

A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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Register No. 42410268



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

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SCHOOL OF MANAGEMENT STUDIES
BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **S.T. SURAJ** who carried out the project entitled "**A Study on Employee Relationship Management**" under my supervision from September 2023 to November 2023.

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Submitted for Viva voce Examination held on _____

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External Examiner

DECLARATION

I **S.T.SURAJ (42410268)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT**” done by me under the guidance of **Dr.K.Seethal** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

S.T.SURAJ

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I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

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S.T.SURAJ

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ABBREVIATIONS

ERM - Employee Relationship Management

ABSTRACT

Employee Relationship Management is the important factor that lies in the current competitive organisation. This relationship stands on organisation communication among all the workers and the management which is the essential part to build a good working community. With respect to the growth of the company and to enhance work performance employee must get feedback in both positive and critical, Appreciation and Gratitude which is necessary. The negativity in the employee employer relation, the management might fail to know the issues with regard to the employees who do not achieve long term achievement in the enterprise.

In this current competitive world the accomplishment of good relationship is based on employee job satisfaction. Employees are treated as assets of the company. The employees must try their level best to adjust with each other and should compromise to the extent. And the employees need to enter the office positively. Observation says that the relationship among the employees goes in a long way in motivating the employees and increases the confidence level and morale of the employees.

CHAPTER1

INTRODUCTION

1.1 INTRODUCTION

Employee satisfaction is a key component of an organization's growth and success. When an employee has a positive relationship with their manager and other company leaders, they often work more efficiently and produce higher-quality work. If you work in a human resources or leadership role, you might use employee relationship management tactics to encourage healthy workplace attitudes and build a rapport between employees and management professionals. In this article, we define employee relationship management, explain why this concept matters and provide tips for building strong relationships in the workplace.

Employee relationship management (ERM) is an element of human resources management that focuses on building strong, positive relationships between employees and their managers. HR professionals, managers and team leaders might participate in ERM by adopting formal policies and procedures. ERM programs and policies can improve how employees feel about their work and motivate them to succeed. Increased employee morale can build confidence and enhance the effectiveness of collaboration. Positive employee relationship management can create an atmosphere of high productivity, encouraging teams to accomplish more than they typically would in the same amount of time. When people feel that their work is important, they might feel more motivated to finish their tasks. Certain ERM practices, like mentorship programs and professional development seminars, can help employees develop their skills. For example, the administrative department of a hospital might hold weekly seminars for employees, focusing on different administrative tasks. Learning about new programs and labour-saving tools can help medical recorders and administrators accomplish more. ERM programs can build employee confidence and motivate them to take on leadership tasks. For example, professional development seminars can help employees hone their abilities and learn new skills, like project management and conflict resolution. When employees have positive professional relationships with their teammates and managers, they might feel more comfortable communicating with them about their needs and work preferences. Increased communication can help employees learn about valuable resources and

tools for their work. It can also prevent workplace incidents and customer issues by indicating potential problems early. Positive relationships with peers and managers can help an employee feel valued at their workplace and encourage them to build a lasting career with the organization. Many of the common elements of ERM programs, like professional development workshops and diversity initiatives, can help employees develop their skills and learn new ones. Also, companies with strong ERM policies might promote from within, giving employees an opportunity to move forward in their careers while staying at the same organization.

1.2 Objective of the study

- To develop and maintain harmonious relations between management and employees so essential for higher productivity of employees and industrial progress in the country.
- To safeguard the interests of employees as well as management by securing the highest level of mutual understanding and goodwill between all sections in industry.
- To raise productivity in an era of full employment by reducing the tendency of higher employees turnover and absenteeism .

1.3 Need of the study

- For rectifying the reasons behind why employees jump ship from one job to another.
- To increasing their confidence level and morale which is linked with the organisational objectives.
- To study the nature of Employer Employee relationship.

1.4 Scope of the study

- Relationship among employees, between employees superiors and their managers.
- Maintenance of industrial peace and avoidance of disputes.
- Formulation of rules relating to law and order situation within the organisation

CHAPTER2

REVIEW OF LITERATURE

Bateman T. S.& Organ D. W. (1983) He found that the measure of a big selection of employee sports on the job was finished through employees' supervisors at two factors in time; employees reported their very own process pleasure via the activity Descriptive Index. Implications of relationships tons better than typically located in the task delight–performance literature are mentioned.

Lawler III, E. E. (1986) In his study he found that participative methods management are discussed, nothing how each principal participative management technique works, its unique strengths, costs, and financial savings. Identified as specially promising is "high-involvement control" which involves employees both financially and psychologically.

Toulson P. & Smith M. (1994) In his look at the connection between organizational climate and employee perceptions of employees control practices. business/organizational is concerned with empirically trying out relationships between concepts which are imagined to reflect behavior in the administrative center. His study tested the relationship between measures on three personnel management practices..based interviews with senior employees executives were carried out in those agencies to set up measures of participation, proaction, and control style. component analysis became used to derive a fashionable degree of weather. The outcomes of this 21 measure have been analyzed at the organizational stage. The effects of this examine boost two crucial implications for industrial/organizational.

Tripoli A. M.(1997) In his study he found that Which describes 4 processes to the worker-business enterprise relationship, as defined from the commercial enterprise employer's mind-set. An empirical look at of employees from ten businesses located aid for that worker responses vary underneath the 4 kinds of courting. In general, personnel completed better on center responsibilities, demonstrated more citizenship behavior, and expressed a higher degree of affective determination to an agency once they labored in an overinvestment (with the aid of way of the company) or mutual investment relationship than once they worked in a or underinvestment courting. those effects had been obtained even when we controlled for numerous different variables that might have an effect on employee overall performance and attitude

Campbell A. J. (2003) In his observe he determined that at the same time as increasingly more annoying clients have brought about many firms to enforce employee dating control (ERM) applications, little is thought about the inner techniques that assist commercial enterprise corporation-massive learning about man or woman client relationships. This research proposes a conceptual framework about the internal techniques involved in developing purchaser information competence, which allow companies to strategically manage their ERM applications.

Odekerken-Schroder G. (2006) In his study located that They pursuits to research the effect of worker dating proneness (RP) on the 3 precise varieties of attitudinal loyalty (affective, calculative, and normative commitment (NC)) and relate the ones notable styles of attitudinal loyalty to worker loyalty behaviors in terms of word-of-mouth, goal to live (ITS), benefit insensitivity (BI), and complaining.

Liao, S. H., Chang, J. C., Cheng, S. C., &Kuo, C. M. (2004) In his take a look at expertise is a completely essential resource for keeping valuable records, gaining know-how of new topics, solving problems, growing middle competences, and setting out new conditions for every person and groups now and in the future. He find that the relationship among some personnel and the case company is right, and people personnel would really like to percent running information and experience with colleagues voluntarily and unconditionally. the relationship between some personnel and the case company isn't in all likelihood right, and those employees are reluctant to share operating information and enjoy with colleagues or beneath a few conditional terms. some research findings suggest as managerial problem for speak and destiny paintings.

Jo. S. & Shim S. W. (2005) He stated that Paradigm shift of worker communiqué: The effect of management verbal exchange on trusting relationships. Notwithstanding the reality that relationship be normative competition suggests that a beneficial organizational weather leads to inexperienced method overall performance, empirical studies has not addressed the trusting relationship as a variable mediating organizational climate and job pride or general performance. 18 Supportive oral communication relates positively to individuals' perceptions of control's supportiveness and friendliness.

Payne A. & Frown P. (2006) In his have a look at he discovered that worker courting control, from the attitude of method formula and implementation. He start with the aid of reviewing the origins and role of ERM and highlighting the significance of adopting a cross-useful method to ERM strategy formula. He have a look at opportunity strategies to ERM approach development and, the use of an 'interplay research' method, suggest a model that addresses both ERM method and implementation.

Rawlins B. R. (2008) In his take a look at measuring the connection between organizational transparency and worker believe. The transparency and consider endorse the two concepts are associated. the use of an tool that measures both transparency and Agree with, evaluation of worker opinion helps this belief. specially, groups that inspire and permit public participation, facts so their publics can make knowledgeable decisions, deliver balanced reviews that preserve them accountable, and open themselves are much more likely to be depended on.

