + B_3X_3 + \sum \quad (1)$$

Where:

Y is representing Job Satisfaction

X₁ is representing Training and development

X₂ is representing Availability of proper equipment

X₃ is representing Power Delegation

BO is representing Constant

B₁ – B₃ is representing Regression Co-efficient

∑ is representing Error term.

4 DATA ANALYSIS

4.1 Employee Empowerment

It is determined that different facets of employee participation under this segment and they led to enhance employee satisfaction. In the empowerment of the workers, the research explored different facets of empowerment that influence the happiness of their workers with their job. These

require training and development, the availability of proper equipment and power delegation.

4.1.1 Training and development

Research has attempted to describe numerous aspects of training contributing to the productivity and performance of personnel, as preparation is one of the key methods human resources managers can use to motivate their personnel. The training helps a worker to provide clients with high standards of service, minimize workplace injuries, deliver high-quality products which result in high profits to the company and in exchange the employee earns higher rewards which would contribute to greater employee satisfaction.

Table 1: Table of variable relation with Job satisfaction

	N	Mean	Std. Deviation
Training and development and job satisfaction	91	3.860	.693
Training and development opportunities for professional growth	91	3.570	.910
Training and development for the change in morality of the employee	91	3.620	.860
Training and development for better control of transition	91	3.900	.730
Average Mean	91	3.738	0.798

The findings showed that the training provided employees at the company with a 3.860 mean and a standard deviation of 0.693, added to the growth of individuals whose average was 3.570 and standard deviations were 0,910, increased moral standards of employees with a mean of 3.620 and standard deviation of 0.860. A standard deviation of 0.798 was 3.738 as normal. This was an indicator of the fact that the preparation increased the role and efficiency of workers in the company.

This result illustrates that training is an approach which enables employees to gain skills and knowledge in an effective and efficient way, thus improving organizational efficiency and employee approval.

4.1.2 Availability of proper equipment

The research attempted to define different ways of having proper facilities and technologies to boost the workplace satisfaction. In order to avoid injuries or reduced worker output, equipment that is employed in its work has to be properly and operational. Training employees in dealing with machinery and equipment is necessary as poor management of equipment can lead to injuries or decrease the production of worker regardless of the required quantity of equipment.

Table 2: Table of variable relation with Job satisfaction

	N	Mean	Std. Deviation
Proper instruments and equipment and output	91	3.563	0.755
Proper resources for proper performance	91	3.680	0.430
Appropriate instruments for reduced work loss as long as	91	3.650	0.431
Fundamental requirement of proper equipment	91	3.820	0.494
Workers encouragement due to proper resources and facilities	91	3.680	0.430
Average Mean	91	3.679	0.508

The results revealed that workers were provided with the necessary means and equipment that

contributed to an increased employee efficiency, mean 3.563, and standard deviation of 0.755. All workers are entitled to appropriate resources and equipment for proper performance and has a mean of 3.680 and standard deviation of 0.430. Suitable tools and supplies stopped staff from losing their work productivity, the average of which was 3,650 and the minimum was 0,431. Equipment is often seen as an important employee right to productivity and sustainability, with an average of 3820, with a standard deviation of 0.494. Encouragement in employees is seen due to provision of proper facilities and resources with mean of 3.680 and 0.430 standard deviation. The average of mean was found to be 3.679 and 0.508 standard deviation. This suggested that the respondents believed that having relevant resources and facilities affected workers' work satisfaction and efficiency. The results illustrate that supplying staff with the right resources and facilities helps enhance work conditions and productivity.

5 Discussion and Conclusion

5.1 Summary

The key aim of the analysis was to evaluate the effects of workers authorization in the company's work satisfaction. Research was conducted by evaluating the influence of training, measuring the impacts of product procurement and development opportunities and evaluating the impact of employee engagement in company decisions on company job satisfaction.

The research is based on a group of 120 participants as represented from Table 1 above, of which 91 of them responded but 24 of them did not reply back. Questionnaires were completed and returned, making the response rate of 76% adequate for the analytics to be carried out.

5.1.1 Training and development

The findings showed that the training provided employees at the company with a 3.860 mean and a standard deviation of 0.693, added to the growth of individuals whose average was 3.570 and standard deviations were 0,910, increased moral standards of employees with a mean of 3.620 and standard deviation of 0.860. A standard deviation of 0.798 was 3.738 as normal. This was an indicator of the fact that the preparation increased the role and efficiency of workers in the company.

87% of participants felt training would help enhance organizational efficiency. The study revealed that Again, 76% claimed that educational programs provide workers inspire them with the requisite expertise, abilities and abilities for stronger communication and person growth. The respondents believed that training enhances occupational morality and also believed that training benefits an individual in evolving conditions. This result illustrates that training is an approach which enables employees to gain skills and knowledge in an effective and efficient way, thus improving organizational efficiency and employee satisfaction.

