

A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT AT NOVAC TECHNOLOGY SOLUTIONS

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

V. DEVA JENIL
Register No.40410043



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
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL 2022



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Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119

www.sathyabama.ac.in

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **DEVA JENIL.V, 40410043** who carried out the project entitled "**A STUDY ON EMPLOYEE RELATIONSHIP MANAGMENT AT NOVAC TECHNOLOGY SOLUTIONS**" under my supervision from September 2021 to October 2021.

Dr.M.SUDHA PAULIN MBA PhD
Internal guide

External Guide

Dr. BHUVANESWARI .G
Dean – School of Management Studies

Submitted for Viva voce Examination held on_____

Internal Examiner

External Examiner

DECLARATION

I **DEVA JENIL.V (40410053)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE RELATIONSHIP MANAGMENT AT NOVAC TECHNOLOGY SOLUTIONS**” done by me under the guidance of **DR.M.SUDHA PAULIN MBA PhD** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

DEVA JENIL. V

ACKNOWLEDGEMENT

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.

I convey my sincere thanks to **Dr. G. Bhuvaneswari, Dean - School of Management Studies** and **Dr. A. Palani, Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **DR.M. Sudha Paulin MBA PhD** for her valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

V. DEVA JENIL



TO WHOM IT MAY CONCERN

Date: 27th April 2022

Subject: Internship Completion Letter for Mr. V Deva Jenil

This is to certify that **Mr. V Deva Jenil (Reg. No:40410043)** Pursuing final year Master of Business Administration from Sathyabama Institute of Science and Technology, has completed his Internship from 14th of February 2022 to 14th of April 2022 in Novac Technology Solutions Pvt. Ltd.

He was found sincere & hard working during this Internship and has shown keen interest in learning.

We wish him all the best for his future endeavours.

A handwritten signature in blue ink, appearing to read 'Prakash Ranganathan', with a stylized flourish at the end.

Prakash Ranganathan

Assistant Vice President - HR

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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. So, this study attempts to inspect “A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT IN NOVAC TECHNOLOGY SOLUTIONS”.

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.

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CHAPTER -1

INTRODUCTION

COMPANY PROFILE

OBJECTIVES OF THE STUDY

NEED FOR THE STUDY

SCOPE OF THE STUDY

1.1 INTRODUCTION

Employee relationship management is an art, which effectively monitors and manages the relation between individuals either of the same team or from different teams. Employee relationship management helps in strengthening the bond among the employees and ensures that each one is contented and enjoys a healthy relation with each other.

Employee relationship management includes various activities undertaken by the superiors or the management to develop a healthy relation among the employees and extract the best out of each team member.

An organization is a place to work and not a battlefield where employees would fight with each other. One needs to treat his fellow workers well, understand each other's expectations for a healthy relationship and maximum output. The employees must be comfortable with each other and work together as a team.

Importance of Employees Relations:-

The ultimate goal of maintaining a healthy employee relationship is to make the company successful. That's why every company or industry should focus on building good employee relationships between the staff. Some benefits of maintaining a healthy relationship are discussed below.

- Loyal employees – Since there will be good communication between you and your employees, they will frankly talk to you. Whenever, they will face any problem regarding work, salary or any other staff member's behavior, they will discuss it with you. Instead of leaving their job, they will choose to talk to their boss. Once they discuss their issues with you, you can take the necessary steps to solve them.
- Motivated employees- Everyone feels good when someone appreciates them or their work. When you will appreciate your staff members for their work and behaviour they will feel like you respect them and their work. This will motivate them to increase their

performance. Every day, they will try to work more efficiently for the success of the company. As a result, your company will reach new heights of success.

- **Reduced conflicts between employees-** Many times employees start arguments in the workplace which create a negative impact on other employees also. If there will be better communication between you and your staff members, any employee will choose to talk about the problem instead of augmenting. They will choose discussion over fights. The staff members will form a bond where they will listen to each others problems. As a result, there will be fewer or no conflicts between the staff members.
- **Forming a bond of trust –** Trust is the base of anything. For example, will you hire a maid for housekeeping if you feel she can't be trusted? Surely, you will never hire her. Similarly, any employee will not be able to work if he or she thinks their boss cannot be trusted. Therefore, build a relationship of trust with your employees. Always try to be honest with them. If an employee will trust their boss and fellow staff members, he or she will feel more comfortable. Your employees will also maintain the bond of trust.
- **Balance between work and personal life-** These days, companies force their employees to work so much that the employees feel depressed. Due to the unwanted workload, they are not able to keep a balance between work and life. They don't get time for their family, personal chores etc. Due to this, their performance decreases. A healthy employee relationship means you give them enough time for their personal life. You respect your employee's needs.
- **Professional workplace-** The good communication skills of your employees will let them focus on the work. They will not disturb other employees by initiating useless discussions. Every employee will focus on completing the work on time. This will create a fully professional atmosphere in the workplace.

1.2 COMPANY PROFILE

NOVAC TECHNOLOGY SOLUTIONS

NOVAC is a company built on the determination, tenacity, and an indomitable entrepreneurial spirit. We have retained these qualities and have helped turn us into one of the leading business solution providers.

Our expertise in handling the technological backbone of a sizeable BFSI organization, coupled with strong domain knowledge, helps us understand the financial services and insurance industry's fundamental workings. The robust and battle-tested digital enterprise solutions have a unique ability to transform any BFSI/Retail organization from the ground up at an effective and reliable after-sales service. We bring in differentiation in products and services, distribution, relationship, and reputation.

Novac's vision is to help organizations manage their technology and business processes that always adhere to high-quality standards. The unrivaled, cost-effective digital solution powered with efficiency, integrity, and focus. As a digital technology company providing end-to-end product development services, we leverage the power of design, cutting-edge engineering, and cloud technology to build web and mobile apps, enabling digital transformation for businesses.

We are a fully-owned subsidiary of Shriram Value Services which has build innovative & robust technological solutions for eminent players in various business sectors and has also won many important awards & recognitions in the industry.

Novac Learning, a reputable eLearning solutions provider in India, is committed to bringing end-to-end, innovative, web-based, and device friendly Learning Technologies and Learning Solutions tied with your business goals to unleash your employees' true potential.

Our seasoned team has demonstrated an innate ability to impart diverse knowledge across industries like Finance, Insurance, Retail, Manufacturing, Pharma, and Training & Development. With our highly experienced skill-set, we are equipped to meet the requirements of all sorts of eLearning solutions and digital content development services for corporates in various fields and disciplines.

QUALITY MANAGEMENT

Novac is currently at Level 5 in the Capability Maturity Model Integration (CMMI) V2.0, representing the commitment to developing high-quality software solutions and unparalleled delivery standards. NOVAC has focused on and invested significant effort in establishing methods, processes, procedures, and techniques to support our services. Each system or solution is developed by adhering to the industry's best practice and continuous practical experience.

NOVAC is pleased to announce that in November 2018, we successfully obtained ISO 27001:2013 certification. This is an excellent boost to our Business Management Systems and something very relevant to the future. Clients migrating to cloud-based services and solutions might need to know about the security of the systems and data, per se. We look forward to working alongside with our clients and leading the way with service excellence.

INDUSTRIES

- + FINANCE
- + INSURANCE
- + RETAIL
- + LEARNING

FINANCE

A Seamless Next-Gen Digital Lending Platform Backed With the State-of-the-Art Technology. Transform your business with lower risks and higher customer base with an intuitive digital lending solution. With the lending industry on the cusp of transformation, ziva cloud lending solution paves a way to harness the advancements to a higher level. Ziva is a Comprehensive Cloud-Based Lending Management System Designed to Meet the Requirements of Lending Businesses of All Sizes Across Various Business Spectrums. Ziva Ecosystem is a powerhouse of seamlessly integrated solutions to manage the total lifecycle of the Lending Business. It presents new opportunities to the

lending organization and protects it from any risks or threats, thereby delivering the best. Ziva's loan origination module is a state-of-the-art workflow system built on a micro services architecture. It is fully automated, parameterized, powered by a business rule engine, to facilitate the end-to-end loan origination. As a loan based segmented system, this module empowers banks to create products custom-tailored for their ecosystem right from amortization to delinquency tracking. Any product can be launched within hours.

INSURANCE

Insurance institutions manage a plethora of tasks ranging from policy managing, claims processing, financials, and reports. With a cost-effective insurance platform, your organization can stay ahead of a growing business environment. NOVA, the next-gen cloud-based insurance solution unifies all functionalities under a single ecosystem, enabling insurers to streamline the policy functions and improve sales and customer experience.

All-around Automated Solution- Nova is a fully integrated solution that accelerates agility, eliminate redundancy, and manages changes from a single point that is automatically applied across the entire suite.

Gain Customers' 360-degree View- The top-of-the-line, natively-integrated suite allows you to establish a relationship with the customer for end-to-end visibility.

Fueling Your Resources- The solution is built to automate tasks like licensure compliance, onboarding, and more, thereby allowing you to collaborate with partners and customers with ease.

Scalable Cloud Platform- The solution contains various mission-critical applications such as policy, claims, insights, digital engagement, and more to enable organizations to meet the business's ever-evolving demands.

Lesser Time to Market- The solution contains pre-built templates with rules, rates, and forms to actively customize the product as the enhancements continue under customers' and agents' total transparency.

Customer Satisfaction is the Key- Nova maximizes the efficiency of the claims management process by increased automation, thereby allowing our agents to focus on customers instead of the ongoing process.

RETAIL

The retail industry has been disrupted from the ground up since the advent of cloud technology, and a need for a single solution that automates most tasks with full leverage technology has arisen. KAZITO® is a cloud-based, unified retail platform, powered with a broad spectrum of functionalities and modules to overcome any shortcomings in the retail industry. KAZITO® is an end-to-end retail solution with state-of-the-art technology to give visibility and streamlined operations from inventory to back-office to customer end across various retail sectors. KAZITO® can efficiently manage the lifecycle of a retail store from the warehouse to the end customer along with a detailed intuitive report and cutting-edge technology in place.