Sadikoglu E. & Zehir C. (2010) He positioned that investigating the consequences of innovation and employee usual overall performance on the between standard first-class manipulate practices and company ordinary overall performance. The effects from studies of the relationship. The look at additionally offers managerial and studies implications, studies boundaries, and hints for future research .

GUNGOR P. (2011) In his have a look at the connection between praise control system and employee performance with the mediating position of motivation. The primary intention of this look at is to investigate the relationship between the reward control device programs and employee overall performance.

Stroh Meier S. (2013) In his study said that worker relationship management (ERM) constitutes an rising fashion of dealing with human assets thru constructing and retaining individualized and collectively precious relationships with personnel based totally on data technology. As a result, a primary popular define of an exciting and ambitious idea is offered. based at the outline, essential implications for similarly conceptual elaboration, theoretical basis and empirical assessment of ERM are derived to indicate guidelines for destiny research.

Dhanesh G. S. (2014) stated that CSR as business enterprise–employee dating management approach. This study examined corporation social obligation (CSR) as a likely courting management strategy that could support relationships among agencies and their employees. specially, this look at explored linkages among worker perceptions of their organizations' CSR practices and business enterprise–employee dating dimensions of accept as true with, commitment, delight, and manipulate mutuality.

Md. Sahedur Rahman (2017) This study reveals that all ERM components such as Human Resources Practices, Leadership Styles and Shared Goals /Values have more significant impact on employee's performance on the other hand Communication and Trust have the moderate impact on employee's performance of the bank. So, these ERM components should be properly addressed and practiced by the banks for improving its employee's performance.

Hagos Brhane (PhD scholar) (2018) It is apparent that employees are the major valuable assets of an organization in which without them, hard to realize its basic objectives. To harvest more from employees it requires creating conducive working environment which satisfies the needs of individual employee as well as the manager of an organization. This conceptual paper tries to examine the basic concepts employee relation and its effects on employee performance through investigating a number of employee relationship management components such as communication, participative leadership, shared goals and value, mutual trust, motivation and conflict management.

CHAPTER3

RESEARCH METHDOLOGY

3.1 METHODODLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. This time research methodology is framed for the purpose of find the **Employee Relationship Management**.

3.2 RESEARCH DESIGN

Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study

3.3 SAMPLING TECHNIQUES

Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach

3.4 SOURCESOF DATA

Primary data: questionnaire given to 70 employees

Secondary data:Research publications, websites, articles and journals, books

3.5 STRUCTURE OF QUESTIONNAIRE

The Employer and Employee Relation play a vital role in the organisation. It creates a pleasant atmosphere and increases productivity in the organisation. It build healthy relation among the employees in motivating them and the employer and employee relation is that part of management, which is concerned, with the manpower of the enterprises.

3.6 SAMPLE SIZE

Collected 70 responses

3.7 PERIOD OF STUDY

The study conducted during the period of September to October 2024.

3.8 LOCATION AND TARGETED PEOPLE OF STUDY

The study was done in Chennai district among the employees working in companies.

3.9 HYPOTHESIS

Correlation Analysis

- H_0 (Null hypothesis): There is no significant relation between feasible working hour and stress, anxiety or depression at work
- H_1 (Alternate hypothesis): There is significant relation between feasible working hour and stress, anxiety or depression at work.

Chi Square Test

- H_0 : There is no significant difference between marital status and family related concerns and responsibilities
- H_1 : There is significant difference between marital status and family related concerns and responsibilities

ANOVA

- H_0 : There is no significant association between salary and income & monetary benefits
- H_1 : There is significant association between salary and income & monetary benefits

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

ANALYSIS AND INTERPRETATION

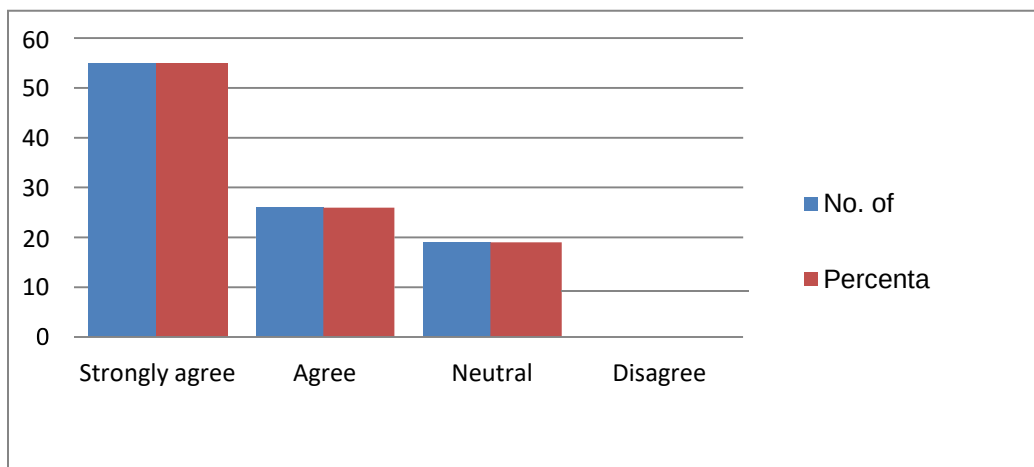
TABLE 4.1 Table showing the responses of employees to the following statement that “Employees are satisfied with the present method of recruitment and selection of candidates”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of respondents	Percentage
1	55	55
2	26	26
3	19	19
4	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 55% respondents strongly agree that they are satisfied with the present method of recruitment and selection of candidates. And 26% respondents agree and 19% respondents are neutral.

Graph -4.1: I am satisfied with the present method of recruitment and selection of candidates



Interpretation : From this graph it is understood that the employees are highly satisfied with the present method of recruitment and selection of candidates.

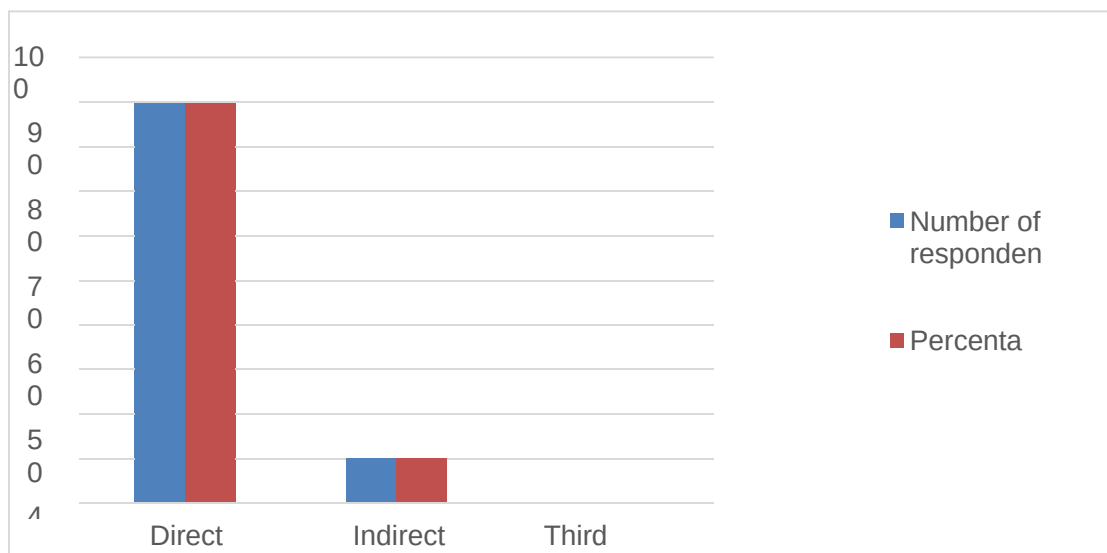
TABLE 4.2 Table showing the responses of employees to the following statement
“Method you prefer for recruitment and selection?”

1) Direct 2) Indirect 3) Third Party

Rating	Number of respondents	Percentage
1	89	89
2	11	11
3	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 89% respondents prefer direct recruitment and selection, 11% respondents prefer indirect method of recruitment and selection.

Graph -4.2: Method you prefer for recruitment and selection?



Interpretation: It is understood that workers prefer more on direct recruitment and selection method than Indirect or Third party.

