

# A Study On Impact Of Industrial Relation On Employee's Performance Undertaken at Advantmed India LLP

1Dr. Sapna Chauhan, 2Batul Kanjeta Zuzer, 3Varsha Shekhawat  
1Assistant Professor, 2MBA Student, 3MBA Student  
Parul University

**Abstract** - The ability and competence of employees are critical factors to the success of any firm. The amount to which companies establish a happy work environment that meets employees' emotional requirements will have a significant impact on organisational productivity. In this regard, the purpose of the article is to investigate the link between effective employee relations and organisational performance. The research demonstrated those ignoring employees' psychological needs, which include a need to be respected, valued, and recognised in the workplace, leads to employee mistreatment and increased demotivation. According to the study, managers should effectively engage with their employees and create an enabling environment in which people feel comfortable carrying out their responsibilities. Employers should also establish an effective communication structure that promotes understanding and learning within the organisation.

**keywords** - Employees, Employer, Industrial Relations, Organisational Performance, Job

## I. INTRODUCTION

"J. Henry Richardson states that Industrial Relations are an art, the art of living together for the production purposes".

According to the Industrial Dispute Act of 1947, an industrial relationship is one that exists between an employer and his or her employees, as well as between employees and trade unions.

Industrial Relation is comprised of two words: industry and relations. Industry refers to a person's productive activity, whereas Relations refers to the relationship that exists between an employer and his or her employees in the industry. Industrial relation is a broad phrase that refers to wage and other employment-related negotiations between companies and labour unions.

The main aspects of Industrial Relations:

- Labour Relations, i.e. relations between union and management.
- Employer-employees relations, i.e. relations between management and employees
- Group relations, i.e. relations between various groups of workmen
- Community or Public relations, i.e. relations between industry and society
- Promotions and development of healthy labour - management's relations
- Maintaining industrial peace and avoiding industrial conflicts
- True industrial democracy development

Factors affecting Employee Relations:

Internal Factors

- Attitudes of management and employees and unions towards each other
- Effectiveness and ability of managers and supervisors in resolving conflict complaints and handling disputes between unions with multiple unions
- Misunderstanding or different perception
- Lack of real or imaginary cooperation
- Problems with authority

External Factors

- Militancy of unions- across the country or domestically
- The effectiveness of any national or native procedure agreements that will exist.
- Employment state of affairs across the country or domestically legal framework among that IR exists.

## II. LITERATURE REVIEW

**R Gopinath (2021)** finds that individuals performance is always aligned with the goals of the organization and according to him industrial relation affects the job satisfaction resulting the affect on his performance also.

**Joel Chukwuyem Arimie and Apostle O. Oronsaye (2020)** finds that the success of any organization is hinged on the skills and competency of the staff. However well employers produce a positive work atmosphere that satisfies the emotional wants of the staff can influence to an excellent extent the extent of structure productivity. In regard to this, the paper seeks to explore the link between effective worker relations and structure performance.

**Peggy De Prins, David Stuer, Tim Gielens (2020)** the aim of the study was to analyse the relationship between industrial relation climate, HRM and employee harm. And the result was in favour that industrial relation climate and supportive HR practices can minimise the employee harm.

**Bekan Serbessa Waktola (2019)** the objective of the study was to evaluate the practices of industrial relation to observe the situation of employee management relation. The outcome of study was stating that employees are having good relation with their managers. Grievances of employees were directly communicated their managers.

**Odugbesan-Omede (2018)** studies have shown that recognition of staff emotions by managers incorporate a link with building effective relationships that reciprocally enhances productivity of employees. Since the emotions of the individual worker is being given high credence, it's necessary for organizations to require issues of the attitudes and sentiments of the employee and of inculcation in them a way of happiness as a contributively member of the organization.

**Reece (2017)** opine that motivation provides a framework for understanding why individuals do the items they are doing though the amount of doable motives for human behaviour appears endless, they're individualistic and dynamic and might amendment over the years. In several cases, individuals aren't tuned in to the issue that motivates their behaviours.

**Osborne and Hammoud (2017)** say that lower employee engagement in an organization can be as a result of the negative work environment. They noted that such state of affairs brings concerning low productivity. In each soul, there's that innate want to be revered, valued, recognized for talents and ability, and conjointly to own freedom or management over the discharge of labour. The lack of a corporation to acknowledge these frame of attribute, can produce a state of affairs wherever managers can treat their staff during a disdain manner. This action so culminates within the staff turning them becoming demotivated.

