

### Assessment # 8

**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)