

THE IMPACT OF EMPLOYEE AND EMPLOYER RELATIONSHIP IN THE ORGANISATIONS

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Abstract: This paper aims to outline the importance of the employer-employee relationship and describes the role this relationship plays towards the growth of a business. The paper also highlights the role job satisfaction plays towards stimulating good relationships between these two parties and provides guidelines to business owners and how the relationship can be managed. A relationship survey was designed for the study. The survey aimed to determine the business owners' opinions about relationships, and whether they believed these play a significant role towards the success of their businesses. The survey further aimed to measure job satisfaction of the employees. In the study, job satisfaction was identified as an accurate indicator of good relationships between employers and employees. The study found that business owners shared a positive notion that relationships play an important role. Towards their business as these contribute to the growth of their business. The employees indicated high levels of satisfaction with their jobs. The study concludes by outlining the key factors and benefits of managing employer employee relationships.

Keywords: *Present employee and employer relationship, Industrial relations, employment relations*

I. INTRODUCTION

The components of an employee relationship and management system are multiple in the customer relationship management to achieve the goals of assigning the employees in the whole life cycle of her/his activity in and for the company. A good management employee relationship is necessary for the satisfactory organization and performance of any firm and for the employees to feel engaged. Autonomy of the employees in their work domain verses hierarchical control by the management towards the aims of the firm should in balance. The organizational structure is important for effectiveness and efficiency in some organizational structure, the opinion and the needs of employees are given much attention.

Employee relationship management system is an information system that supports the relationship between a company and its employees. Promote a high-quality work forces and collaborative relationship between employer and employee organization by providing training and guidance on managing performance, contract interpretation resolving complaints at the lowest level and by negotiating timely and fiscally responsible agreement. Employer-employees relationship constitutes one of the most delicate and complex problem of the modern industrial society which is characterized by rapid changes. Industrial relation is used to express the nature of relationship between the employer and employee in an industrial organization

The ever growing and fast changing scientific and technological development brought forth in the industrial world a unique type of employer-employee relations replacing the traditional master-servant relationship. Employees are no longer viewed as solely an economic tool, but rather as human beings who are driven and controlled by diverse elements which affects total make up. According to Bethel, Atwater, Smith and statesman industrial relation is that part of management, which is concerned, with the manpower of any enterprise. It is thus closely linked with human resource management or rather it is the part of the human relation function. Many industrial relation policies are based on human resources management problems. Similarly, cordial industrial relations cannot exist without healthy personnel practices, and HRM cannot be successful without cordial relations. This is perhaps why the personnel policies of any organization include industrial relation policies also.

II. SCOPE AND SIGNIFICANCE OF STUDY

The study also aims at analyzing the good records of the business on employee performance, evaluations, firings, discipline and another employee and employer matter. Moreover, this study as a feed back to the management, enabling to take appropriate action to stand a good relationship among its employees the study also aims at satisfaction amongst its employees. The study has a scope for further research.

III. STATEMENT OF THE PROBLEM

A study of job relations among employee and employer through industrial relations, employee relations and employment relationship in the organizations.

IV. OBJECTIVES OF THE STUDY:

- ❖ To find out the employer – employee strategies.
- ❖ To find out for what purpose problems creating between employer-employee.

V. REVIEW OF LITERATURE

Dr. B. Devamaindhan “Employer – Employee Relationship” Good Relationship is necessary for the smooth running of any business. The term ‘Industrial Relations’ means the relationship between employers and employees, A good communication between an employer and its employees is imperative for building a positive work place culture. In order to improve the work performance, an employee must receive feedback, both positive and critical. Gratitude and Appreciation is very important. Discipline that benefits the company and the employees, Employers will treat their employees with respect and vice versa if they all want to succeed and achieve goals. Spending a time with the employees, listening to employees is important. The negative effects of employer –employee relation, an employer who fails to understand issues concerning his employees might not achieve long-term success in his enterprise. Some business fears in giving their employees too much buying in power. The negative effects show up in three ways in particular.

Mori, Lillian “Factors Influencing Employer- Employee Relationship in Strategy Execution in Non-Governmental Organization in Nairobi, Kenya” The Employer-Employee relations are very important in employment relationship and strategy execution in any organization. Employer-employee relationship determines behavior in terms of motivation, communication and level of commitment which are important in strategy execution in any organization. The main objective of this study was to investigate the factors influencing employer-employee relationship in strategy execution in Non-Governmental Organizations in Nairobi County. In achieving this, the study sought to achieve the following objectives: establish the influence or communication process on employer-employee relationship and strategy execution among NGOs in Nairobi County; determine the effects of technological changes on the employer-employee relationships and strategy execution among NGOs in Nairobi County; examine the effects of Working Environment on the employer-employee relationship and strategy execution among NGOs in Nairobi County; and determine the influence or organizational structure on the employer-employee relations and strategy execution among NGOs in Nairobi County.

VI. METHODOLOGY

The study is primarily based upon the secondary data. For this extant literature related to the topic from different databases, websites and other available sources were collected. A systematic review of collected literature was done in detail. Finally, the paper suggests some social implication of the impact of employee and employer relationship in the organizations

1. Industrial Relations

Industrial relations became a social science; workplace relations, primarily those between industry and industrial workers, were analyzed using academic disciplines such as sociology and economics. Some authors of the industrial period defined “industrial relations” as “the study of rules governing employment and the way in which the rules are changed, interpreted and administered” [1]. Others argued that “industrial relations deal with certain regulated or institutionalized relationships in an industrial unit” and in Hyman’s opinion they are “the study of control processes on employment relationship” [2].

