

Enhancing Organizational Performance through Employee Empowerment: A Study of Koosar Insurance Company in Tehran

Authors : Masoud Jabar Zadeh Mamaghani

Abstract : Employee empowerment is an effective technique for increasing employee productivity and utilizing their individual and group capacities toward organizational goals. Empowerment is a process that helps improve and enhance performance through the development and expansion of individuals' and teams' influence and capabilities. In other words, empowerment is a strategy for organizational development and flourishing. In this study, the relationship between training and employee empowerment was examined in addition to measuring the level of empowerment among the employees of Kowsar Tehran Insurance Agency. The research method used was a descriptive correlation, and the statistical population of the study included all official employees with a degree higher than a diploma in Kowsar Tehran Insurance Agency. Data related to training hours while serving employees were extracted from their educational certificates, and data related to employees' empowerment levels were obtained through interviews and questionnaires. The research results showed that the level of empowerment among the employees in this agency is higher than the average in all dimensions. However, no correlation was observed between their empowerment level and the training hours they completed while serving.

Keywords : employee empowerment, organizational development, training, insurance industry

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