

Assessment 12

Total Marks: 30

1. Give short answers for the following questions: (24)
 - I. What is meant by the term empowerment & Ownership?
 - II. Why should organizations empower their employees?
 - III. What are the different levels of empowerment?
 - IV. How does empowerment impact the customer retention?
 - V. Explain the term 'an extra mile 'in terms of employee's empowerment.
 - VI. Why do organisations develop discretionary awards?

2. How can employees be empowered at different levels? (6)