E LEARNING

Today's corporate training is changing on the whole and seeking tailor-made, custom-learning solutions to meet their business needs and goals. Training and learning are made to be enticing through various tools and courses to advance your employees' careers through a single platform. For an organization, your employees can track their training progress, apply in day-to-day activities, and check the employees' growth and your business on par. Looking to deliver an engaging, effective eLearning or training solution, then Novac Learning is a great place to start. We help organizations of any size with cutting-edge learning solutions and form a collaborative approach from the start to consistently deliver quality eLearning materials on time. With a host of training solutions in our arsenals, we deploy evidence-based methodology to meet the organization's needs, design, and performance sectors. Our team carefully curates eLearning content

development solutions including immersive learning, microlearning, scenario-based learning, blended learning, and more.

We also contain two learning management systems created for specific facets of training in both corporate and enterprises - Axle and Klass LMS respectively. Novac Learning is a recognized leader in the learning and training industry for our commitment to strive for excellence and the upkeep of learning experiences for organizations. Our top-of-the-line training materials, quick project turnaround, and flexibility set us apart in the industry for the time to come.

AWARDS

- Best work places for women 2021
- India's Best Workplaces in IT & IT-BPM (2014 - 2021)
- Best Customer Engagement Initiative of the Year
- Top Organizations with Innovative HR Practices
- Emerging IT Company Of The Year
- Dream Companies To Work For - Fun At Work Award
- Great Place to Work - Certified (2014 - 2021)

1.3 OBJECTIVES OF THE STUDY

- To analyse the importance of employer employee relation
- To identify the factors contributing for employee relationship
- To find the impacts of employee relationship management

1.4 NEED FOR THE STUDY

The relationship between an employer and employee is a key deciding factor because it is very important to have mutual trust. An employer should trust his employee and an employee should trust his employer. This trust factor helps in building a relationship

between both the parties. Once this trust factors built then we say that the base of the relationship between the parties is set. Going forward trust helps to maintain the relationship and helps both the parties to understand each other well so that both can contribute to the development of the organization and personal development. It helps in maintaining the satisfaction level of both the parties, which is very important for both the employer and employee as if any of the parties is not satisfied the growth of the organization is not possible so the study concludes how employee-employer relations is maintained in NOVAC technology solutions.

1.5 SCOPE OF THE STUDY

The scope of the research of Employee relationship management will be limited to the NOVAC technology solutions in #2, Floor III - Right Wing, Developed, Industrial Estate, Perungudi, Chennai, 600096. The research will rely on the organization for vital information as well as information from secondary source. The study will based on various employee relation practices. This study has covered the effectiveness and efficiency of Employee relationship management on employee's performance and to know the level of satisfaction on various facilities provided by the organization.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Md. Sahedur Rahman (2021), “Effect of Employee Relationship Management (ERM) on Employee Performance”. The objective of the research is to examine the effects of ERM on employee performance at banking sectors and to provide suggestions on how to implement ERM in the organization. The organization has to implicate in the right way for the effective performance.

Ali, B. J., & Anwar, G. (2021), “an Empirical Study of Employees’ Motivation and Its Influence Job Satisfaction”. The study examines the relationship between the balance scorecard perspectives and job satisfaction at banking sector. An Empirical Study of Employees’ Motivation and its Influence Job Satisfaction - The results show that non-reward incentives have a better impact on employee success because they encourage them to be more environmentally conscious.

Ugoani, John (2020), “Effective Delegation and Its Impact on Employee Performance” - The results show that effective delegation provides psychological empowerment and a collaborative, coordinated and comprehensive managerial technique for motivating and evaluating employees over their performance.

Richard Hannis Ansah (2018), “Importance of Employer Employee Relationship towards the Growth of a Business”- The objective of this research is to present evidence-based on the information to readers on the importance of the Employer Employee relationship for the growth of the business. Researcher found that the business owner shared a positive result that relationship plays an important role towards businesses as they add up to the growth of the business.

Thomas Katua Ngui (2016), “Relationship between employee relations strategies and performance of commercial banks in Kenya” The objective of this research is to scrutinize the relationship amongst employee relation plans or strategies of employee relation along with the execution of commercial banks. The researcher concludes that development and documentation of commercial bank strategies and on the whole of the banks strategies has not linked to each other.

Arun Kumar Agariya and Sri Harsha Yayi (2015), “ERM Scale Development and Validation in Indian IT Sector”- The objective of the research is to develop a valid ERM scale in form of Indian IT sector. The finding of this research depicts that ERM in Indian IT sector is a multi-dimensional construct consist of five factors i.e., coordination and communication, organizational environment, talent acquisition, knowledge management and organizational policies. This review overcomes states any issues in written proposed an Employee Relationship Management scale, authoritatively this scale helps top administration association to focus on basic variables reminding ERM and along with these line makes conferred and persuade representative to propose a win-win circumstance through enchanting clients and upgrade the gainfulness of association all in all.

Richard Saundry, Carol Jones and Gemma Wibberley(2015), “The Challenge of managing informally”- As line managers holds more responsibility for the management, their priority for informal approach at workplace issues has been replaced by a more rigid adherence to procedure and policy. It is by lack of confidence and expertise in conflict management and a fear of repercussions of mishandling difficult issues. It is not possible to generalize from a limited sample, therefore this suggested changes requires further exploration to assess whether it have been evidenced in organizations’ more widely.

Sceil Bal Tastan (2014),“The impact of employee –organization relationship on individuals behavioral outcomes of task-related performance, contextual performance ad intention to turnover; an evaluation with social exchange theory”-The objective of the study is to analyze the effects of employee– organization relationship (EOR) on the outcomes of individual behaviors based on the information given in social trade hypothesis. There is a significant Negative impact on the turnover. This study focus on employee’s present perspective because this is the most important social changes that have to be observed.

Dr. B. Devamaindhan (2014), “employer – employee relationship”- The objective of this research is to have healthy relation is vital for the successful running of any business.

The employer should know what the employee is facing the problems then that would be an obstacle to achieve success in the business.

Dr.D. Xesha and Dr. K R Subramanian (2014), “The Impact of Employer Employee Relationships on Business Growth”- The objective of the study is to know the employer employee relationship and impact of organizational response. The researcher found that the organization has to grow and survive in the current business environment they need to find resources to update continuously their technologies and information needs.

Stefan Strohmeier (2013), “Employee Relationship Management”- Realizing competitive advantage through information technology. ERM constitutes an emerging trend by managing the human resources in developing and maintaining individual and mutual relationship with every employees based on informational technology. The researcher concluded that providing them with general hint and framework of ERM and in view to this framework, for further development of concepts about ERM are determined to propose ideas for future research.

Roopali Bajaj, Shailni Sinha and Vineet Tiwari (2013), “Crucial Factors of Human Resource Management for Good Employee Relations”- From this researcher it is found that there is no unity and maintain a friendly attitude between every employee and between the management and employees. The operative functions are crucial and has to improve in productivity in the organization.

Stroh Meier, S. (2013), “Employee relationship management — Realizing competitive advantage through information technology”. In his study said that worker relationship management (ERM) constitutes a 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 derived to indicate guidelines for destiny research.

Muhammad Ikhlas Khan (2012), “The Impact of Training and Motivation on Performance of Employees”. The study was did to identify the effect of certain factors on the employee’s

performance. The study found that there are two factors influencing employees performance that are training and motivation in the organizations.

Chaudhry Amjad and Usman Abid (2011), “an Investigation of the Relationship between Employees Emotional Intelligence and Performance”. This paper examines the relationship between employee’s emotional intelligence and their performance. The current study proves a moderately high positive correlation between employee’s emotional intelligence and performance. It established that employee’s performance could significantly predicted based upon their emotional intelligence scores.

Sanjeet Singh, Gagan Deep Sharma and Navneet Khattra (2011),”Impact of Human Resource Management on the Organization”. The study concludes that HRM plays the vital role in the organization as it helps to plan career, to achieve personal as well as organizational goals, to solve conflicts, to manage work force diversity and to meet requirement of the globalization.

Sadikoglu, E., & Zehir, C. (2010), “investigating the effects of innovation and employee performance on the relationship between total quality management practices and firm performance”. 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.

Payne A & Frow P (2006), “Customer relationship management: From strategy to implementation”. In his look, 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.

Jo, S., & Shim, S. W. (2005), "Paradigm shift of employee communication: The effect of management communication on trusting relationships". He stated that Paradigm shift of worker communicate: 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.

Helen Rainbird (2003), "job Change and Workplace Learning in the Public Sector: The Significance of New Technology for Unskilled Work". Workplace learning and the employment relationship in the public sector-Relevant training to the employers is unenriched necessarily for employees thus the author makes an argument on analysis of training and development is needed in understanding the context of relationship of employees. This article examines the impact on the organizations work on the workplace learning, employee manager's strategies towards the study. The qualifications of employees existing is utilized purely; development needs are often frustrated, job designs concerning issues, progression routes occupations, entitlement needs are to be addressed.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY:

Achieving scientific objectives would not be possible without knowing science, except when the right methodology is chosen. This part explains about the type of research methodology for data collection from questionnaire, statistical population, sample, research model, research hypothesis, and validity and reliability of statistical tests used will be presented.

3.2 RESEARCH DESIGN

In NOVAC technology solutions descriptive type of research design is suitable. Descriptive research design does not include predictions or determination of cause and effects. This research helps in finding out different facts and figures in the survey. It can be used to find the relationship and association between two or more variables. The major purpose of this learning research is describing employee relationship management at NOVAC technology solutions by its employees.

3.3 SAMPLE DESIGN AND SAMPLE SIZE

There were approximately 300 employees presently working in NOVAC technology solutions. However, the sampling technique used in this study was simple random questionnaire. 120 sample units were used for this study.