5.1.2 Availability of proper equipment

The results revealed that workers were provided with the necessary means and equipment that contributed to an increased employee efficiency, mean 3.563, and standard deviation of 0.755. All workers are entitled to appropriate resources and equipment for proper performance and has a mean of 3.680 and standard deviation of 0.430. Appropriate instruments and equipment have kept workers from making a loss in work efficiency where the standard deviation was 0.431 and average was 3.650. Also, with a standard deviation of the 0.494 and mean of 3.820, proper equipment is seen as the fundamental right of the employee for efficiency and profitable output. Encouragement in employees is seen due to provision of proper facilities and resources with mean of 3.680 and 0.430 standard deviation. The average of mean was found to be 3.679 and 0.508 standard deviation. This suggested that the respondents believed that having relevant resources and facilities affected workers' work satisfaction and efficiency. The results illustrate that supplying staff with the right resources and facilities helps enhance work conditions and productivity.

70% of respondents believed that the organization, the availability of suitable instruments and facilities aims to minimize workforce attrition and absenteeism, contributing to improved efficiency of the organization. Thus, it has been found that the business provides sufficient facilities for workers. Furthermore, the respondents accepted that the availability of appropriate materials, safe

apparel and supplies or subsidization of the cost of protective clothes is a human right that increases work satisfaction for the employees.

5.1.3 Power delegation

The findings showed that employee interest in power delegation resulted in the organization's creative climate and has mean 3.820 and standard deviation of 0.494. The power delegation also leads to a narrowing of the distance between managers and subordinates of the lower rank, indicating 3.912 and standard deviations of 0.561. People with a mean 2.41 and a standard deviation of 1.325 are not considered involved in the decision-making process. Employees have accepted that decision inclusions lead to a mean of 3.650 and 0.431 improved employee outcomes.

The average mean was 3.448 and standard deviation was 0.703. As illustrated by the table above as staffs are not actively included in decision-making, therefore frequent collision of interest and unrest is seen within the employees. This suggested that the respondents were impartial as to whether employee engagement related to employee retention and organizational efficiency. In general, it was not that workers were actively interested in making decisions which had a significant effect on their work satisfaction and results by the management of the company.

Results found that 87% of respondents accepted that the engagement in decision-making contributes to the disruptive climate, work satisfaction, market results and efficiency. Other results from surveys have indicated that 58% of respondents do not accept that the company takes into account the notion that the participation of workers should take place directly by decision-making instead of indirectly by labor unions.

5.2 Conclusion

87% of participants felt training would help enhance organizational efficiency. The study revealed that Again, 76% claimed that educational programs provide workers inspire them with the requisite expertise, abilities and abilities for stronger communication and person growth. The respondents believed that training enhances occupational morality and also believed that training benefits an individual in evolving conditions. 70% of respondents believed that the organization, the availability of suitable instruments and facilities aims to minimize workforce attrition and absenteeism, contributing to improved efficiency of the organization. Thus, it has been found that the business provides sufficient facilities for workers. Results found that 87% of respondents accepted that the engagement in decision-making contributes to the disruptive climate, work satisfaction, market results and efficiency.

This result illustrates that training is an approach which enables employees to gain skills and knowledge in an effective and efficient way, thus improving organizational efficiency and employee satisfaction. Furthermore, the respondents accepted that the availability of appropriate materials, safe apparel and supplies or subsidization of the cost of protective clothes is a human right that increases work satisfaction for the employees. 58% of respondents do not accept that the company takes into account the notion that the participation of workers should take place directly by decision-making instead of indirectly by labor unions. This is also illustrating that majority of workers deny strongly that the company includes employees in decision making.

5.3 Recommendations

58% of respondents do not accept that the company takes into account the notion that the participation of workers should take place directly by decision-making instead of indirectly by labor unions. This is also illustrating that majority of workers deny strongly that the company includes employees in decision making.

Employees in Coca cola, Nepal are not actively included in decision-making, therefore frequent collision of interest and unrest is seen within the employees. This suggested that the respondents were impartial as to whether employee engagement related to employee retention and organizational efficiency. In general, it was not that workers were actively interested in making decisions which had a significant effect on their work satisfaction and results by the management of the company.

This study therefore suggests that Coca cola, Nepal should use the techniques to maximize employee

efficiency and loyalty with more power delegation and reduce the gap between the employees. Growing staff efficiency, reducing the distance between boss and managers, fostering a good sense of team work among workers, and achieving outcomes in a cohesive, creative framework within the organization.

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