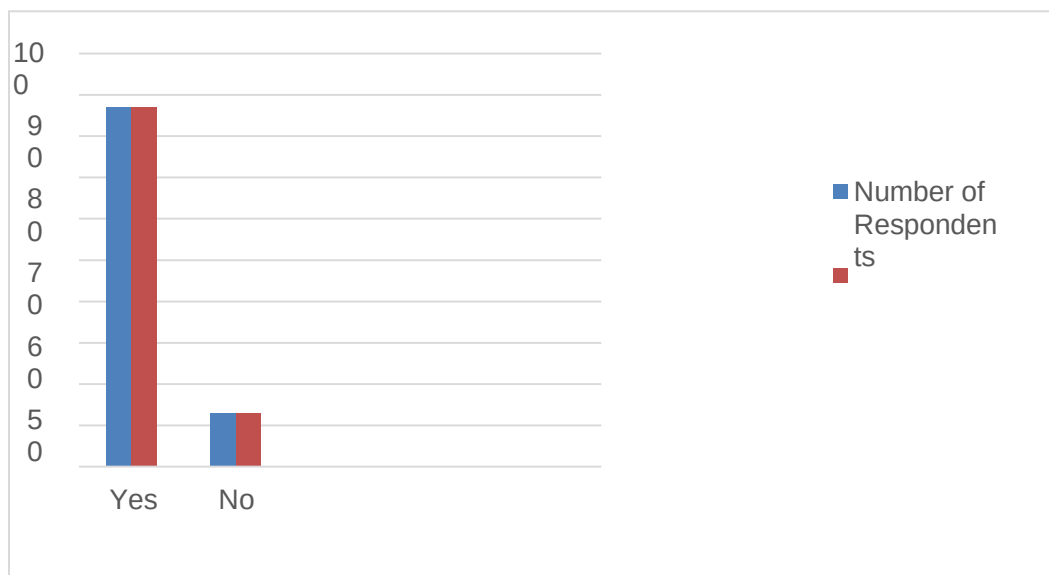
TABLE 4.3 Table showing the responses of employees to the following statement “I am happy with the working facilities provided?”

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	87	87
2	13	13
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 87% respondents are satisfied with working facilities and 13% respondents are dissatisfied with it.

Graph -4.3: I am happy with the working facilities provided?”



Interpretation: It is understood that majority of workers are happy with the facilities provided to them. Few are dissatisfied with it so it is good to have counsel with what facilities they are not satisfied and make them feel comfortable with the facilities.

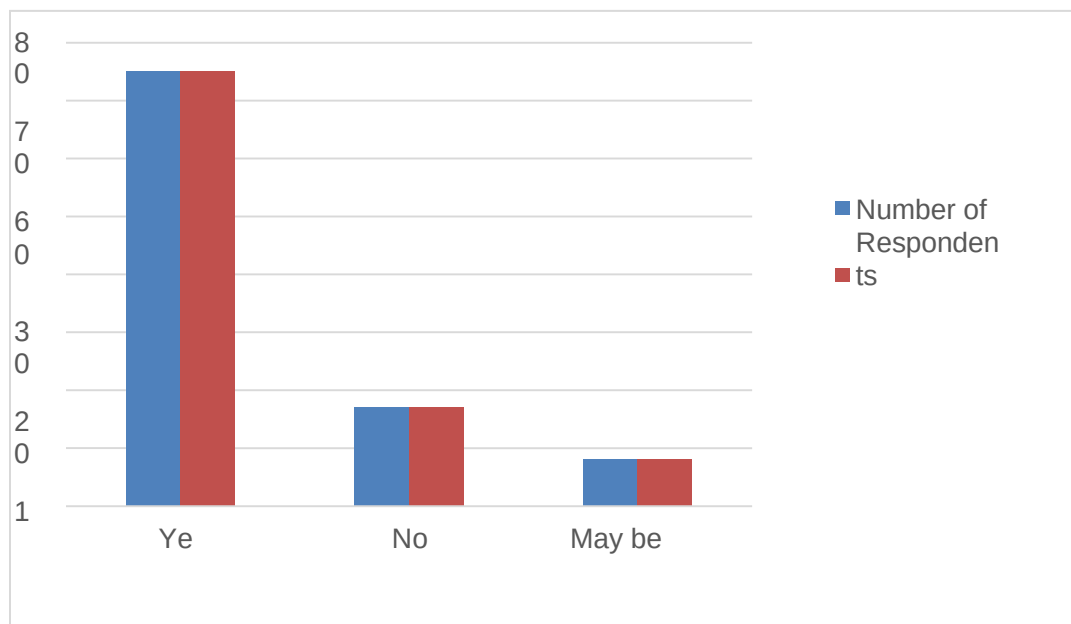
TABLE 4.4 Table showing the responses of employees to the following statement “I would like to work with my employer in future”.

1) Yes 2) No 3) May be Yes

Rating	Number of respondents	Percentage
1	75	75
2	17	17
3	8	8
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 75% respondents agree to work with their employer in future, 17% respondents disagree and 8% respondents says they might work.

Graph-4.4: “I would like to work with my employer in future”.



Interpretation: It is understood that employees of Trident tend to work in future with their employer. Employees are satisfied with the working environment and feeling comfortable with the present work.

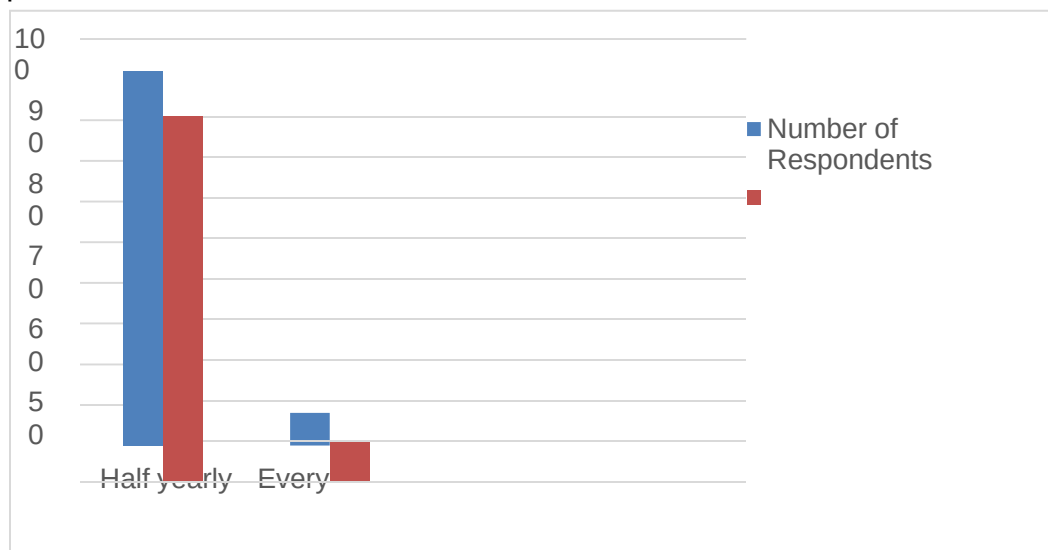
TABLE 4.5 Table showing the responses of employees to the following statement
“Employees have opportunity for their creativity, innovation and job development”

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	92	92
2	8	8
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 92% respondents agree that they have opportunity for their creativity, innovation and job development and 8% respondents are disagree for this.

Graph-4.5: “Employees have opportunity for their creativity, innovation and job development”.



Interpretation: It is understood that employees of Trident agree that they have opportunity for their innovative ideas, career growth and creativity in their work. Company is taking their ideas and creations to their consideration and encouraging them for their self growth.