To collect the necessary data a self-designed questionnaire was distributed to the employees of NOVAC technology solutions. Population can be the employees. Sample size selected is 120.

3.4 DATA COLLECTION:

Primary data: Primary data is original data source which is collected firsthand in the research for a specific reason. This was collected by rising questionnaires personally to employees of various departments.

Secondary data: Secondary data was collected from journals, organization, records, organization website, web source.

Statistical tools were used after the data collection, statistical tool helps to analyze the data. The statistical tool used in the study is Ms Excel, SPSS software, Correlation test and CHI-SQUARE.

3.5 HYPOTHESIS FRAMED

H0= There is no association between work place relationship and satisfaction level of employees.

H1= There is an association between work place relationship and satisfaction level of employees

H0= There is no significant difference between age and overall rating on company

H1= There is a significant difference between age and overall rating on company

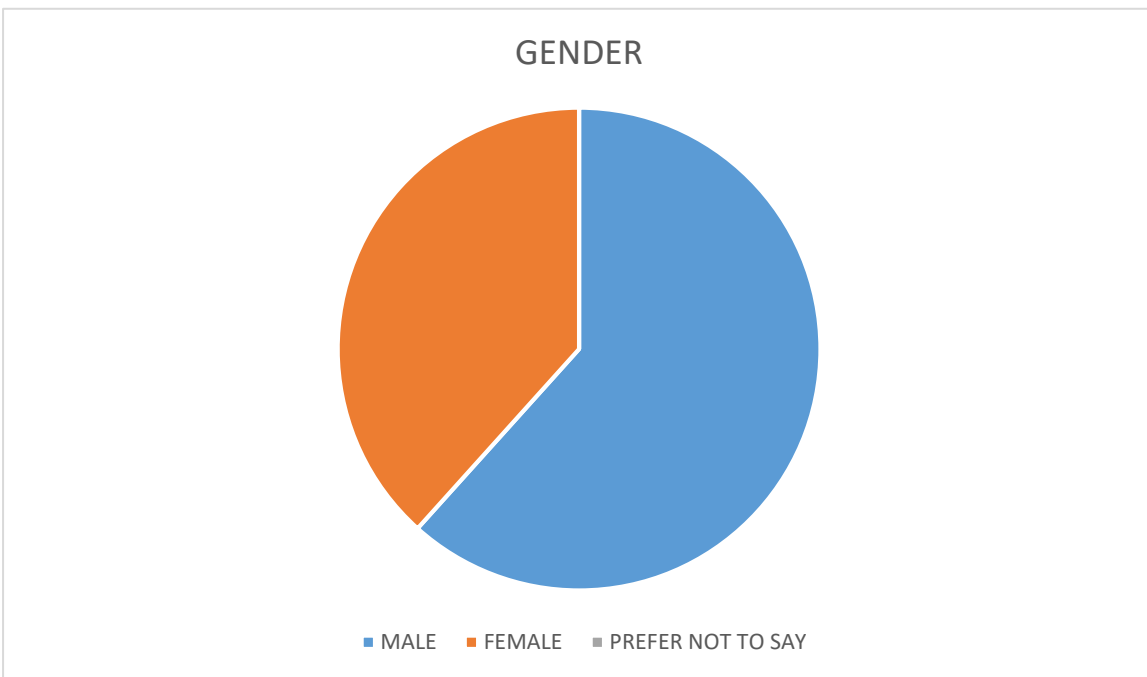
After analyzing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis.

CHAPTER 4
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1 Gender of the respondents

PARTICULARS	NO OF RESPONDENTS	PERCANTAGE
MALE	74	61.67
FEMALE	46	38.33
PREFER NOT TO SAY	0	0



Interpretation

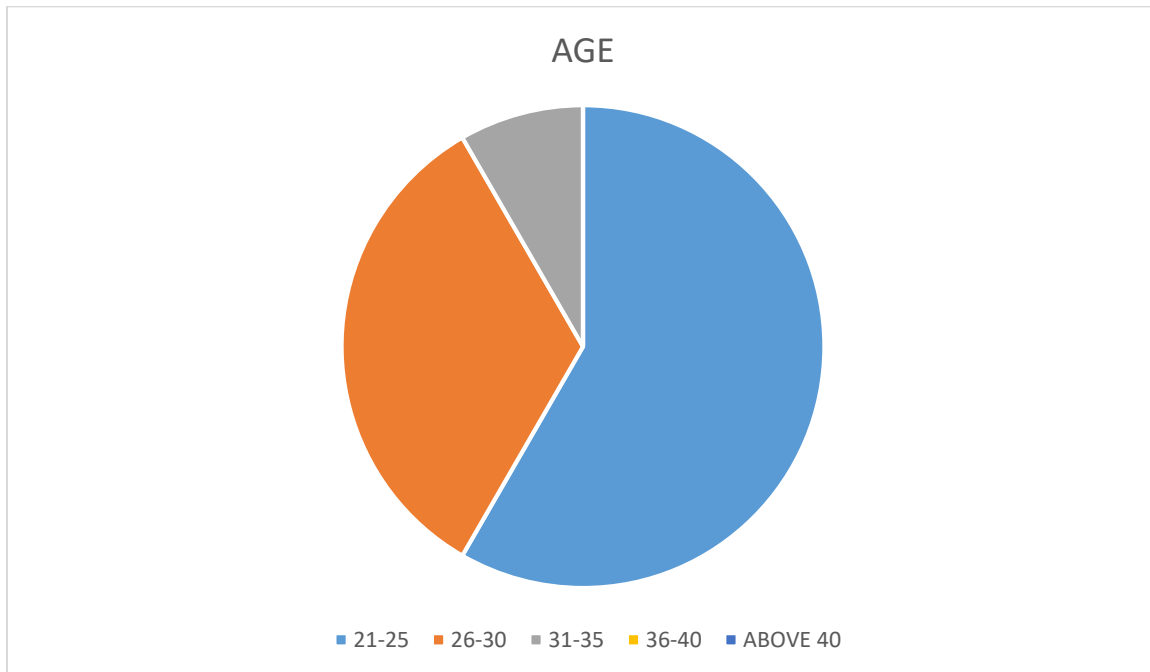
the above table shows 74 employees are males and 46 employees are female.

Inference

Majority of the employees(62%) are male

Table 4.1.2 Age group

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
21-25	70	58.33
26-30	40	33.33
31-35	10	8.33
36-40	0	0
ABOVE 40	0	0



Interpretation

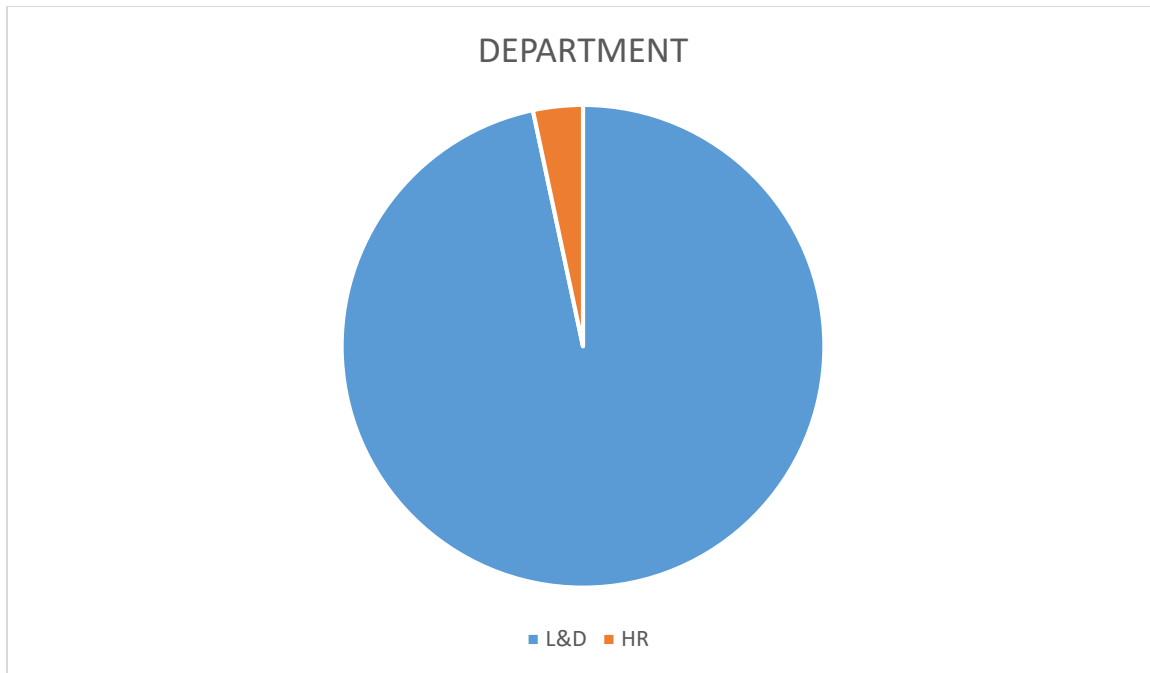
The above table shows that 70 employees are of age between 21-25, 40 employees are of age 26-30 and 10 employees are of age 31-35.

