

A STUDY ON EMPLOYEE RELATIONSHIP AND ITS EFFECT ON EMPLOYEE PRODUCTIVITY WITH SPECIAL REFERENCE TO JAYA LAKSHMI TRADERS, ELAMPILLAI

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Abstract—*One of the most pressing issues facing most organizations today is the need to raise employee productivity. There is a widespread belief that productivity improvements can only be achieved through a fundamental reform in the area of employee relations. Changes are thought to be necessary both in the organization and structure of work and in the way in which employees are trained, remunerated, and motivated. Moreover, it is argued that these changes cannot be separated from the need to overhaul our system of interest representation and dispute resolution. The activities of trade unions and the operations of arbitration tribunals are often viewed as impediments to management efforts to lift the competitive performance of their organizations. The purpose of this study is to evaluate these arguments, identify ways employee relations affect productivity, and how to improve productivity in organizations.*

INTRODUCTION

The textile industry in India traditionally, after agriculture, is the only industry that has generated huge employment for both skilled and unskilled labour. The textile industry continues to be the second-largest employment generating sector in India. It offers direct employment to over 35 million people in the country. India is the world's second largest exporter of textiles and clothing, and in the fiscal year 2022, the exports stood at US\$ 44.4 billion. According to the Ministry of Textiles, the share of textiles in total exports during April–July 2010 was 11.04%. During 2009–2010, the Indian textile industry was pegged at US\$55 billion, 64% of which services domestic demand. In 2010, there were 2,500 textile weaving factories and 4,135 textile finishing factories in all of India. According to AT Kearney's 'Retail Apparel Index', India was ranked as the fourth most promising market for apparel retailers in 2009.

STATEMENT OF THE PROBLEM

Poor employee relations hinder the overall workflow of an organization and damage the organization's reputation. Most workers in some organizations in Nigeria do not produce more simply because of the poor relationship between the employers and employees. An employee cannot put up their bestperformances at the workplace when they are not happy with the employer or even with their colleague. Poor employee relations will affect employees' performance and the organization's productivity. Poor employer-employee relationship results in strike action and lockout. Employees displayed their grievances through strike action and lockout. Strike action and lockout reduce productivity drastically. Employee relations or industrial relations is the relationship between employees and employers collectively.

AIM AND OBJECTIVE OF THE STUDY

- To identify various employee relations practices and their effect on the productivity of JAYA LAKSHMI TRADERS.
- To identify the challenges faced by employees at workplaces.
- To identify ways of enhancing the healthy relationships between employees and employers in JAYA LAKSHMI TRADERS.

SIGNIFICANCE OF THE STUDY

This study intends to investigate employee relations and their effect on employee productivity. The study will benefit both employees and employers. It will benefit the employees in the sense that each employee will be allowed to state

their perceptions toward employee relations and their effect on employee productivity and make recommendations as to what they feel the firms should do to improve employee relations. The management will benefit from the study too, as the findings will be presented to them with recommendations from the respondents. It will also serve to make them understand the benefits of good employee relations and their influence on employee productivity.

It will enlighten the management of various organizations of the effects of relationship practices between employers and employees. It will also bring out specifically, the employee relations practices which the companies have been able to make available to their employees. It will enable students and academicians to understand the causes, consequences, and solutions of poor employee relations. It will also highlight factors related to employee relations and the impact of employee relations on employee productivity.

SCOPE OF THE STUDY

The scope of the research will be limited to employee relations practices and effects on employee productivity. The research will rely on both primary and secondary sources of data. The project will organize around objectives, research significance of the study, the scope of the study, analysis, findings, suggestion, and conclusion.

REVIEW OF LITERATURE

Som (2020) in his research stated that Employee Relations is a set of organizational functions and practices that deals with issues related to people as staffing, compensation and benefits, performance management, organization development, health and safety, communication, and administration. Employee Relation Practices are viewed as ambiguous over the past years. Competition forced Employee Relations to perform a strategic role as a business partner instead of adopting ER practices only to take disciplinary actions and advocate for employees.

