

# High performance management

Business



**DELEGATION:** Delegation means empowering employees to make certain decisions on their instincts and facts available to do work. It is not only about transferring the right to make decision; with authorization subordinates also carry responsibility, this means they are going to be accountable for their acts (Jackson, Schuler, & Werner, 2009).

**EXAMPLE:**

In every organization customer relationship officer is directly responsible for maintaining healthy relationship with clients and bringing in the business, so it is not the manager who is taking decisions to cater the immediate needs of valuable customers, it is the CRO who cater all their needs, this shows the delegation of authority from manager to CRO.

**PROS AND CONS OF DELEGATION FROM THE PERSPECTIVE OF EMPLOYEES**

**Pros:**

When supervisors delegate authority to their subordinates, it provides them with an opportunity to show talent and skills to take pride on their decisions which work as a motivational factor (Secord, 2003).

When subordinates are endowed with authority, it gives them a feel of ownership.

Delegation of authority encourages team work and strong communication between departments and employees, which promotes ease and systematic flow of work.

**Cons:**

In a decentralized organization, an employee is rewarded on his competence; similarly he has to compensate for his inefficient acts.

With an opportunity to show skills and talent, a subordinate also welcome work pressure and stress.

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## PROS AND CONS OF DELEGATION FROM THE PERSPECTIVE OF SUPERVISORS

### Pros:

While delegating authority to subordinates, supervisors divide work pressure, responsibility and accountability which improves their productivity (Losey, Mesinger, & Ulrich, 2005).

In delegation supervisors can achieve more in less time.

Through delegation, supervisors can focus more on long-term goals and objectives.

### Cons:

With decision making authority, delegation also transfers the share of command to subordinates.

It is not easy for subordinates to track all decisions and its accountability.

## REFERENCES

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