Inference

Majority of the employees(58%) are of age between 21-25

Table 4.1.3 Department

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
LEARNING AND DEVELOPMENT	116	96.67
HUMAN RRSOURCE	4	3.33



Interpretation

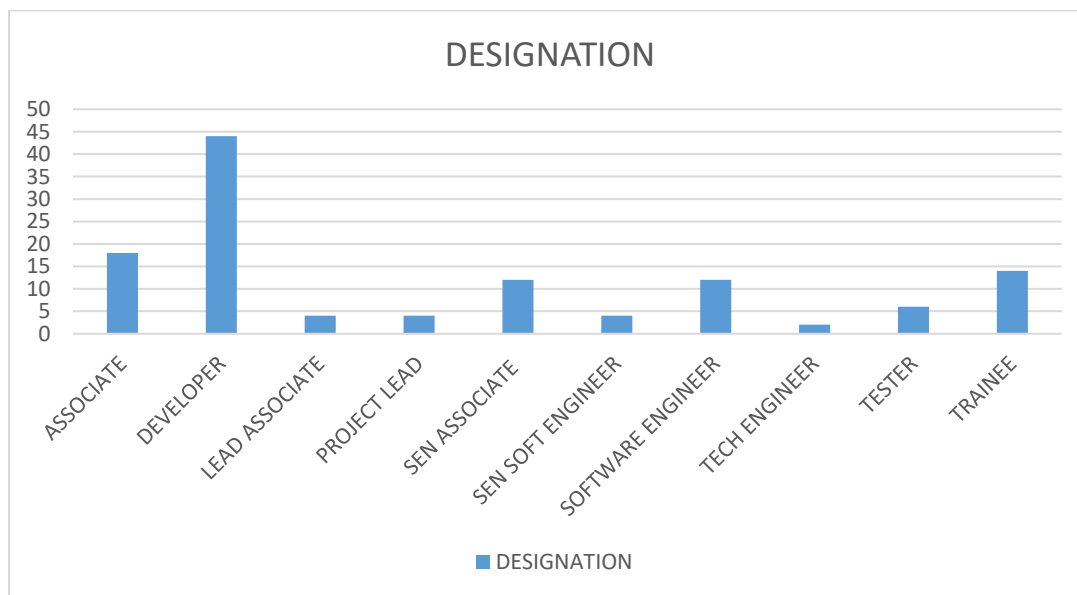
The above table shows that 4 employees are from human resource department and 116 employees are from learning and development.

Inference

Majority of the employees(97%) are from learning and development department.

Table 4.1.4 Designation

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
ASSOCIATE	18	15
DEVELOPER	44	36.67
LEAD ASSOCIATE	4	3.33
PROJECT LEAD	4	3.33
SENIOR ASSOCIATE	12	10
SENIOR SOFTWARE ENGINEER	4	3.33
SOFTWARE ENGINEER	12	10
TECHNICAL ENGINEER	2	1.67
TESTER	6	5
TRAINEE	14	11.67



Interpretation

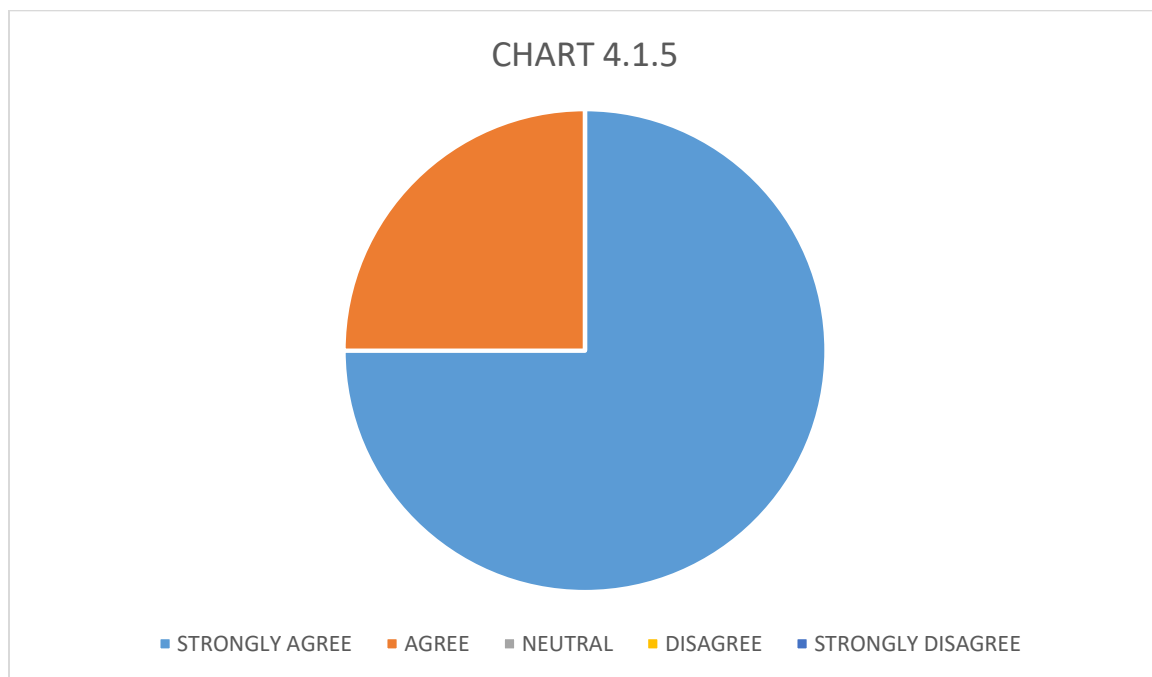
The above table shows the respondents are 18 associates, 44 developers, 4 lead associate, 4 project leads, 12 senior associates, 4 senior software engineers, 12 software engineers, 2 technical engineers, 6 testers and 14 trainees

Inference

Majority of the respondents(36.67%) are developers.

Table 4.1.5 Do you think it is important to build friendly relationship within the workplace?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	90	75
AGREE	30	25
NEUTRAL	0	0
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

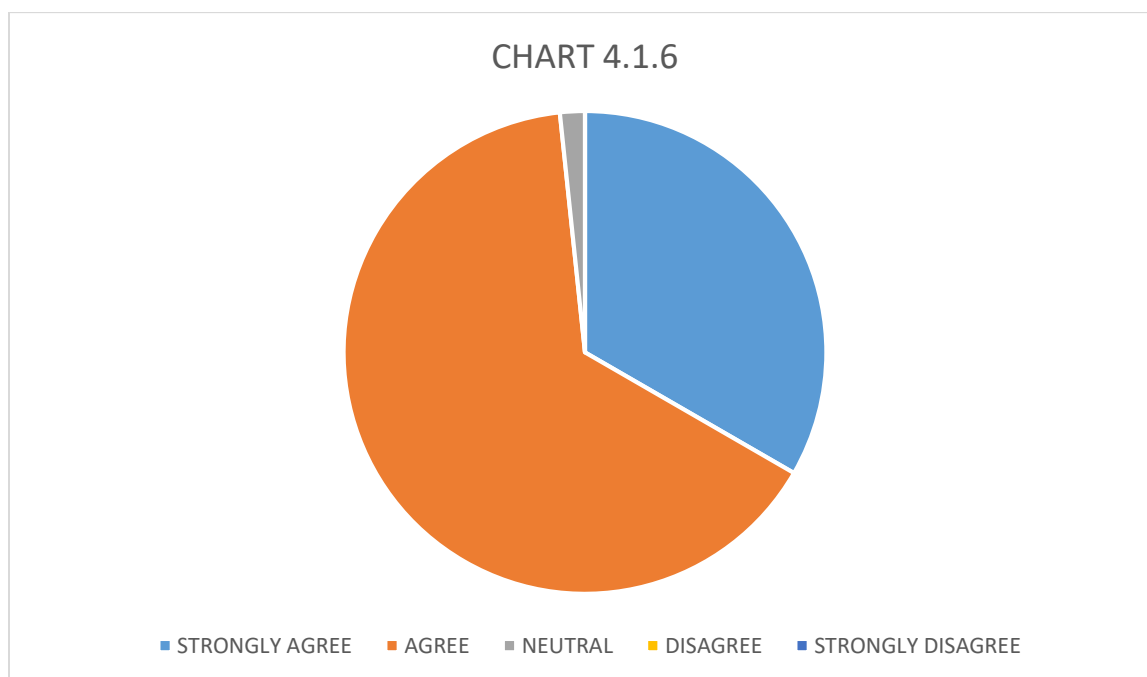
The above table shows that 90 respondents strongly agree and 30 respondents agree that it is important to build friendly relationship within the work place.

Inference

Most of the respondents(75%) strongly agree that it is important to build friendly relationship within the work place.

Table 4.1.6 Do you need to be encouraged by someone in your work place

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	40	33.33
AGREE	78	65
NEUTRAL	2	1.67
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

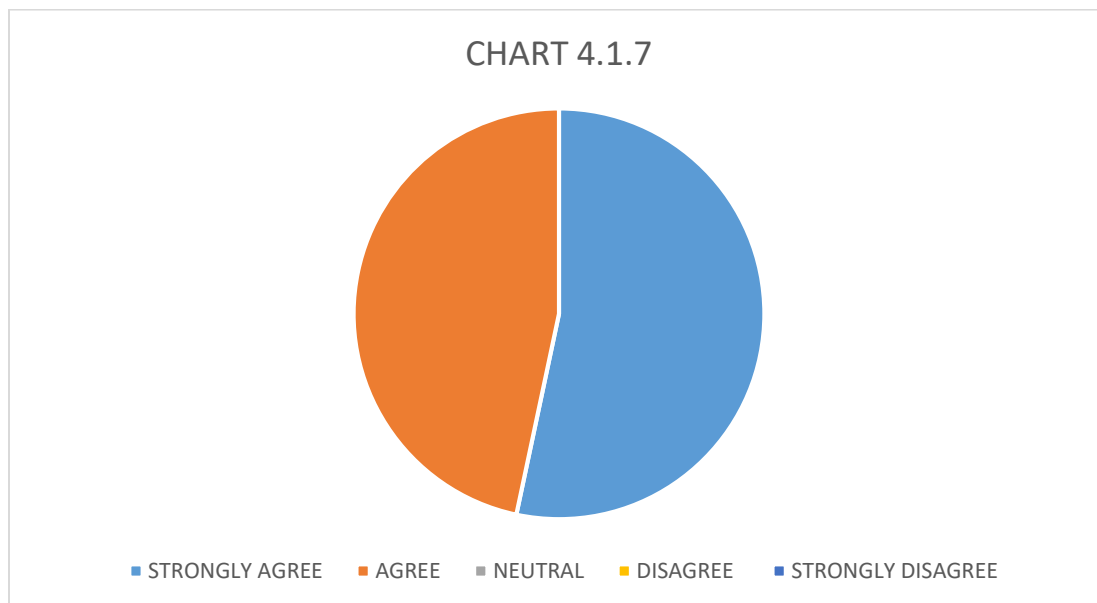
The above table shows that 65% of employees agree, 33% of employees strongly agree and 2% of employees are neutral that they need to be encouraged by someone in the workplace.

