SUMMARY

Research was undertaken in an information technology services setting in order to analyse the perception levels of women employees so as to establish the prevailing scenario of empowerment and their consequent impact on job satisfaction, intrinsic motivation and ability to perform. Review of literature revealed several factors impacting psychological empowerment, decision-making empowerment, work culture empowerment, social empowerment, satisfaction with job, intrinsic motivation and ability to perform. The current research was confined to IT organisations in Chennai city of Tamilnadu in south India. Exploratory research was applied for collection of literature. Descriptive design was applied for data collection and analysis while causal research was applied to comprehend the simultaneous relationships between the variables under study. The findings of the current research, albeit with certain limitations, throws holistic insights into the prevailing scenario which would be of immense value to IT organisations. Strategies for alleviation of observed lacunae have been spelt out. This research will stimulate future work in a dynamic servicescape. All variables in the research were found to have a positive impact on the dependant variable.