

Wal-mart, inc

Business



Walmart, Inc. Employee Empowerment Employee empowerment can be described as different ways through which even the employees not belonging to the managerial positions are entrusted with the responsibility to take decisions. Such decisions are taken without consulting the managers. The study has been conducted in lieu to analyze the employee empowerment program of an organization as well as to understand the benefits of such programs. After conducting in depth research and keeping the project objective in mind the organization chosen happens to be Walmart (Porterfield, 1999, p. 54).

Benefits of employee empowerment

Sam Walton, the founder of Walmart had created a unique culture at Walmart by involving all the employees of Walmart, including those belonging to the managerial as well as non managerial positions. Mr. Sam Walton once said that individuals do not win, but teams do. Therefore if someone is working for Walmart then Sam Walton is a partner not the boss. Mr. Walton used the unique organizational culture to gain long term competitive advantage. The whole idea or concept behind the incorporation of such an organizational culture is to do things the Walmart way. Probably that is the reason people working at Walmart calls it a 'cult-like' atmosphere. One of the key ingredients to do business the Walmart way is to treat employees as business partners. Mr. Walmart believes in the value of creating employee partnership. It was believed that an employee has the ability to be business leader if provided the right platform. The best way to do so is to let the employees take major decisions (Wilton, 2010, p. 292). The employees at Walmart are not 'employees'; rather they are 'associates' encourages acting as entrepreneurs. In order to take employee

empowerment process Mr. Walton even introduced the concept of profit sharing. In Walmart there are no HR division, there exists people division as Mr. Walton understood the importance of employee and manager interaction.

Suggestions and Recommendations

Another key aspect of Walmart employee empowerment is controlling expenses. According to Mr. Walton, employees should manage company expenses just like the personal expenses. Therefore by sharing the profit and loss, the employees truly understand the strong relation between profitability of the company and the potential to receive some percentage of profit sharing. That is not all. Add to the innovative concept of profit sharing Mr. Walton wanted to add something extra to motivate the employees. It was once said by him that money and ownership may not be enough to motivate people. It was believed that the employees or associates rather; need to set high. One of the key ways to do so is to encourage competition among the employees. Quite often Mr. Walton would encourage the employees to set challenges for themselves. Workers are able to meet those challenges or even get somewhere close them would be rewarded with healthy payoffs (Martin, 1993, p. 85). Therefore, for developing employee empowerment at Walmart, the senior management of human resource department need to develop incentive or reward based job duties. It will encourage the employees more dedicated to their tasks and also this will result cost effective business operation. As the largest retail supermarket in the world, Walmart needs to highly focus on employee empowerment to maintain sustainable business operation by a self-driven workforce of the organization.

References

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