

A Study on the Employee Relation in Seoyan E-Hwa Private Limited

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Abstract-Employee relation, known historically as industrial relations, is concerned with the contractual, emotional, physical and practical relationship between employer and employee. Employee relation can be classified as the relationship between the Employees, relationship between co-workers, superiors and the people working in the organisation. The relationship between the employee and the organisation are also been called to be as employee relation. Employee relationship is most important on maintaining the quality of the organisation. Culture, conflicts is the basic factor which affects the relationship. The trust in the work place between the employees make them the perfect relationship. Personal and social needs are been achieved through employee benefits. The good will and the market status are been formed through the relationship among the people. It creates productivity and reduces employee grievances. Employee morale is the resulting factor of the attribute. Through employee relation the benefits for both the organisation and the people who work in the organisation are been achieved.

I. INTRODUCTION

EMPLOYEE RELATIONS

An organization does not work only with the use of furniture, tables, equipments or other non living existence. It needs human beings who work together and perform to achieve the goals and objectives of the organization. The human being work together and to accomplish the common objective at a common location (organization) are called workers. In fact the employees are the major assets of an organization. The success and failure of any organization is directly proportional to the labour put by each and every employee. The employees must share a good thing with each other and strive hard to realize the goal of the organization. They should complement each other and work together as a single unit.

EMPLOYEE RELATIONSHIP MANAGEMENT:

Employee relationship management is a relation maintaining by firm in effectively and efficiently towards is workers and organisation.

THE ROLE OF MANAGERS IN EMPLOYEE RELATIONS:

The leader must understand in its team members very well. Leader is a role model for its team members. He should avoid partiality in his team and also to treat everyone equally. The superior should accessible to his workers. The superior should assures all essential information communication takes place in the form of open for everyone should get a proper picture for that information. Team leader have more responsibilities and motivate to our team members.

HEALTHY EMPLOYEE RELATIONSHIP:

Avoid partiality at work. The workers must leave their loose talks during the work. An individual must believe to co-workers. Avoid criticism at work. Employee does not have separate lunch time. Too much of obstruction in each work is bad and can lead to adverse output. One thing should be a little positive for greater employee relations. Avoid being selfish at work. Employee should avoid conflicts at work and so can come closer to each other, work together and does not lose their focus.

REQUIREMENTS FOR GOOD EMPLOYEE RELATIONS:

Clear cut policies and procedures:

All rules and regulation, procedures and rules connected to employee relations must be clear to all. HR managers must ensure that line managers understand and agree with policies to avoid conflict.

Good and prompt communication system:

Prompt communication removes suspicion rumours and doubts. HR Managers must convince union leaders of company's integrity and sincerity.

Training in Industrial relations:

Employee relation is great a problem of human relations, supervisors, foremen, etc should be trained in relevant areas e.g. leadership and communication practices.

OBJECTIVES OF THE STUDY:

To finding whether the employee relations provide a good working condition for learning, growth and co-ordination.

To finding and analyse the employee attitudes towards their job.

II. REVIEW OF LITERITURE

The author said, presence positive feeling in the employees is the exactly meaning of the healthy workplace that should result in happier and more productive workers and leads to job satisfaction, fulfilment, employee turnover, customer loyalty, productivity and profitability. Well Being of employees is the best interest of employer that focus on satisfying basic human needs in the workplace, clarifying desired outcomes and increasing opportunity for individual fulfilment and growth and they may also increase the opportunity for the success of their organization. James, Frank (2002).The lack of communication is the cause of many issues in the work place that impacts on health and safety, performance, employee engagement, change management. Health and safety polices need to be communicated effectively in order to avoid accidents at work. If an accident has taken place in the workplace it needs to be communicated in order for it investigated so that similar or more severe accidents do not happen in the future. The biggest failure of change management is lack of communication. Change is concerned with making things different. Change as a process, is simply modification of the structure or process of a system. Taylor et.al.

3. "Are Your Employees Avoiding You? Managerial Strategies for Closing the Feedback Gap" – 'Sherry Moss and Juran I.Sanchez', (2004) Vol.18, No.1

Managers Feed Back and Guidance should be more important for every employee. Managers should give Constructive feedback to employees, so that they can improve their performance. Some of the managers feel uncomfortable for giving negative feedback and some of them react harshly with employees. Healthy Feedback exchange is the key to the learning organization. The feedback may be positive or negative and it helps to learn from mistakes.

4. "Understanding Conflict in the workplace"- 'Julie Gatlin, Allen WY socks, and Karl Kepner'

Managers should Understand Conflict and trying to resolve constructively and positively in the organization. Understanding conflict and effective resolution strategies is important for effective communication and productivity in the workplace. The impact of conflict in the 6 workplace deals with opposition of interests and ideas. When conflict involving in the workplace, it should affected employee morale, productivity will come down, absenteeism will increase, and cause large-scale confrontations that can lead to serious and violent crimes.