Inference

Majority of the employees(65%) agree that they need to be encouraged by someone in the workplace.

Table 4.1.7 Do you think that healthy relationship within organization will be more effective and successful?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	64	53.33
AGREE	56	46.67
NEUTRAL	0	
DISAGREE	0	
STRONGLY DISAGREE	0	



Interpretation

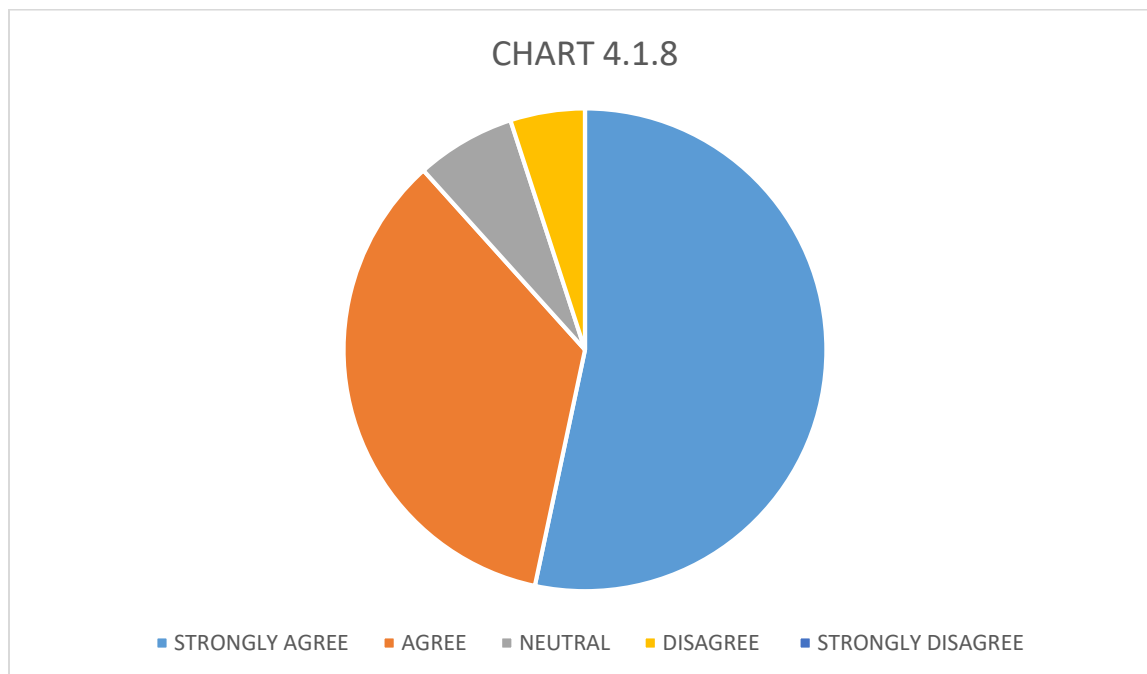
The above table shows that 47% of employees agree and 53% of employees strongly agree that healthy relationship within organization will be more effective and successful.

Inference

Majority of the employees (53%) strongly agree that healthy relationship within organization will be more effective and successful.

Table 4.1.8 Do colleagues in your department communicate sufficiently with one another?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	64	53.33
AGREE	42	35
NEUTRAL	8	6.67
DISAGREE	6	5
STRONGLY DISAGREE	0	



Interpretation

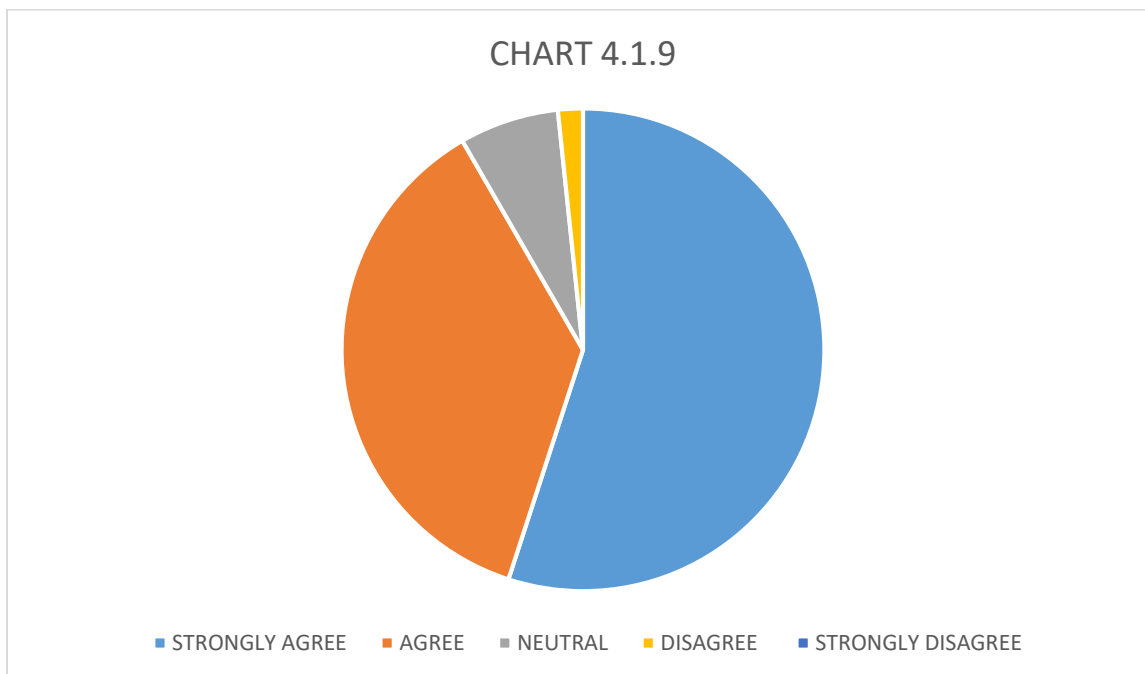
The above table shows that 35% of employees agree, 53% of employees strongly agree, 7% of employees are neutral and 5% of employees disagree that colleagues in their department communicate sufficiently with one another.

Inference

Majority of the employees (53%) strongly agree that colleagues in their department communicate sufficiently with one another.

Table 4.1.9 Does organization has good workplace relationship between employees.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	66	55
AGREE	44	36.67
NEUTRAL	8	6.67
DISAGREE	2	1.67
STRONGLY DISAGREE	0	0



Interpretation

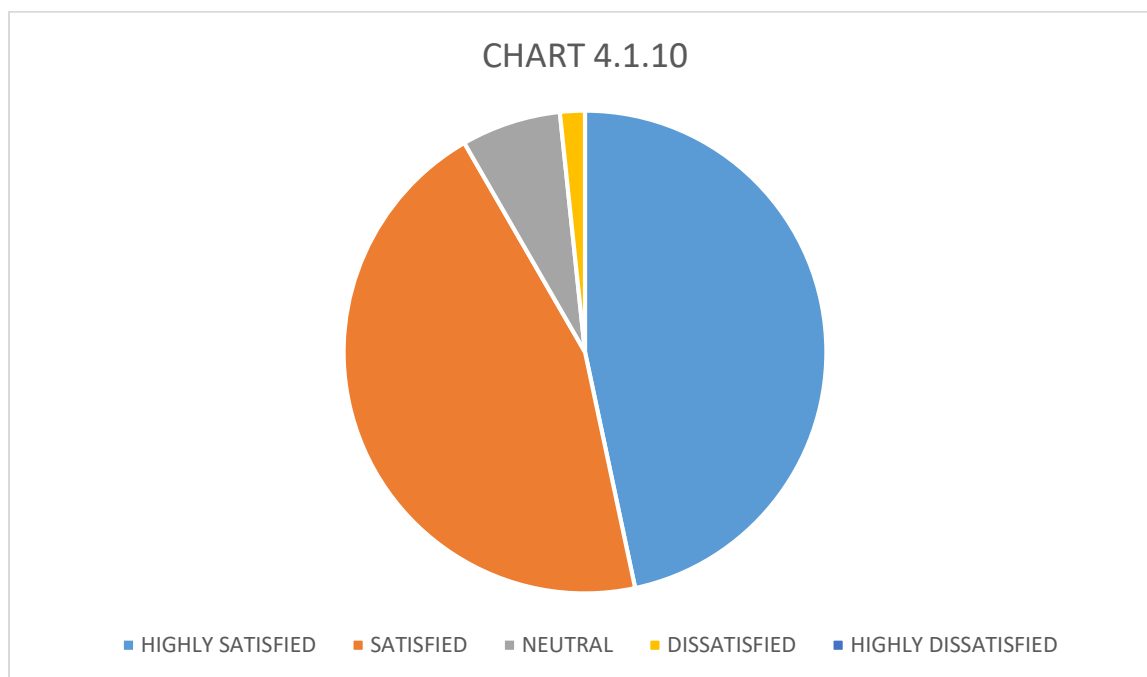
The above table shows 37% of employees agree, 55% of employees strongly agree, 7% of employees are neutral and 2% of employees disagree that organization has good workplace relationship between employees.

Inference

Majority of the employees (55%) strongly agree that organization has good workplace relationship between employees.