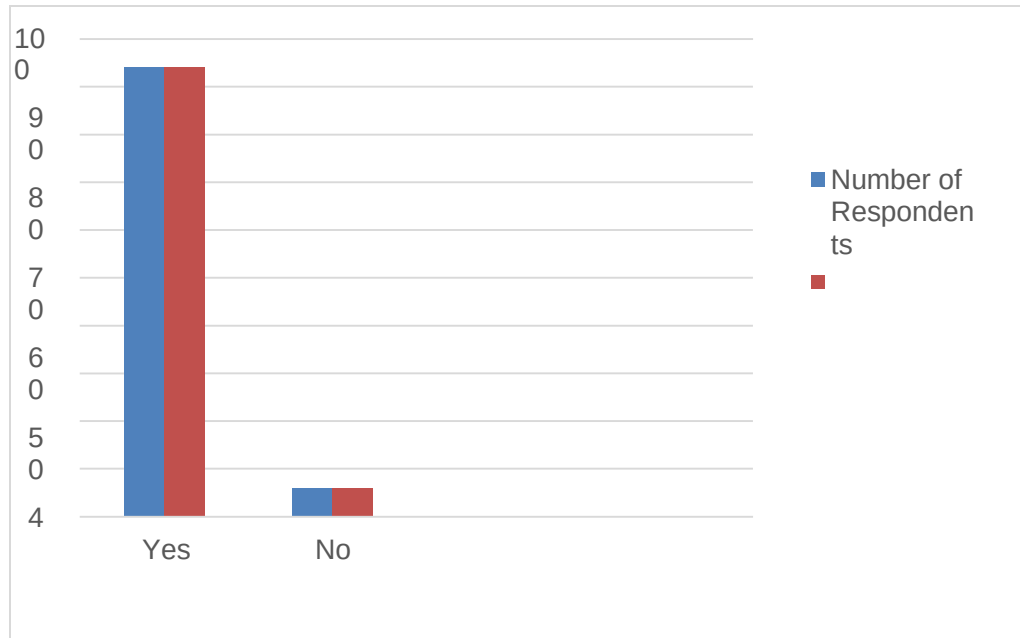
TABLE 4.6 Table showing the responses of employees to the following statement
“Management promotes strong competition amongst employees”

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	94	94
2	6	6
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 94% respondents agree that management promotes competition amongst employees and 6% respondents disagree with this statement.

Graph-4.6: “Management promotes strong competition amongst employees”



Interpretation: It is understood that company promotes strong competition among the employees by praising them for their work which make other employees to compete and give their best to achieve and

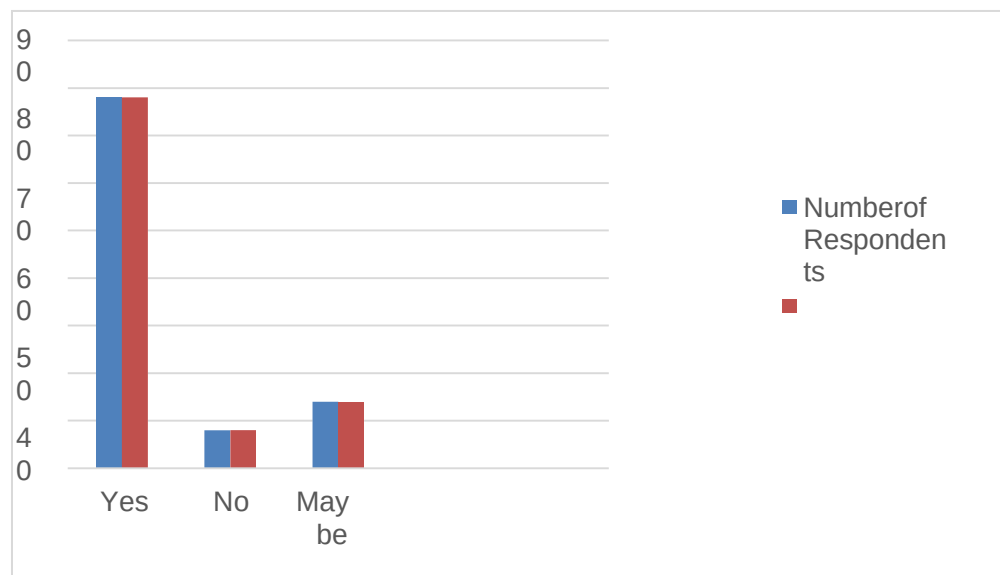
TABLE 4.7 Table showing the responses of employees to the following statement “Does the Training increases employer employee relationship?”

1) Yes 2) No 3) May be Yes

Rating	Number of Respondents	Percentage
1	78	78
2	8	8
3	14	14
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 78% respondents agree that training increases employer employee relationship, 14% respondents are in neutral and 8% respondents disagree with this statement.

Graph-4.7: “Does the Training increases employer employee relationship?”



Interpretation: It is understood that the Training enhance the relationship of employer and employee by providing them with what exactly they need from the employee is been trained after they are appointed and frequently the training is provided to enrich their skills.

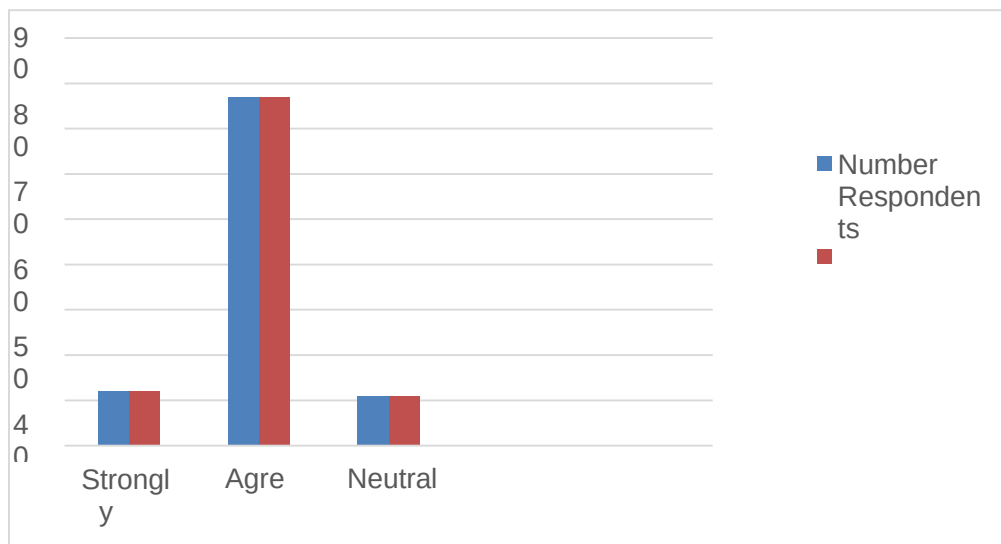
TABLE 4.8 Table showing the responses of employees to the following statement
“Training is needed to enhance in productivity and performance”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of Respondents	Percentage
1	12	12
2	77	77
3	11	11
4	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 77% respondents agree that Training is needed to enhance in productivity and performance, 12% respondents strongly agree and 11% respondents are neutral.

Graph-4.8: “Training is needed to enhance in productivity and performance”.



Interpretation: It is understood by the graph that employees need training for the increase of productivity and performance. This in return results in accomplishing the objectives and growth of the company.

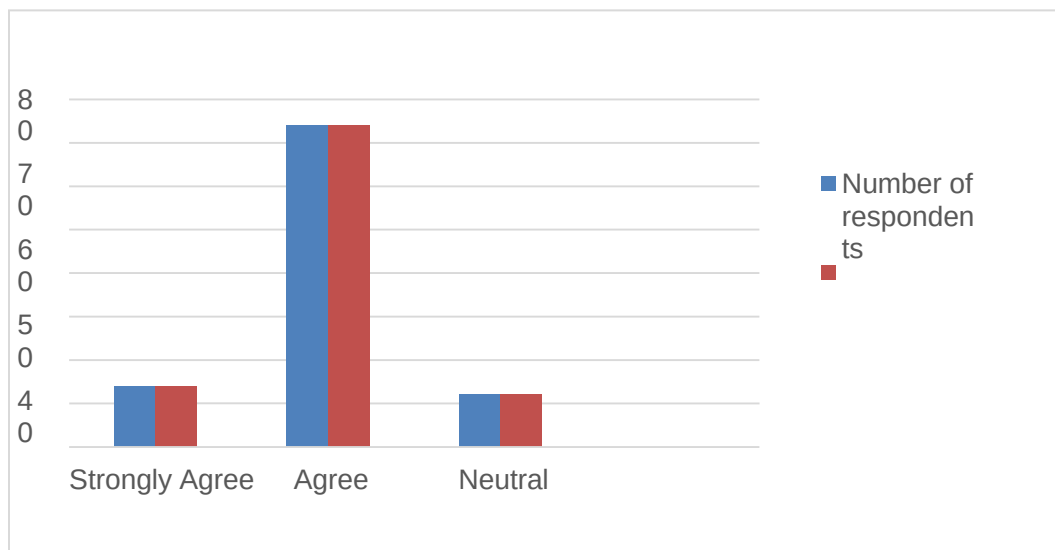
TABLE 4.9 Table showing the responses of employees to the following statement
“Organisation considers training as the part of organisational strategy”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of respondents	Percentage
1	14	14
2	74	74
3	12	12
4	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 74% respondents agree that Organisation considers training as the part of organisational strategy, 14% respondents strongly agree and 12% respondents are neutral.

