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Abstract

Employee Relation has been evolve by years and is typically a part of the Human Resource. It is a strategy designed to ensure that there is more effective utilization of the people so that to accomplish the organization objective and mission. Employee Relation majorly focuses on the issue which is faced by the employees and make efforts to manage the relationship of the employer and the employee. To have an effective Employee Relation the organization needs to have an effective policies which describes the organization philosophy, rules & regulation, procedures to address the employee related matters and also to resolve the problems at the workplace. Many organization also have one or two employee relation representative, the human resource department always ensure that the organization policies are followed fairly and consistently. The employee relation representative work with both the employees and the supervisor to resolve the problems and address the concern.

Presently the Employee Relation plays an important role in any of the organization to be successful and be competitive in the market. This become an important aspect for human resource department or the Employee Relation representative to maintain a healthy relationship between the employer and employee by solving the conflicts and problems between them as soon as possible.



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INTRODUCTION:

Employees are the most important assets of the organization. They plays a vital role in the organization to achieve their objective and profit. It became important that there should be good relationship between the management and the employees at the organization so that there will be peace at working and employee will feel there importance in the organization. On the other hand, if the relation between the management and the employees are not well it will create disputes, conflict, disagreement between them and will affect adversely on the organization. So, it become important that the Employee Relation must be at their best so that the working environment will be good and employee will feel happy to work at the organization.

Employee Relation is the relationship between the employer and employee, Trade unions and government with an action to employment, non-employment with terms and conditions.

Today, the Employee Relation become important because it helps in the reduction of the industrial dispute by having better relation between them and increase the high morale by having new programme which helps in the employee engagement with the management which ultimately helps in the reduction or reduce the wastage as well as the employee turnover. If there is better Employee Relation at the organization it also helps in uninterrupted production because there will be less or no conflict between the employer and employee.

Present scenario of employee relation is that organization are believing in more joint problem solving by having more of employee involvement in decision making and increasing communication policy in the organization. While the recruitment there is also a collective bargaining of both the parties of employer and employees which was used to be on management side more in past due to which there were less contribution by the employees.

The future of employee relation is emerging the change in workforce profile with more of women employee's experience of work and more employee engagement activities is going on so as to have fragmented relationship with the employees in the organization by outsourcing, full time jobs, shifting system and part-time jobs which ultimately makes the increase in efficiencies of employees and reduce the cost and also helps in having special knowledge by having learning and growth prospects by providing training.

CASE DISCUSSION:

IMPORTANCE OF EMPLOYEES RELATIONS

Nowadays, it has become very important for every organization to have a better employee relation at the organization as it is the important factor for every organization to achieve their objective and have a goodwill in the market. But, if the employee relations are not well than it will have an adverse effect on the organization. Once there was time when the employee relation were known to be as Industrial Relation that fragmented into negotiating, orchestrate, dictate. There were no collective bargaining and the management were having more power for negotiation. Due, to such relations between management and employee there were more numbers of conflict between them due to the reasons of less compensation, unfair labour practices, economic slowdown, working conduction and employee demands. This were led to the high employment turnover, less production and also effect the overall economy.

But now the scenario has been changed the Employee Relation is consider as the positive impact on the organization whose objective is to have industrial democracy by worker

participation through proper channel of communication and to safeguard the interest of labour and the management which ultimately raise the productivity by reducing the labour turnover. It also include the work environment that satisfies the need of the individual employee and management by improving employee morale, building company culture and by cultivating a motivated and productive workforce.

IMPACT OF EMPLOYEES RELATION ON EMPLOYEES PERFORMANCE

Today, most of the organization are facing the problem of employee performance or productivity in the organization which can be improved by the fundamental reform in the area of employee relation. A strong and healthy relation is important aspect for any organization to have high productivity and employee satisfaction. Strong employee relation required a healthy and safe working environment, commitment of the employees, initiatives to have employee motivation and an effective communication system in the organization. Performance of employee majorly depends upon job satisfaction, compensation and benefits structure, reward plans, promotions, motivation, environment, training and succession planning and also the modern tools, techniques and the technology used by organizations .Employee Relations create competitive advantage over competitors. Performance Management of employees is a complex and integrated process of setting up a common employees understanding about targets to be achieved in an organization and aligning the corporate objectives with the measures like skills, competencies required for a job, employee development plans and the ultimate results delivered by them.