Table 4.1.10 How satisfied are you with your relation with your co-workers?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	56	46.67
SATISFIED	54	45
NEUTRAL	8	6.67
DISSATISFIED	2	1.67
HIGHLY DISSATISFIED	0	0



Interpretation

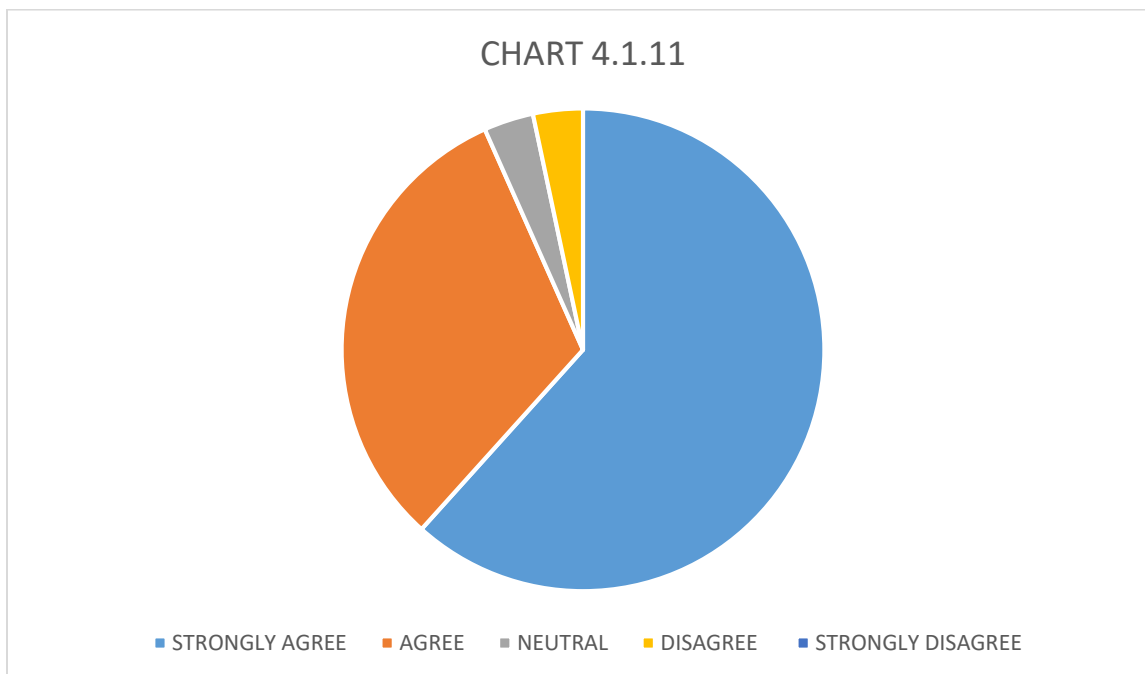
The above table shows 45% of employees are satisfied, 47% of employees are highly satisfied, 7% of employees are neutral and 2% of employees are dissatisfied with their relation with their co-workers.

Inference

Majority of the employees (47%) are highly satisfied relation with their co-workers.

Table 4.1.11 There is good communication between employees and managers in the company- do you agree?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	74	61.7
AGREE	38	31.7
NEUTRAL	4	3.3
DISAGREE	4	3.3
STRONGLY DISAGREE	0	0



Interpretation

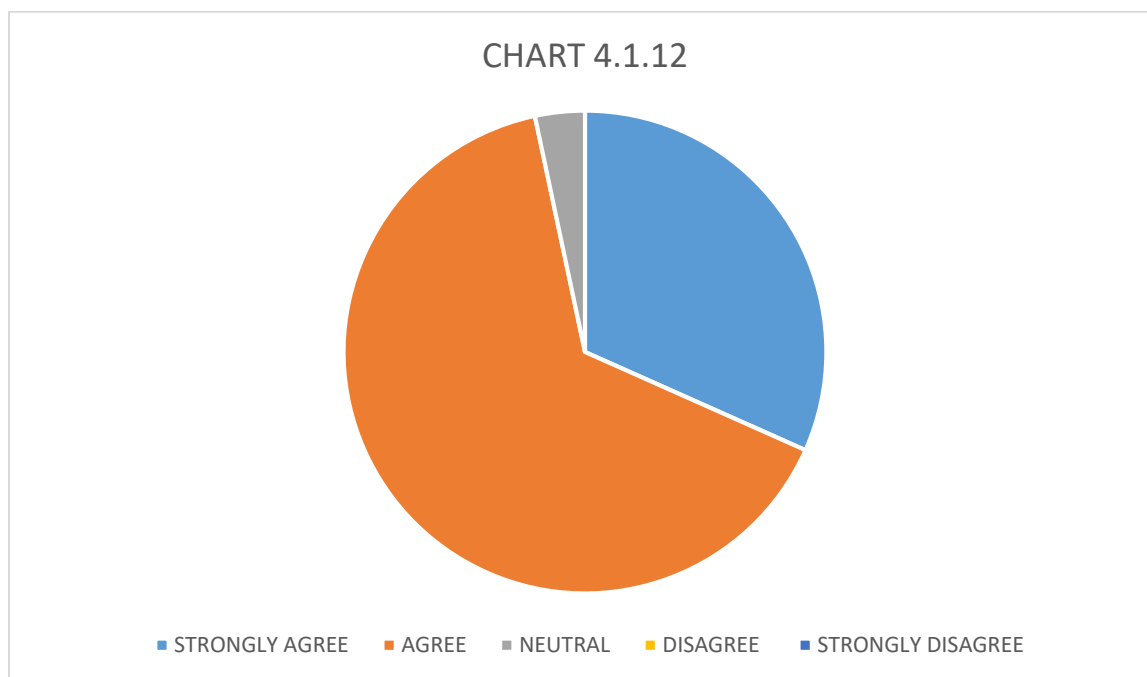
The above table shows 32% of employees agree, 62% of employees strongly agree, 3% of employees are neutral and 3% of employees disagree that there is good communication between employees and managers in the company

Inference

Majority of the employees (62%) strongly agree that there is good communication between employees and managers in the company.

Table 4.1.12 Do you get good support from manager or supervisor for your work?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	38	31.7
AGREE	78	65
NEUTRAL	4	3.3
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

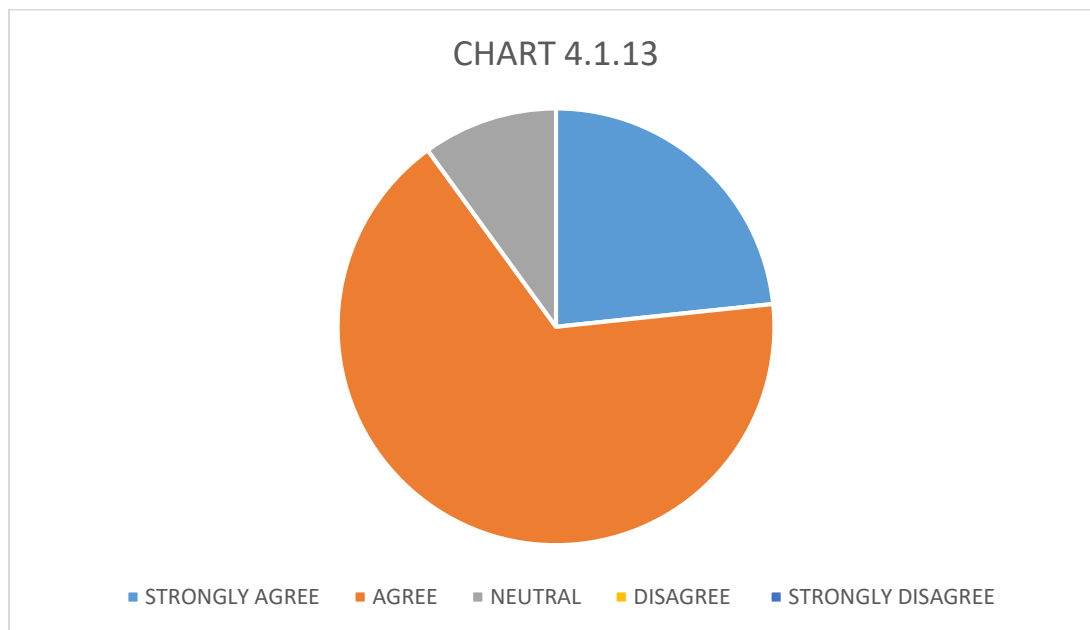
The above table shows 65% of employees agree, 32% of employees strongly agree, 3% of employees are neutral that they get good support from manager or supervisor for their work

Inference

Majority of the employees (65%) agree that they get good support from manager or supervisor for their work.

