

## CONCEPTUAL FRAME WORK OF EMPLOYEE EMPOWERMENT

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### ABSTRACT

In this paper, we give an overview of the management practices that create what we refer to as an “empowered state of mind.” We then consider the complex issues concerning its effectiveness and implementation. Although we believe that employee empowerment is often the approach that will best fit a service firm’s situation, we also believe that managers need to examine more fully the evidence of empowerment’s effectiveness and the challenges and dilemmas surrounding its adoption.

**KEY WORDS:** empowered state of mind, employee empowerment, evidence of empowerment’s.

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