### III. OBJECTIVES

- Study employee’s views regarding their job security & job satisfaction.
- To find out employees participation in the management decision making.
- To find out the relation between IR and Employee Performance.

### IV. RESEARCH METHODOLOGY

**Research Design:** The research is qualitative and descriptive in nature.

**Data Collection:** Standardized Questionnaire through Google Forms

**Sampling Area:** Advantmed India LLP.

**Population:** 60 Employees

**Sample Size:** 60 Employees - managed to get 53 responses

**Sampling Unit:** Employees of Advantmed India LLP. (Ahmedabad Branch)

**Sources of Data:** Primary data is collected through questionnaire method and Secondary data is collected through journals, books, and internet.

**Data Analysis and Interpretation:** We have used Statistical Package for Social Sciences (SPSS) Tool for Data analysis of our research. The method used for the analysis of the data is Pearson Chi-Square and is presented in tabular format.

### HYPOTHESIS

**HO:** There is no relationship between Industrial relation and Employee’s performance.

**HA:** There is a relationship between Industrial relation and Employee’s performance.

### HYPOTHESIS TESTING

**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
<b>Relations * Performances</b>	53	100.0%	0	0.0%	53	100.0%

**Relations \* Performances - Cross Tabulation**

		Performances		Total
		Agree	Disagree	
Relations	Agree	24	4	28
	Disagree	12	13	25

<b>Total</b>	36	17	53
--------------	----	----	----

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	8.623 <sup>a</sup>	1	.003		
Continuity Correction <sup>b</sup>	6.978	1	.008		
Likelihood Ratio	8.924	1	.003		
Fisher's Exact Test				.007	.004
Linear-by-Linear Association	8.460	1	.004		
N of Valid Cases	53				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 8.02.

b. Computed only for a 2x2 table

- We have done it in the Pearson Chi-Square measure.
- The Pearson Chi-Square value is **8.623**, df is **1**, and p-value is **(.003)**.
- The result is significant if p-value is equal to or less than the designated alpha level (normally .05). In this case, the p-value is smaller than the standard alpha value, so we would reject the null hypothesis that asserts the two variables are not independent of each other. To put it simply, the result is significant – the data suggests that the variables Relations and Performance are associated with each other.

**V. FINDINGS**

- The data analysis and interpretation revealed that the industrial relations do affect the employee’s performance in organization.
- The present study generates insights on the relations of employees and employer and how it is maintained and affects the employees and employers performance in organization.
- Organizations need to maintain harmony and be open with their policies and rules and regulations which will help them to succeed.

**VI. CONCLUSION**

Here we can conclude that the Industrial relations affect the Employees Performance. It shows that establishing a positive work relationship based on respect, value, and acknowledgment for employees' abilities and competence plays an important part in fostering job satisfaction, which is shown in their desire to remain loyal to the company.

The type of leadership style used by companies can have a beneficial or bad impact on the workplace climate. It was also discovered that motivating employees entails paying attention to the psychological and sociological aspects of organisational behaviour in addition to monetary incentives. Because managers are unable to perceive these emotional components in their staff, they will be treated with contempt.

Employers must build an effective communication system that encourages understanding and learning in order to improve human connection within the firm.

**VII. LIMITATIONS**

1. The respondents are busy with their work and not be able to devote time for this.
2. Lack of time due to which desired target cannot be completed.
3. The respondents may not give proper response and come out with real facts.
4. Another limitation was some respondents are not ready to disclose the information about their organisation.

**VIII. REFERENCES**

[1] R Gopinath (2021). A study on Performance Management, Managing People and Industrial Relations influencing Job Satisfaction in BSNL, Thanjavur SSA

[2] Peggy De Prins, David Stuer, Tim Gielens (2020). The impact of a cooperative industrial relations climate and sustainable HR practices on reducing employee harm

[3] Joel Chukwuyem Arimie and Apostle O. Oronsaye (2020). Assessing Employee Relations and Organizational Performance

- [4] Bekan Serbessa Waktola (2019). An Assessment of Industrial Relation Practices in Public organization- From the perspective of Employee-Management Relation.
- [5] Odugbesan-Omede (2018). Why leadership means empathy for others.
- [6] Reece (2017). Effective human relations: Interpersonal and organizational applications (Thirteenth edition)