Table 4.1.13 Does your supervisor actively listen to your suggestions and enables you to perform at your best

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	28	23.3
AGREE	80	66.7
NEUTRAL	12	10
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

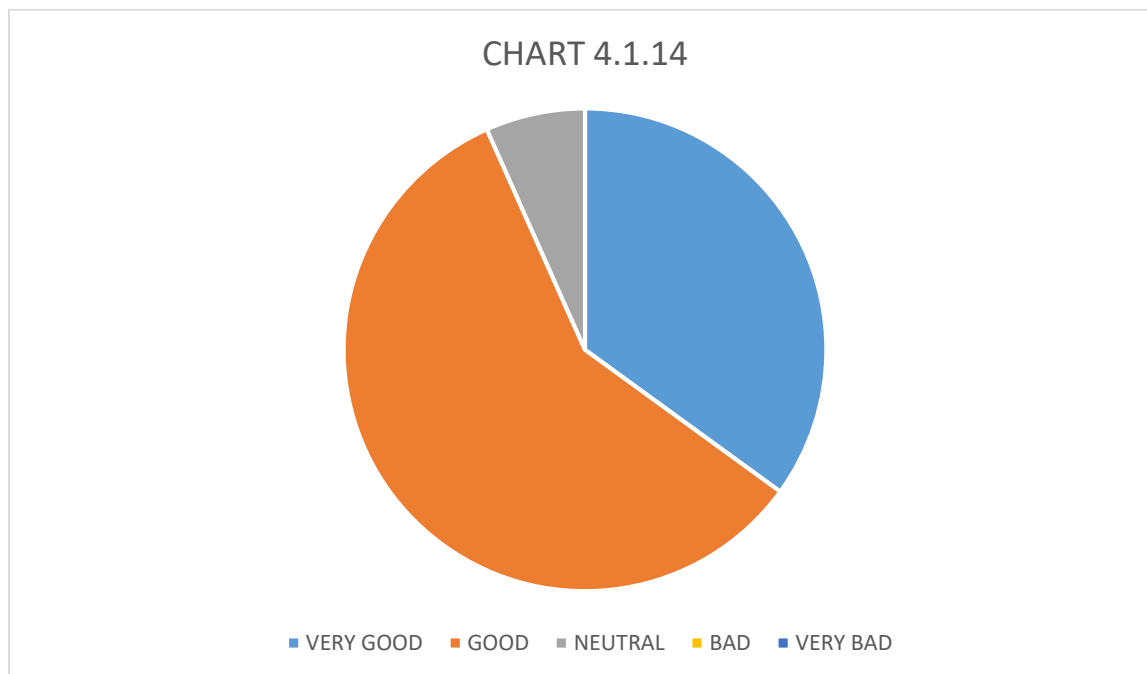
The above table shows 67% of employees agree, 23% of employees strongly agree, 10% of employees are neutral that their supervisor actively listen to their suggestions and enables them to perform at their best.

Inference

Majority of the employees (67%) strongly agree that their supervisor actively listen to their suggestions and enables them to perform at their best.

Table 4.1.14 How would you describe relations between managers and employees in this organization

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
VERY GOOD	42	35
GOOD	70	58.3
NEUTRAL	8	6.7
BAD	0	0
VERY BAD	0	0



Interpretation

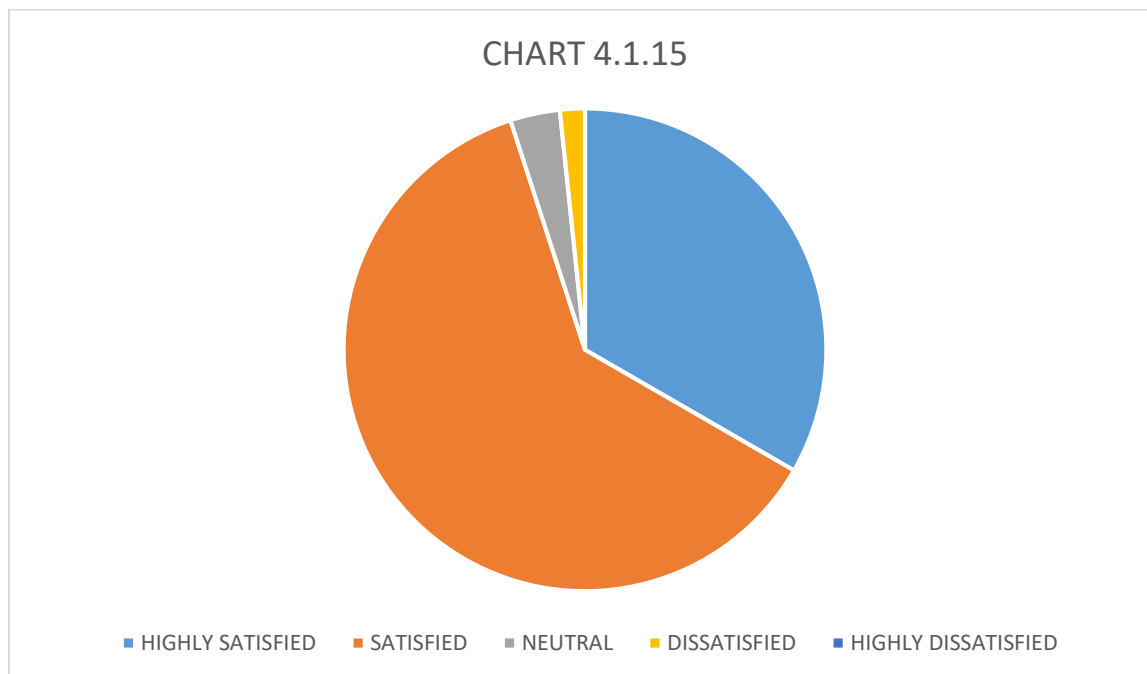
The above table shows 58% of employees describe good, 35% of employees describe very good, 7% of employees describe neutral on relations between managers and employees in this organization

Inference

Majority of the employees (58%) describe good on relations between managers and employees in this organization.

Table 4.1.15 Are you satisfied with your relation with your immediate supervisors?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	40	33.3
SATISFIED	74	61.7
NEUTRAL	4	3.3
DISSATISFIED	2	1.7
HIGHLY DISSATISFIED	0	0



Interpretation

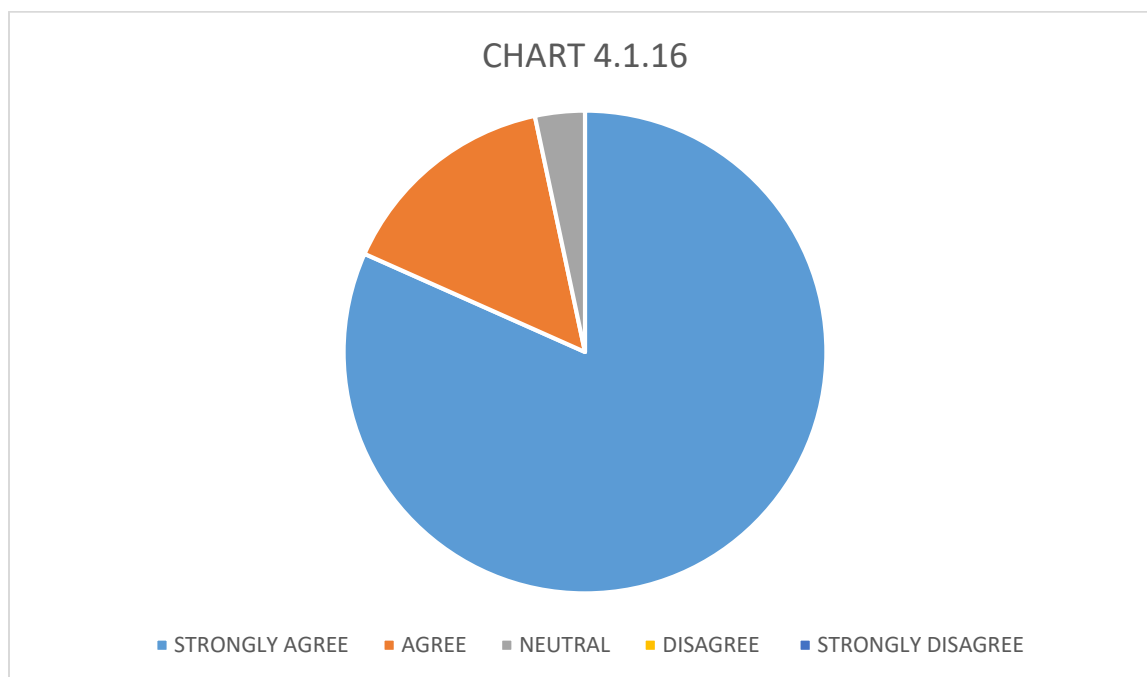
The above table shows 62% of employees are satisfied, 33% of employees are highly satisfied, 3% of employees are neutral and 2% of employees are dissatisfied with the relationship with their immediate supervisors.

Inference

Majority of the employees (62%) are satisfied with the relationship with their immediate supervisors.

Table 4.1.16 Conflict is always a bad thing in organizations- do you agree?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	98	81.7
AGREE	18	15
NEUTRAL	4	3.3
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

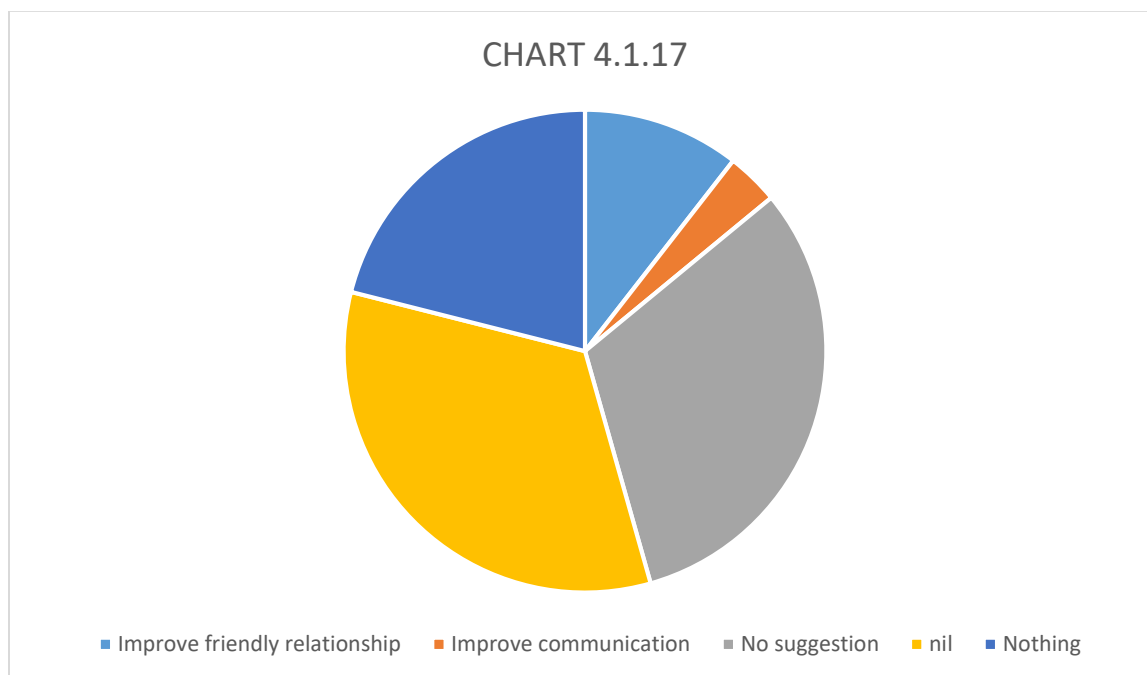
The above table shows 15% of employees agree, 82% of employees strongly agree, 3% of employees are neutral with the statement conflict is always a bad thing in organizations.