5. "Retaining High Performance employees through job satisfaction"- 'Miss Neeraja Behera'

The employers' foremost responsibility is retention of its best employees and this can be achieved only by keeping employees satisfied and motivated. Job satisfaction is the most important tool for employee retention. it refers to how employees perceive their jobs. It is an emotional experience like if employees experience high satisfaction with their jobs, it may create a pleasurable emotional and a positive reaction with the organization.

6. "Managing Employee Communications"- 'Lloyd M. Field, PHD, SPHR (USA), FIPD (UK)'

The roles and responsibilities of each employee must be clearly communicated so that he knows exactly what is expected of him. This would reduce role ambiguity and role conflict thereby reducing stress and indirectly contributing to satisfaction. To keep goals and strategies up front, the organization's best strategy is to effectively use communication. The goals, objectives and targets should be clearly communicated to employees and giving feedback is necessary so that performance will be increased.

7. "Change Management: the role of internal communication and employee development" – Tony proctor, 'Ioanna Doukakis' (2009)

When an organizational structures is affected by some internal or external factors will change happening frequently. The proper communication with employees should be needed before implementing the changes because communication helps to overcome ambiguity and uncertainty. Introducing changes in the organization, the employees usually raises resistance because fear of failure, fear of unknown, threats to status, lack of information, and lack of cooperation. Create an awareness of the problems that exist and make people recognise that there is need for change and need to adopt idea that is being put forward.

8. African Journal of Business Management Vol. 4 (3), March 2010 “The influence of work environment on work productivity”- ‘Akinyele Samuel Taiwo’

The organization’s physical working conditions are not good means the productivity of employees will be low so, the work environment will affect on the performance of the 7

employees. The employers should be the responsible for improving and updating infrastructural facilities in order to make work environment more conducive for enhancement of labour productivity. The productivity can also be low because of general factors, organizational and technical factors, and human factors. Improved work environment and giving proper training to employees will enhance employee productivity.

9. “Impact of Training and Development on Organizational Performance” – ‘Raja Abdul Ghafoor Khan, Furqan Ahmed Khan, Dr. Muhammad Aslam Khan’ (2011)

The organizational growth is depending on the workers performance because HR capital of firm’s act an essential role in the growth and the organizational performance. Training is a learning of employee it improve the efficiency and effectiveness of workers performance and the organization growth. The training should be according to the needs of the employees to gain knowledge and develop their skills. Training and development plays a vital role in the employee as well as organizational performance.

10. “Motivating people on the way towards organizational performance”-

Kpan Aung Latt , Victoria University (Australia), intern analyst, Covalence SA, Geneva, (2008)

III. RESEARCH METHODOLOGY

For the purpose of this study and necessary data has been collected from primary and secondary methods.

Primary data:

The primary data required for this project work was collected through self- study questionnaire. This method consisted of preparing detailed questions covering, communication, motivation, training, conflict resolution, working condition, health and safety rules and benefits provided from the company.

Secondary data:

Data collected from a source that has already been published in any form is called as secondary data. It was collected through articles, research papers and internet.

SAMPLING METHODS:

The sample size is 100, and convenient sampling method was adopted to conduct the survey in different departments.

FINDINGS:

The respondents are not provided with good physical working conditions that are the reason most of them were disagreed.

The respondents were receiving their roles and responsibilities, information and communications clearly, and they understands what the employers are expected from them.

The respondents are happy with the training which is given in the organization.

The respondents are provided with an opportunity to take part in decision making and responding suggestions.

The employees are happier with the managers keeping up to date proposed changes.

On my observation the canteen and transportation facilities need to be improved.

SUGESSTIONS:

If the employees are satisfies with their job; higher will be the employee retention.

Need to educate and train each level of employee to enhance all employees’ comprehension and awareness in making a safe and healthy work environment.

Keep on communicate the changes accordingly, whenever the change has been taken place in the organization so that everyone can know what changes has been made.

The health and safety rules should be clearly explained to each and every employees so that accident should be avoid and encourage healthy relationship among employees.

The more the employees are motive to tasks accomplishment higher will be the organizational performance and success. So, motivate the employees by giving recognition and praise for doing good job.

IV. CONCLUSION

For any organization, employees are the backbone for their success. The most valuable and important resource within an organization is its employees. To survive in a highly competitive business environment, maintaining healthy employee relationship is more important. The improvement should be needed to achieve a healthy employee relation so that, the organization can achieve their success.

The project training was a wonderful experience for me in Kaleesuwari refinery private Ltd. From the findings the trainee concludes that corrective action should be taken immediately for improving employee relations and for the betterment of the company. It helped me to elaborately know about working functions of the industry. I hope this training experience will surely help me in future.

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