Graph-4.9: “Organisation considers training as the part of organisational strategy”.



Interpretation: It is understood that there is a positive response and employee consider that training as a part of organisation strategy.

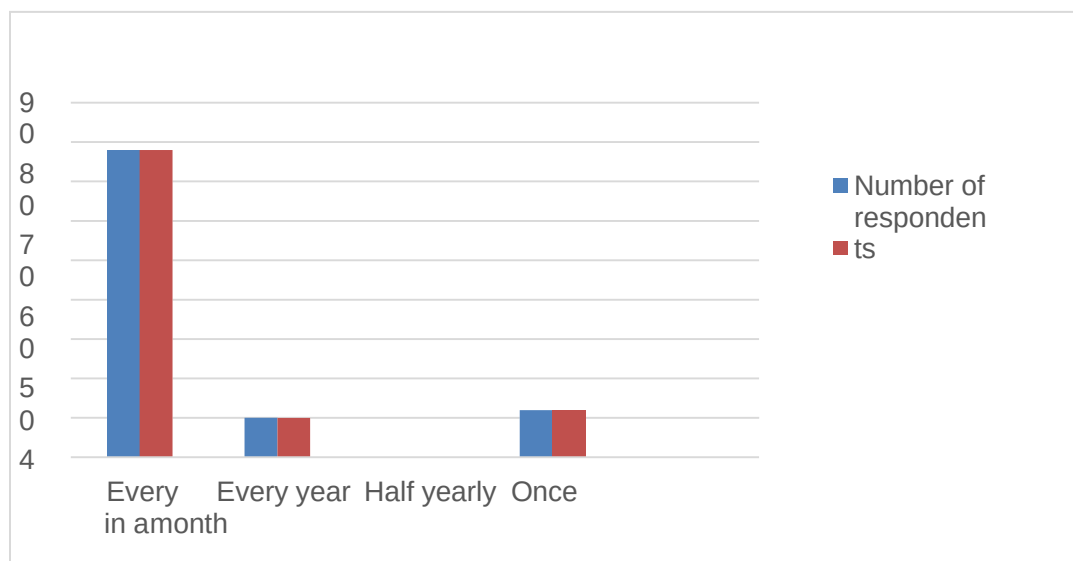
TABLE 4.10 Table showing the responses of employees to the following statement “How often the training programmes are conducted in organisation”?

1) Every month 2) Every year 3) Half yearly 4) Once in a year

Rating	Number of Respondents	Percentage
1	15	15
2	76	76
3	6	6
4	2	2
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 76% respondents say that the training is conducted every year, 15% respondents say every month, 6% respondents say Halfyearly, and 2% respondents say once in a year.

Graph-4.10: “How often the training programmes are conducted in organisation”?



Interpretation: It is understood that the training program is conducted every month to all the workers which improves their skills which results in performance.

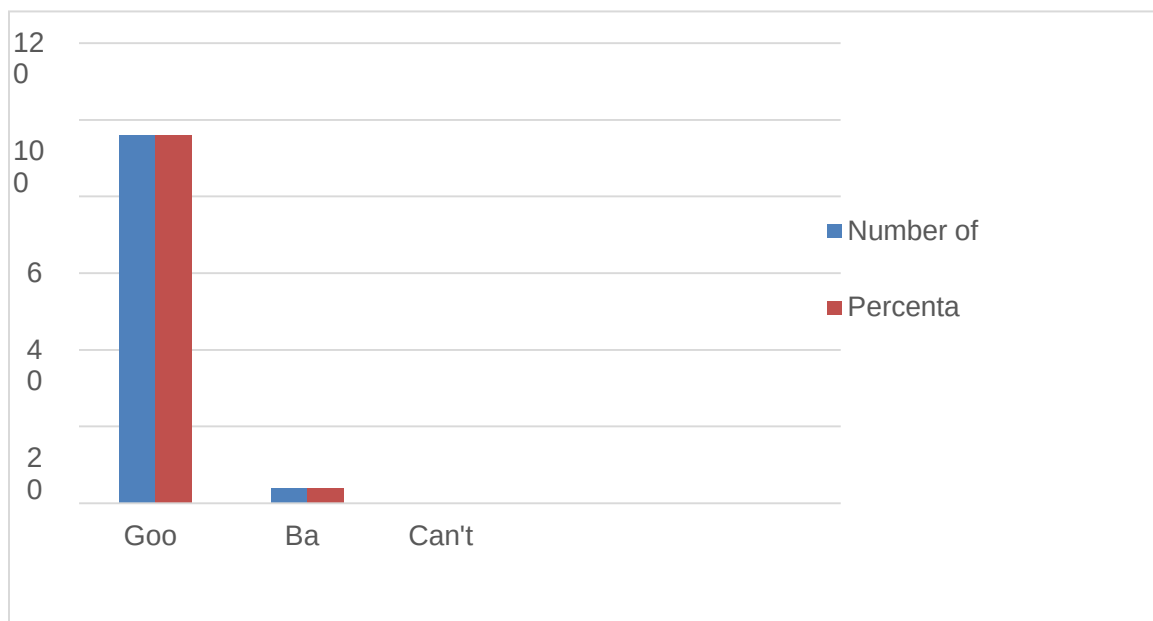
TABLE 4.11 Table showing the responses of employees to the following statement
“Relationship between you and your co-worker?”

1) Good 2) Bad 3) Can't say

Rating	Number of Respondents	Percentage
1	96	96
2	4	4
3	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 96% say that relationship between employee and co-worker is good and 4% respondents say it is bad.

Graph-4.11: “Relationship between you and your co-worker?”



Interpretation: It is understood there is a positive response that there is a good relationship among the co-workers which leads to good working environment and good communication among them.

TABLE 4.12 Table showing the responses of employees to the following statement “Is Company providing health, safety and welfare facilities as per the labour laws?”

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	100	100
2	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 100% respondents agree that company provides health, safety and welfare facilities as per the labour laws.

Graph-4.12: “Is Company providing health, safety and welfare facilities as per the labour laws?”



Interpretation: It is understood by the graph that Trident employees has positive response that to all the workers company is providing health, safety and welfare facilities as per the labour laws and everybody are satisfied.

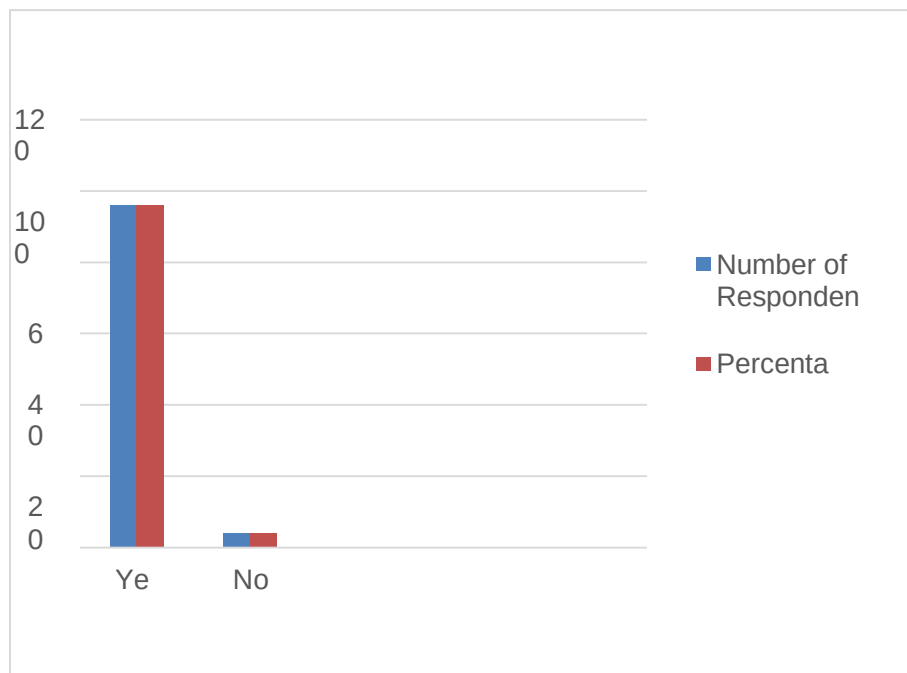
TABLE 4.13 Table showing the responses of employees to the following statement
“Rewards and incentives are provided frequently”.