Mugenda (2019) defined that Motivation is the desire to achieve some given targets at any given time. It is a difference between the sleeping state of mind and action on the ground. The can- do approach and procrastination are the best examples to clearly define motivation. It is instinct to complete internal motives. Motivation is self-esteem any can have in one inner self yet requires a stimulus for being motivated.

Pearce & Robison (2018) stated in their research that Proactive steps in anticipation of employee needs and expectations are characteristics of strategic managers. Organizations should strive to satisfy their employees with good pay, good supervision, and good stimulating work. Employee satisfaction is related to customer satisfaction. Managers believe that productivity is linked to loyalty and the appreciation of the manager's interests in employee welfare.

Lewis et al (2017), Brown, Katou& Delany (2018) in their research stated that Direct control has declined with the realization by employers that greater productivity can be achieved using a strategy of response.

Ivancevich et al (2016), and Gould-Williams (2017), in their research stated that top management should play a role in communicating the strategy to the organization's employees and other stakeholders. Effective communication makes sure people have the information they need and is the foundation for any good relationship. Being honest and open with employees is especially important at a time when they may be dealing with serious concerns south side of the office.

Herzing and Rosevelt (2015), Gould-Williams (2017) in their research said that communication of tasks to be performed should occur with extensive employee involvement and in the context of both immediate positions and the whole organization. As their leader you have the responsibility to lessen any stress, they might be feeling by communicating openly. Effective communication is critical to the successful integration of employees. Performance expectations, if not properly communicated, are far more difficult to re-work after the fact. Management's openness to staff members' input, feedback, ideas, and suggestions is the cornerstone of good communications and strong employee relationships. Everybody wins when they are all part of a supportive team.

RESEARCH METHODOLOGY

RESEARCH DESIGN

Research designs are plans and procedures for research that span the designs from road assumptions to detailed methods of data collection and analysis.

This study used a descriptive research design. This design was considered appropriate because it is considered suitable for gathering qualitative information and generating appropriate conclusions concerning the objectives.

AREA OF STUDY

The study was conducted in JAYA LAKSHMI TRADERS, ELAMPILLAI.

DETERMINING SAMPLE SIZE POPULATION

All the items under consideration in any field of inquiry constitute a population. In my study, the population of the employees is 150.

SAMPLE SIZE

The sample size of the study is 105 respondents.

SAMPLE TECHNIQUE

A convenient sampling method was used to collect the data.

TOOLS OF DATA COLLECTION

Primary and Secondary data were used.

PRIMARY DATA

A standardized questionnaire is used for data collection. A Questionnaire consists of several questions printed or typed in a definite order on a form or set of forms. The respondent has to answer the question on their own. Apart from this observations and interview has also been used as a source for primary data collection.

- Interviews
- Questionnaires
- Observations

SECONDARY DATA

Secondary data means data that are already available i.e., they refer to the data which have already been collected and analyzed by someone else. Secondary data may either be published data or unpublished. It is collected from:

- Journals
- Magazines
- Websites

RESEARCH INSTRUMENTS

In this study, a questionnaire was used to collect data to discover employee relations and their effects on employee productivity. Only a purposeful statement based upon research objectives and was included. All questions were closed to elicit a standardized response in the instruments used. This study considered a 5-point Likert scale: Strongly Agree (5); Agree (4); Undecided (3); Disagree (2); Strongly Disagree (1). The questionnaire comprises two (2) sections

COLLECTION OF DATA

The descriptive statistics such as frequency, the standard deviation will be used for the analysis of the research questions while the hypotheses testing will be done with Kendall rank correlation coefficient via SPSS (Statistical Package for Social Sciences) computer software version 26.0 was used to run the analyses. The Kendall rank correlation coefficient is commonly referred to as Kendall's tau coefficient (after the Greek letter τ), is a statistic used to measure the ordinal association between two measured quantities.

