

# **Employee Empowerment As on Approach to Quality of Work Life improvement in communication sector (empirical study)**

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## **Abstract**

This research deals with the relationship between the empowerment of workers and the quality of work life in the telecommunication sector in Syria. The objectives of this study are to determine the nature of the relationship between the empowerment of workers and the quality of work life, and to determine the best form of empowerment of employees required to achieve the quality of work life in the organizations under study. The most important result of the study was that there is a significant relationship between the empowerment of employees' variables including, delegation of authority, participation of workers in decision-making, participation of workers in the ownership, encouragement of workers and the appreciation of their ideas and suggestions, and the quality of work life in the concerned organizations. The study also indicates that the appreciation of achievement is the most variable of employee empowerment linked to the quality of work life, followed by participation of workers in the property, and then the delegation of authority. The study shows that the family life of the individual was far from the concern of the companies under study. Moreover, noting that most companies have a strategy for the delegation of authority and there is a limited participation of the employees in decision making, healthcare insurance program was not implemented properly despite the fact that the wages and compensation system is fair.

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For the Paper in Arabic Language See the Pages (195-224)