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	96	96
2	4	4
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 96% respondents agree that rewards and incentives are provided frequently and 4% respondents disagree with this statement.

Graph-4.13: “Rewards and incentives are provided frequently”.



Interpretation: It is understood that employees are receiving rewards and incentives frequently for their performances and it is evaluated by the company every year.

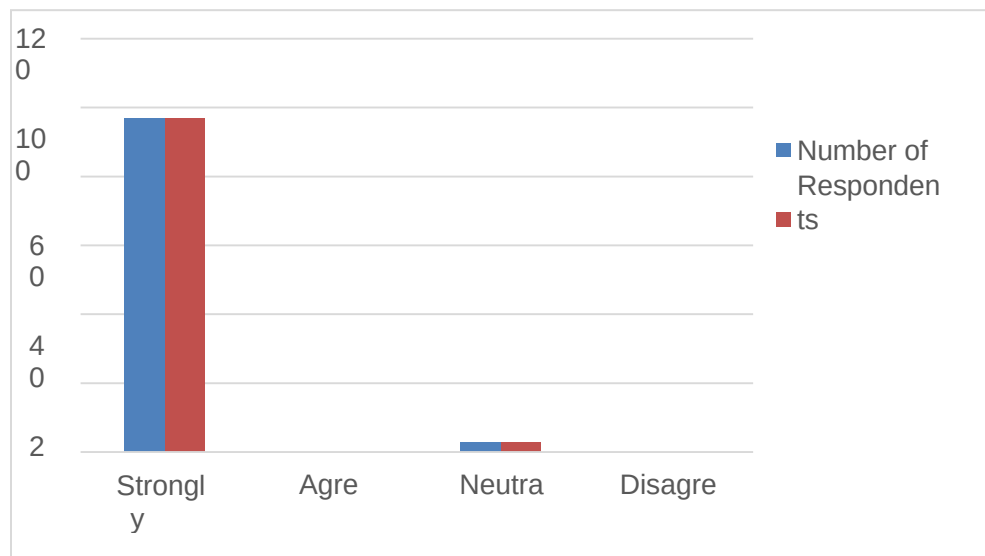
TABLE 4.14 Table showing the responses of employees to the following statement
“Salary matches with the responsibility and the level of satisfaction”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of Respondents	Percentage
1	97	97
2	0	0
3	3	3
4	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 97% respondents agree that Salary matches with the responsibility and the level of satisfaction, 3% respondents are neutral.

Graph-4.14: “Salary matches with the responsibility and the level of satisfaction”.



Interpretation: It is understood that the workers are getting good salary and they are satisfied with cost of living and fulfilling their needs and responsibility.

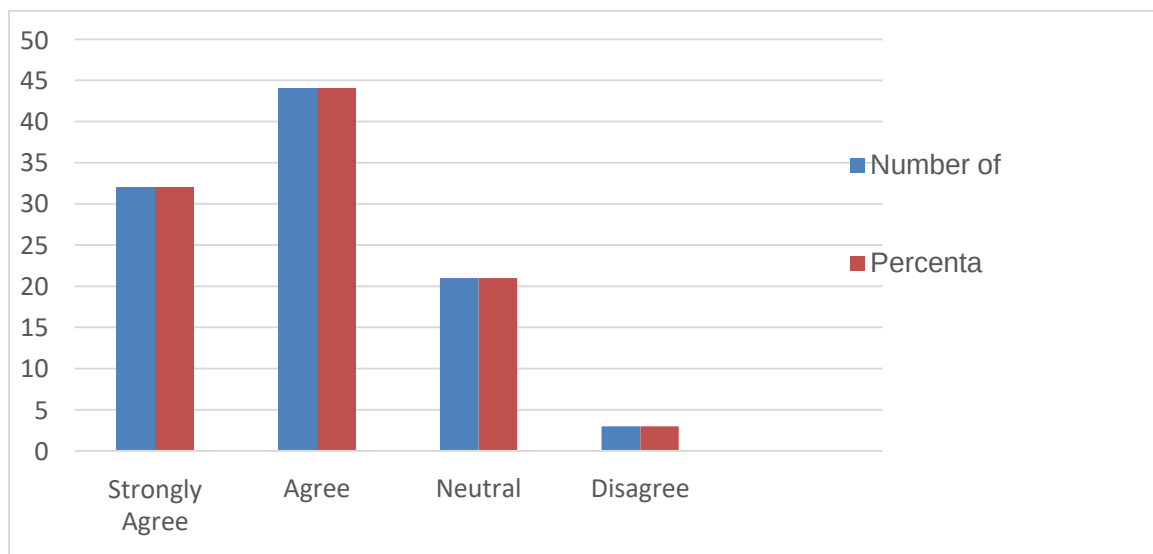
TABLE 4.15 Table showing the responses of employees to the following statement
“Fairness and consistency in treating of employees without any discrimination”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of Respondents	Percentage
1	32	32
2	44	44
3	21	21
4	3	3
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 44% respondents agree that there is fairness and consistency in treating of employees without any discrimination, 32% respondents strongly agree, 21% respondents are neutral and 3% respondents disagree.

Graph -4.15: Fairness and consistency in treating of employees without any discrimination



Interpretation: It is understood that the employees are treated equally and there is no discrimination among the employees.

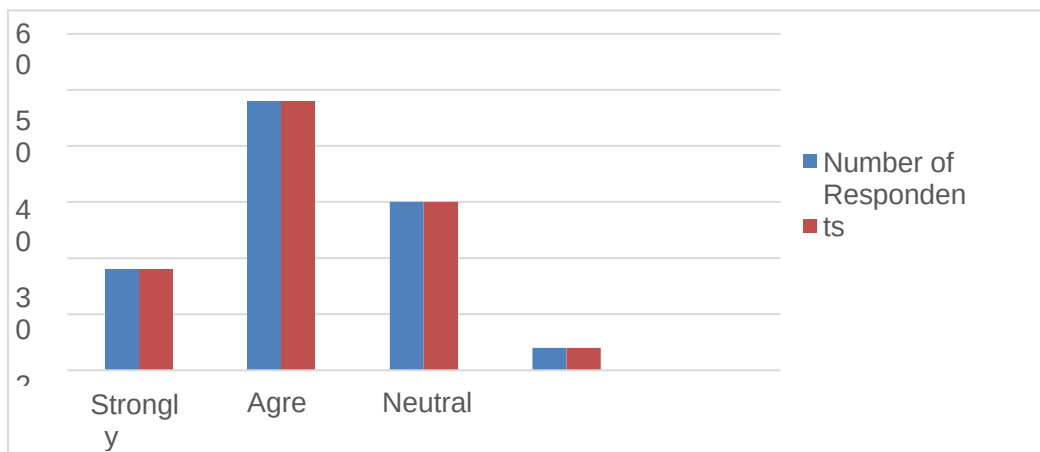
TABLE 4.16 Table showing the responses of employees to the following statement
“Employees have freedom to exercise on sub-ordinates for getting work done by them?”

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of Respondents	Percentage
1	18	18
2	48	48
3	30	30
4	4	4
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 48% respondents agree that Employees have freedom to exercise on sub-ordinates for getting work done by them, 30% respondents are neutral, 18% respondents strongly agree and 4% respondents disagree to this statement..

Graph-4.16: “Employees have freedom to exercise on sub-ordinates for getting work done by them?”



Interpretation: It is understood that the employees have the freedom of getting work done by the sub-ordinates.