The field of study that covers employment relationships in their entirety is called industrial relations. In general, it is believed to be the study of relations between the employees and employers. There are a multitude of factors at play at the workplace that shape up the relations between workers, employers, and the government. The field of industrial relations came into existence with the advent of the industrial revolution as an important tool to understand the complex relations between employers and employees. There are many different ways to look at industrial relations as there are the perspectives of workers, employers, government, and the perspective of the society. If you are a worker, you would obviously associate industrial relations with better wages, safety at workplace, job security, and training at workplace. On the other hand, industrial relations for an employer are all about productivity, conflict resolution and employment laws.

Sound industrial relations and effective social dialogue are a means to promote better wages and working conditions as well as peace and social justice. As instruments of good governance, they foster cooperation and economic performance, helping to create an enabling environment for the realization of the objective of Decent Work at the national level

2. Employee Relations

Instead, employers now use the term "employee relations," which refers to relationships that exist in both unionized and nonunionized workplaces. Employers hope to manage employee relations successfully with each respective individual, as a means to raise morale and productivity. ‘Employee relations’ is a concept that is being preferred over the older industrial relations because of the realization that there is much more at the workplace than industrial relations could look or cover. In general, employee relations can be considered to be a study of relations between employees as well as employer and employees so as to find ways of resolving conflicts and to help in improving productivity of the organization by increasing motivation and morale of the workers. The field is concerned with providing information to employees regarding the goals of the organization so that they have a better understanding of the aims and policies of the management. Employees are also informed about their poor performances and ways and means to correct performance. Employee relations also take care of grievances and the problems of the employees and let them know all about their rights and what to do in case of discrimination.

Therefore “new employment relationship” goes beyond the collective bargaining level to include non-union organizations where dialogue might be between employers and their employees, although with alternative bargaining structures [3].

Industrial and employment relations

- Tripartite social dialogue;

- Negotiation, consultation and information exchange between and among the different actors;
- Collective bargaining;
- Dispute prevention and resolution.
- Other instruments of social dialogue, including corporate social responsibility and international framework agreements.

Industrial relations have come to dominate the workplace because of the need to deal with conflicts, mainly between workers and management, whereas, employment relations are dealing with developing a working environment where conflict is less likely to occur, and when this happens, is dealt with promptness and effectiveness by those involved [4].

Preconditions for sound industrial and employment relations

- Strong, independent workers' and employers' organizations with the technical capacity and access to relevant information to participate in social dialogue;
- Political will and commitment to engage in social dialogue on the part of all the parties;
- Respect for the fundamental rights of freedom of association and collective bargaining; and
- An enabling legal and institutional framework.

3. Employment relationship

Using the term “employment relations” instead of “industrial relations” is due to the fact that it has become increasingly appropriate in the context in which much of the labor force is not composed of members of unions, and the number of employees included in agreements collectively negotiated has seen a continuous decline [5].

The importance of human resource management (HRM) for understanding industrial labor relations and industrial relations change “is in its association with a strategic managerial approach, integrated and very distinctive for the management of people” [6]. HRM approach is one of human resources and employees are treated as investments, emphasizing on policies, programs and practices that lead to a productive environment. HRM focuses more on employees, individually seen and not as a collective body (union) and, as some authors say, the concept of HRM is generally associated with a movement starting from collectivist employment relations - tense negotiations, union associations - towards individual negotiations, reinforced by individual contracts and performance-based payment systems.

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There are many different dimensions to this relationship. We have already noted that it is a relationship between buyers and sellers of labor capacity; it is therefore an economic exchange. We have also noted that the relationship is contractual and that it has both a psychological and legal dimension to it; both a legally enforceable and a psychological contract. It is also a relationship that tends to be relatively continuous and traditionally, though less so these days, was open-ended. It is also a power and authority relationship with the employee agreeing to element of subordination to the authority of the employer, and in this context, it is also an asymmetrical relationship since the employer has the greater power. The nature of the relationship is variously perceived; for example, some see it as a relationship dominated by the inherent conflicts of interest between the parties whereas others perceive it as a relationship that is, or at least should be, dominated by cooperation. It is also a relationship that is secured through different modes and forms of involvement and attachment, ranging from an alternative to a moral involvement and from compliance to commitment as the base for the ongoing attachment of the parties.

VII. CONCLUSION

Research has also shown that employee participation is very important for the purpose by changing employee’s attitudes and improving the work environment, and also employers. Employees need to have some system for communicating their views and requirements. Commitment within the workplace typically results from the interaction and the relationship that an employee has with an organization providing assurances to employees, encouraging employees to have a “voice”, and compensation policies are a few of the strategies that organizations must incorporate into a commitment-based approach.

Employment relations adopt a wider range including other sectors such as services sector, focusing more on individual relationships between employer and employee than collective ones, without conflicts and on a participatory management approach, based on trust, loyalty and understanding the needs of employees. Employee relations management places a particular emphasis on communication between managers and employees and also among employees between them.

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