TOOLS OF THE STUDY

- Simple percentage analysis
- ANOVA
- Correlation

FINDINGS

- 71.4% of the respondents are female
- 25.7% of the respondents are having UG level education
- 47.6% of the respondents are earning up to 8000
- 42.9% of the respondents are satisfied with their relationship with coworker.
- 41% of the respondents are satisfied with their relationship with immediate supervisor
- 34.3% of the respondents are satisfied with the decision-making process
- 30.5% of the respondents are agree to good physical working condition
- 46.7% of the respondents are given average to their company's culture
- 32.4% of the respondents are comfortable sharing their opinion at work
- 33.3% of the respondents are feeling agree to their organization secured
- 54.3% of the respondents say yes, their manager accepted their feedback
- 34.3% of the respondents are strongly agreeing to generally feel able to balance their work and personal relationship
- 50.5% of the respondents are getting sometimes bereavement leaves
- 30.5% of the respondents are agree into personal satisfaction
- 41.9% of the respondents are satisfied to fee labour the motivation provided by the organization
- 39% of the respondents are feeling satisfied working in the organization
- 32.4% of the respondents are satisfied with their salary
- 63.8% of the respondents are chose strongly agree that if employees have healthy relationships the organization will be more effective and successful
- 44.8% of the respondents are saying excellent about recreation facilities
- The significant value of ANOVA is 0.037. There which is lower than 0.05. Hence, we accept the Alternative hypothesis and reject the Null hypothesis that reveals that there is a significant difference between gender and employee participation in the decision- making process.
- There is significant difference between gender and comfortable sharing opinion at work. Since the significant value is less than 0.05.
- There is a relationship between motivation provided by the organization (0.41) and salary compensation provided by the organization (0.11). since the significant value is below 0.05. Hence, we accept the Alternative hypothesis and reject the Null hypothesis that reveals that there is a significant relationship between motivation provided by the organization and salary compensation provided by the organization.

SUGGESTION:

1.Improve communication:

Sending out a memo or email to inform employees of important company information is inefficient and impersonal. Your employees are among the most important resources in your organization, so you should work to improve communication with the staff. Have regular company meetings to introduce important information to employees, and allow employees to ask questions as well.

2.Career Development:

To decrease employee turnover, the company needs to take an active role in staff career development. Encourage your managers to work closely with employees on improving staff skills and answering any questions. Use annual performance appraisals to set up a development plan for the coming year that will help employees reach their career goals. The company also should consider a tuition reimbursement program that will assist employees in furthering their education while working for the company. It creates a smarter workforce and increases employee morale.

3.Share the Vision and mission:

To make employees feel better about the company, it is important to share the company's plans with the staff. Hold meetings to explain the company's plans for growth and passion, and get the entire staff to understand and take pride in the company's future. Seek input from employees on ways to improve company productivity going forward, and reward employees who offer ideas that make company growth more efficient. The rewards can be cash or paid time off.

When management makes effort to keep employees updated on plans and incorporates employee suggestions to improve those plans, the staff feels more personally invested in the company's success.

4.Motivate:

An employee of the Month program is great, as are incentives and rewards.

However, they are short-term behavior changes, and you need to get the fundamentals right. Ensure that each staff member knows what their boundaries are, what success looks like, and the expectations of both their immediate manager and the team as a whole. The absence of any clear guidelines or feedback can be detrimental to ensuring positive employee relations.

CONCLUSION

Employees are among an organization's most important resources and coined as most valuable assets. The nature and amount of work performed by them have a direct impact on the productivity of an organization. So, maintaining healthy employee relations in an organization is a prerequisite for any organization to achieve growth and success. Employee relations is a broad term that incorporates many issues from collective bargaining, negotiations, employment legislation to more recent considerations such as work-life balance, equal opportunities, and managing diversity. It comprises of the practices or initiatives for ensuring that Employees are happy and are productive. Employee Relations offers assistance in a variety of ways including employee recognition, policy development, and interpretation, and all types of problem-solving and dispute resolution. It involves handling the pay-work bargain, dealing with employment practices, terms, and conditions of employment, issues arising from employment, providing employees with a voice, and communicating with employees. Employee relations is concerned with maintaining employee-employer relations, which contributes to satisfactory productivity, increases employee morale and motivation.

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