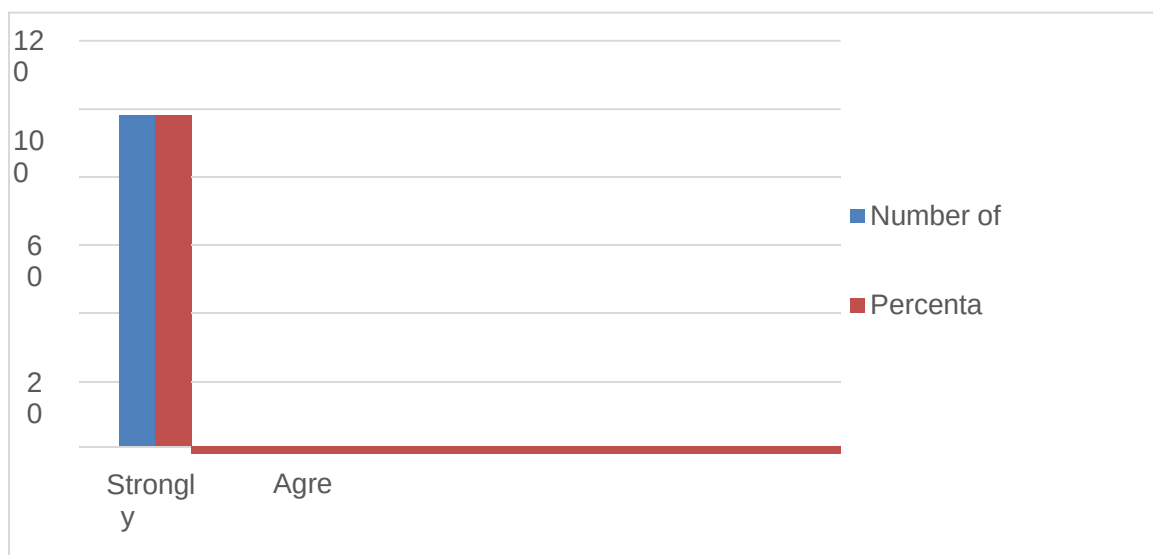
TABLE 4.17 Table showing the responses of employees to the following statement “Securing settlement of disputes and grievance by negotiations conciliation and voluntary arbitration”.

1) Satisfied 2) Dissatisfied

Rating	Number of Respondents	Percentage
1	98	98
2	2	2
3	0	0
4	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 98% respondents are satisfied that company Securing settlement of disputes and grievance by negotiations conciliation and voluntary arbitration, 2% respondents are dissatisfied with this statement.

Graph-4.17: “Securing settlement of disputes and grievance by negotiations conciliation and voluntary arbitration”.



Interpretation: It is understood that the employees disputes and grievances are solved with great importance

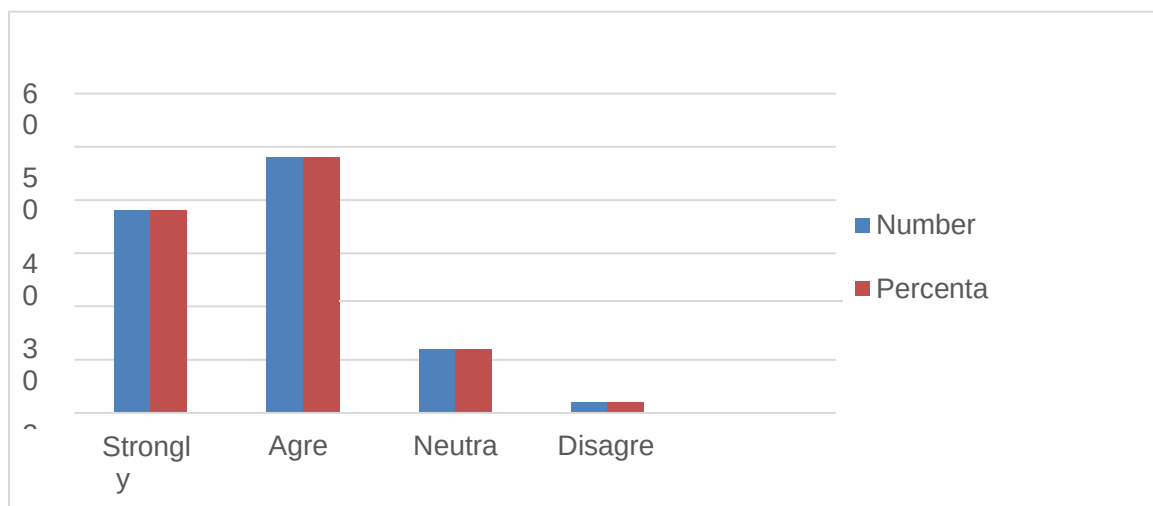
TABLE 4.18 Table showing the responses of employees to the following statement
“Employee’s opinion is taken in decision making process”.

1) Strongly agree 2) Agree 3) Neutral 4) Disagree

Rating	Number of Respondents	Percentage
1	38	38
2	48	48
3	12	12
4	2	2
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 48% respondents agree that Employee’s opinion is taken in decision making process, 38% respondents strongly agree 12% respondents are neutral and 2% respondents Disagree with this statement.

Graph-4.18: “Employee’s opinion is taken in decision making process”.



Interpretation: It is understood that the employees opinion is taken in decision making process. By this, employees feel free to share their views and ideas in decision making.

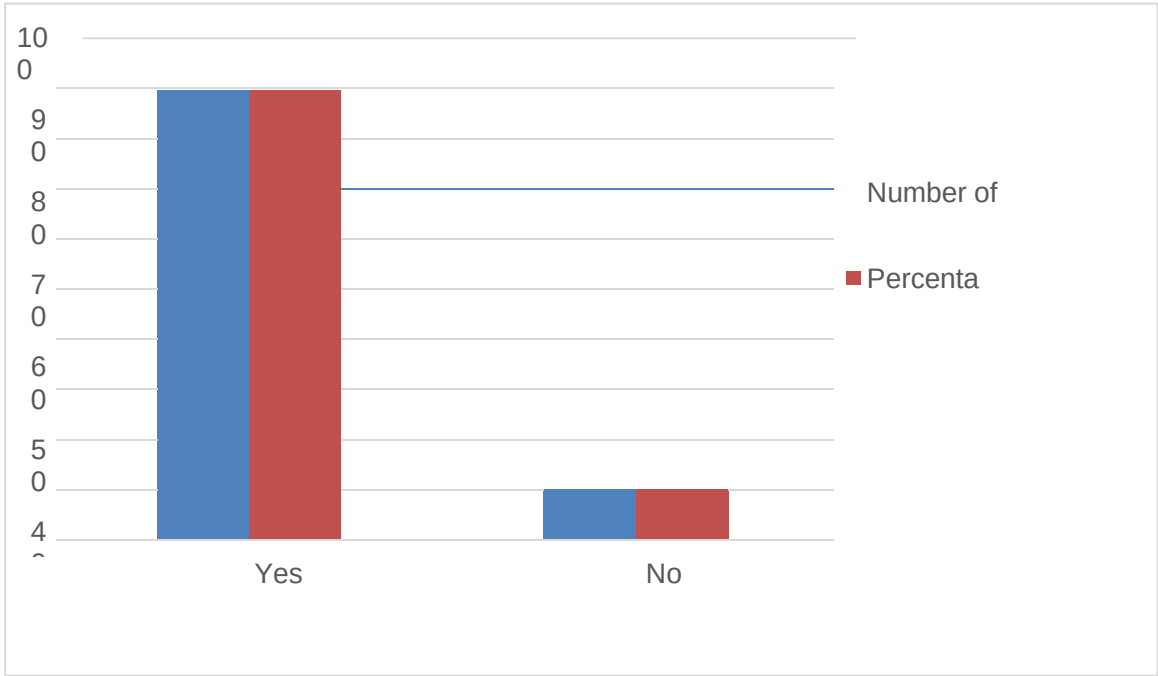
TABLE 4.19 Table showing the responses of employees to the following statement “Receiving necessary information and communication needed to the job from the management”.

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	89	89
2	11	11
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 89% respondents agree that Receiving necessary information and communication needed to the job from the management and 11% respondents disagree with this statement.