NESTLE LABOUR PRIORITIES

Nestle believe in having a continuous improvement of the working condition with a special attention to the

- Rights of the employees to join the organization by their own choosing and to engage in constructive negotiation.
- To offer the competitive wages to the employees so that it can benefits to them to cover their needs according to the local standard of living.
- To respect the corporate guidelines regarding “temporary employees” based on which temporary staff shall only be used in circumstances where it has been justified by the

temporary nature of the job and will not result in unjustifiable differences in employment conditions.

- To respect the corporate guidelines regarding “outsourced activities” which indicate that only those activities which are non-core to the business that can be outsourced and the people performing the same will be treated fairly at all times.
- They implement the corporate guidelines regarding working time for their employees to assure that the safe and healthy workplace is there and a working environment respectful of their family lives.
- They believe to treat every employee with dignity and without any tolerance for discrimination, harassment or abuse.

Hence, such a policy is required for any of the organization to have a better employee relation at their organization and to be productive so that they can tackle the competitive world.

CONCLUSION:

Employee relations issues at organizations are inevitable. The best thing any business owner or manager can do is to have clear policies in at the organization. These may include a Code of Conduct, leave policies, bullying and discrimination policies, drug and alcohol policies, privacy policies, email policies and more. To make it clear to the employees how their performance reviews are conducted, what is considered unacceptable behavior and what constitutes harassment or bullying. Also, establish standard procedures for giving out the bonuses and pay raises. For which there is requirement to keep an open line of communication and to be open for feedback and to treat everyone equally and let the employees know that you value their hard work. But, how many organization do that? That’s the main question arises when it comes to the open communication where the employee participation is welcomed but it is not entertain by every organization. How many of the organization does have an accurate ethical practices or the policies at their organization? Is the organization support the employee’s equal bargaining power with that of the employer? This are the questions that do arises when it comes to the Employee Relation at any organization.

TEACHING NOTES FOR THE CASE:

TEACHING OBJECTIVES:

The following Teaching Objectives may be considered with respect to the case:

1. To equip the reader with the importance of Employee Relation
2. To enable the reader to analyze the impact of Employee Relation on employee performance

LEVEL OF ANALYSIS:

This case shows the understanding about the Employee Relation perspective into the organization and the impact of employee relation at the performance if the employees. This case is suitable for the case study approach for the management students and the employer at the organization. To be specific BBA and MBA students with the specialization to HR, the Human Resource Management at the industry to understand about the Employee Relations and can also get benefited.

CASE ASSIGNMENTS:

As part of the case study delivery, participants may be assigned certain tasks pre & post delivery of the case.

Pre discussion Task: Gather a fair understanding about the Employee Relations by reading the journals & books in Library and through E-sources

Post discussion Task: Conduct a further literature reviews pertaining to the case and post discussion shall include a discussion round on a few questions pertaining to the case.

BROAD DISCUSSION QUESTIONS:

Q.1: What is the impact of Employee Relations on their performance?

Q.2: What are the initiative taken by the organization to motivate employees for job satisfaction?

Q.3: What are the factors affecting Employee Relations?

READING REFERENCES:

The following references may be helpful in gaining further insights on the theme of the case:

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POTENTIAL BENEFITS OF THE CASE:

❖ Students of Higher Education

This case will be helpful for the students as they will go to the organization in future for the job perspective and will face the real environment of the workplace where they will have a better understanding about maintaining a healthy employees relation at the organization and how to tackle any conflict if any at the organization.

❖ Executives of the companies

The case will make the executive of the organization to have an effective understanding about the employee's relation at the organization and how they can maintain the same and to engage the employees so that it can make them to build an effective relationship which can ultimately make them to be efficient at the organization.

❖ Government personnel

As the government play a vital role in solving and providing a solution to the conflicts at large of the organization and make the decisions pertaining to the smooth environment internally and externally. This case will help them to know more insights about the importance of the Employee Relations at the organization and can also make the decisions to solve the problems pertaining to the unfair labour practices.

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