Graph-4.19: “Receiving necessary information and communication needed to the job from the management”.



Interpretation: It is understood by the graph that workers are getting necessary information and communication which is needed to perform the job from the top level management.

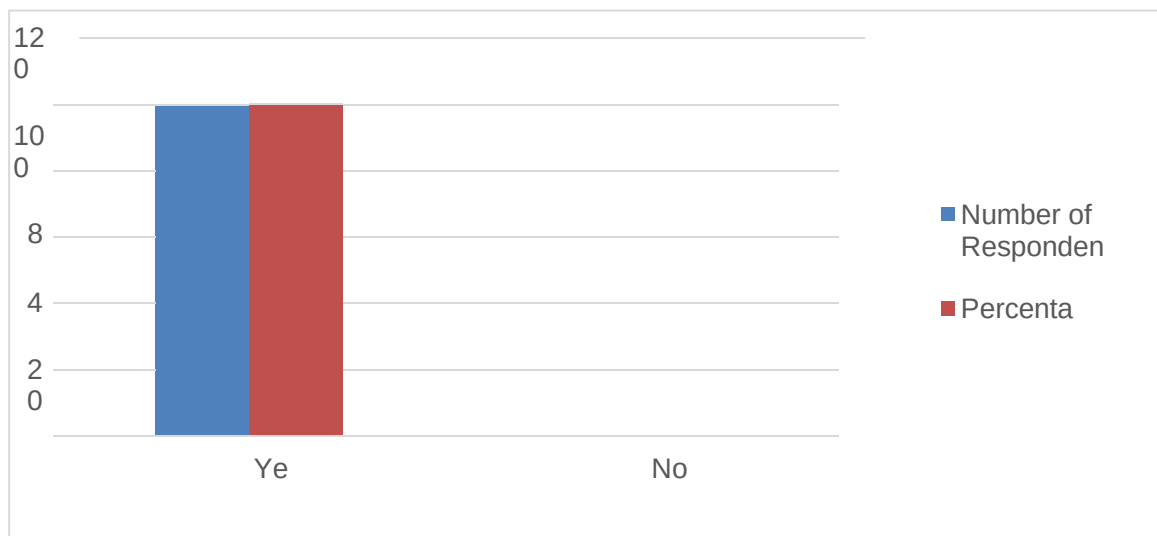
TABLE 4.20 Table showing the responses of employees to the following statement
“Management takes employee feedback for continuous growth and development”.

1) Yes 2) No

Rating	Number of Respondents	Percentage
1	100	100
2	0	0
Total	100	100

Analysis: By this table it is analyzed that there were 100 respondents, 100% respondents agree that Management takes employee feedback for continuous growth and development.

Graph-4.20: “Management uses the employee feedback for continuous growth and development”.



Interpretation: It is understood that management is taking employee feedback for the better growth and to collect their views so that company make change

CHAPTER 5

FINDINGS SUGGESTIONS AND CONCLUSIONS

5.1 FINDINGS

1. 55% of Employees are satisfied with the present method of recruitment and selection of candidates.
2. 89% of Employees prefer direct recruitment and selection than Indirect or third party.
3. 83% of Employees are happy with the working facilities provided by the employer.
4. 75% of employees would like to work with this employer in future as well. The employees are strongly accepted the behaviour of employer.
5. 92% of employees say that there is an opportunity for all employees to their creativity, innovation and job development.
6. 94% of employees are agreed that management promotes strong competition amongst employees.
7. 78% of employees are agreed that training increases employer and employee relationship.
8. 77% of employees say that training is needed to enhance in productivity and performance. It states that training provides skills needed to perform the day to day assignment.
9. 74% of employees agreed that organisation considers training as the part of organisation strategy.
10. It was found 76% of employees say that training programme is conducted every year.
11. 96% of employees are said there is a good relationship between employer and employee.

- 12.100% of employees agreed that they are provided with healthy, safety and welfare facilities as per the labour laws. The Company Trident Automobiles is providing all facilities as per labour laws which helps to enhance trusty relationship with the employees.
- 13.96% of employees are said they are provided with rewards and incentives frequently. It states that employer identifies the best performer and rewards them and provides incentives for their output.
- 14.97% of employees strongly agree that they are satisfied with the salary package which matches with the responsibility and the level of satisfaction which means the employees are happy with the salary which is offered by the employer.
- 15.44% of employees agree there is fairness and consistency in treating of employees without any discrimination which means the company should treat all the employees equally without bias.
- 16.48% of employees agreed that employees have freedom to exercise on sub-ordinates for getting work done by them. By this it is understood that employees have the authority of taking work by their sub-ordinates.
- 17.44% of employees agreed that settlement of disputes and grievance by negotiations conciliation and voluntary arbitration. It is said that the employer give priority for the settlement of disputes between the employees.
- 18.48% of employees agreed that employee's opinion is taken in decision making process.
- 19.44% of employees agreed that settlement of disputes and grievance by negotiations conciliation and voluntary arbitration. It is said that the employer give priority for the settlement of disputes between the employees.
- 20.89% of employees agreed that they are receiving necessary information and communication needed to the job from the management on timely basis.

5.2 SUGGESTIONS & RECOMMENDATIONS

- The organisation should give recognition and appraisal for the employees for their good work.
- The employees should get freedom to exercise on sub-ordinates for getting workdone.
- Employees has to be treated equally without showing discrimination which will affectthe company growth as well as goodwill
- The company have to conduct more training programs and soft skills programs as well
- Organisation has to improve the quality of working environment by good equipment and having cleanliness at work place
- Employers should fix counselling session, meetings and communication to each of the individual employees to know the satisfaction level of the employees.
- Some of the employees are not satisfied with the treating employees in the organisation so company have to improve the treating an employees without discriminations and bias.
- The company have to provide necessary information and communication needed to the job frequently.
- company have to clear grievance and disputes among employees to enhance relationship with co-workers.
- Incentives should be provide on timely basis.
- Some employees are not happy with the present method of recruitment process for the maintaining of good relationship with the employees the company has to change and come up with the new technology in hiring process.

5.3 LIMITATION OF THE STUDY

- The study is confined to Chennai district only.
- The study is based upon the employee well-being employee relationship management.
- The data collected for the research is fully on primary data given by the respondents.

5.4 CONCLUSION

The purpose of this study is to determine the relationship between Employer and Employee at This study helps to understand the behaviour of the employer and perception of employees. It is found that there is high level of job satisfaction with respect to disciplinary issues. what are all the facilities provided by the employer it should be according to the labour laws because which helps to build trust on the employer and sustain in the organisation for a long term period.

Transparency in communication makes employees to be positive and employer has to communicate transparently with all the employees without any discrimination and bias. It is important for all organisation to maintain pleasant working environment and more productivetowards organisation objectives.

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Questionnaire

Name:

Gender: Male ☐ Female ☐

Education Qualification:

- a) SSLC/PUC b) Degree
- c) Diploma/ITI

Working Experience

- a) 1 to 5 years b) 5 to 10 years
- c) 10 to 15 years d) above 15 years

(I) EMPLOYER – EMPLOYEE COMPATIBILITY

- 1) I am satisfied with the present method of recruitment and selection of candidates.
 - a) Strongly agree b) Agree
 - c) Neutral d) Disagree
- 2) Method I prefer for recruitment and selection.
 - a) Direct b) Indirect
 - c) Third party
- 3) I am happy with the working facilities provided?
 - a) Yes b) No
- 4) I would like to work with my employer in future.
 - a) Yes b) No

c) May be Yes

5) Employees have opportunity for their creativity, innovation and job development.

a) Yes

b) No

6) Management promotes strong competition amongst employees

a) Yes

b) No

(II) TRAINING AND DEVELOPMENT

7) Does the Training increases the Employer and Employee relationship?

a) Yes

b) No

c) May be Yes

8) Training is needed to enhance in productivity and performance.

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

9) Organisation considers training as the part of organisational strategy.

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

10) How often the training programmes are conducted in organisation?

a) Every month

b) Every quarter

c) Half yearly

d) Once in a year

(III) WORKPLACE RELATIONSHIP

11) Relationship between you and your co-worker?

a) Good

b) Bad

c) Can't say

12) Is company providing health, safety and welfare facilities as per the labour laws?