Inference

Majority of the employees (82%) strongly agree that conflict is always a bad thing in organizations.

Table 4.1.17 Any suggestion on improving employer employee relationship

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Improve friendly relationship	12	10.53
Improve communication	4	3.51
No suggestion	36	31.59
nil	38	33.33
nothing	24	21.05



Interpretation

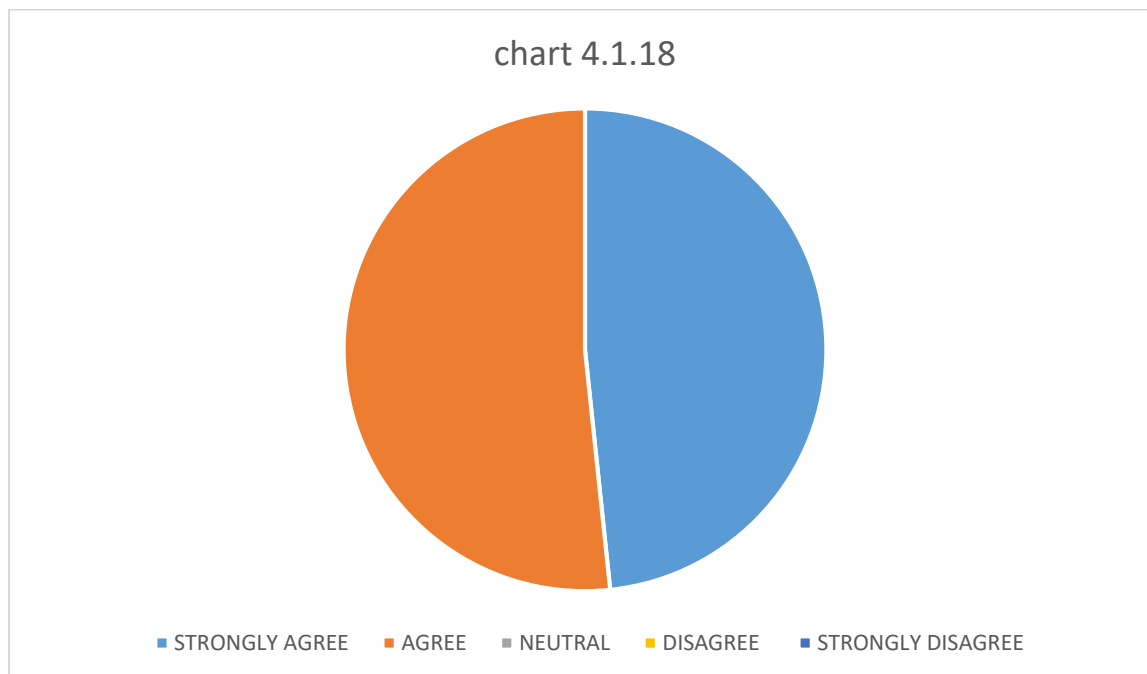
The above table shows that 11% of respondents suggested to improve friendly relationship, 4% of respondents suggested to improve communication, 32% responded no suggestion, 33% responded nil and 21% responded nothing for suggestion on improving employer employee relationship.

Inference

Majority of the respondents (33%) responded nil for suggestion on improving employer employee relationship.

Table 4.1.18 Should management take time out to get to know employees personally?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	58	48.33
AGREE	62	51.67
NEUTRAL	0	0
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

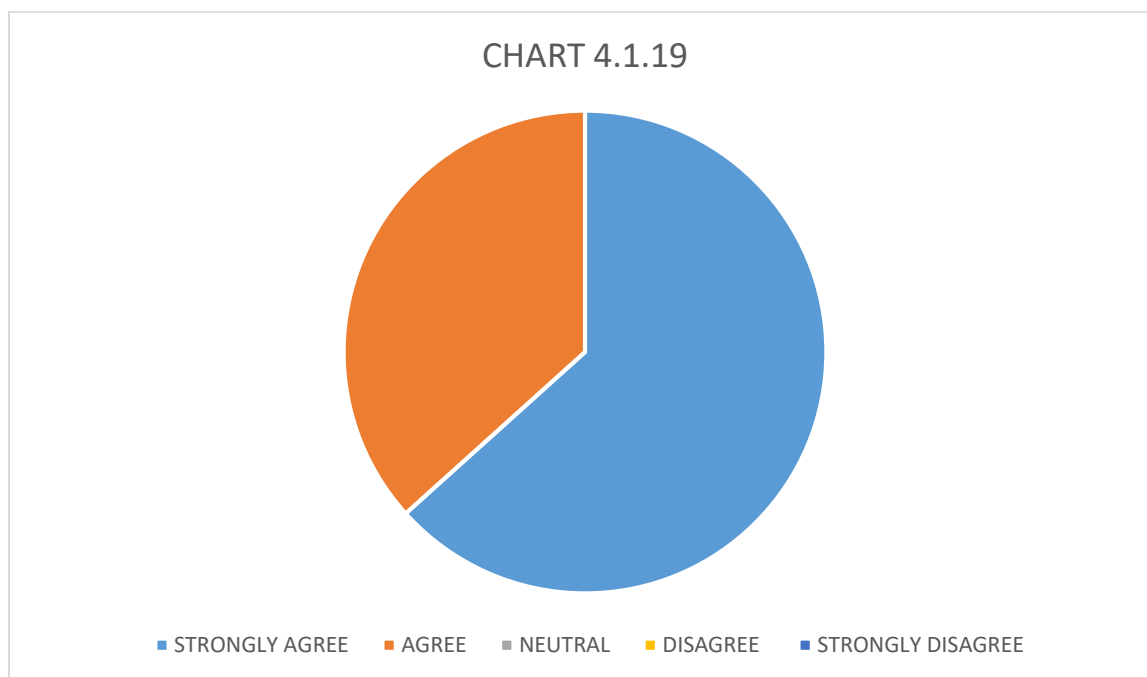
The above table shows 52% of employees agree and 48% of employees strongly agree that management should take time out to get to know employees personally.

Inference

Majority of the employees (52%) agree that management should take time out to get to know employees personally.

Table 4.1.19 a pleasant and cooperative workplace to work with is needed.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	76	63.33
AGREE	44	36.67
NEUTRAL	0	0
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

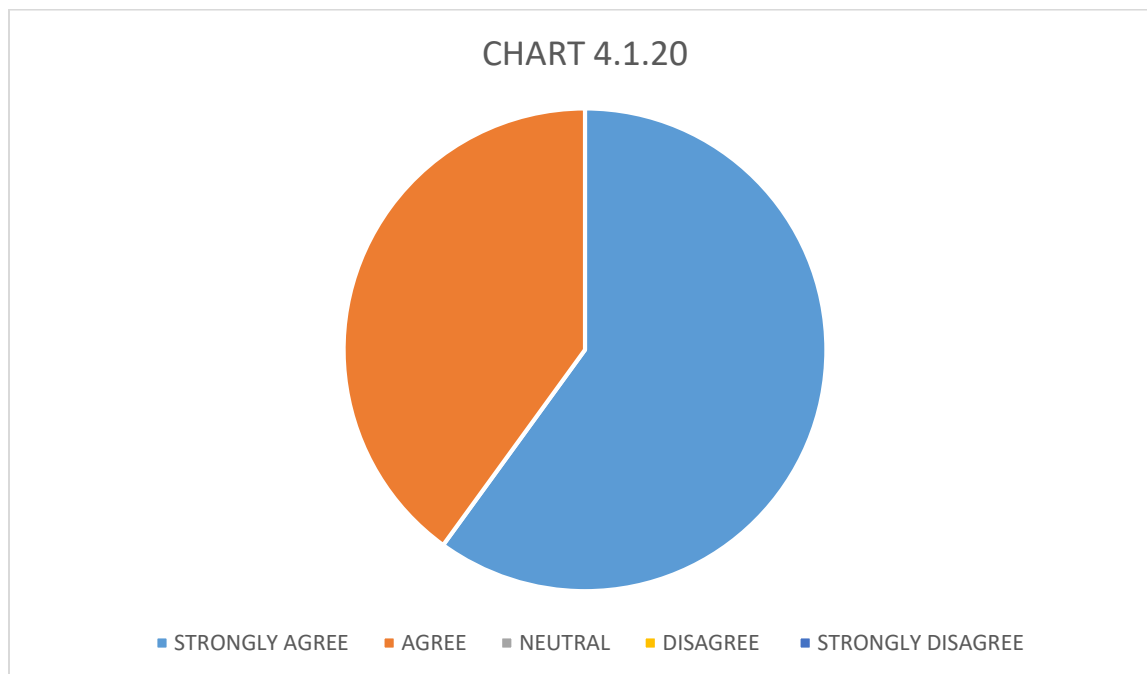
The above table shows 37% of employees agree and 63% of employees strongly agree that a pleasant and cooperative workplace to work with is needed.

Inference

Majority of the employees (63%) strongly agree that a pleasant and cooperative workplace to work with is needed.

Table 4.1.20 It is important to balance your work and personal life

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	72	60
AGREE	48	40
NEUTRAL	0	0
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

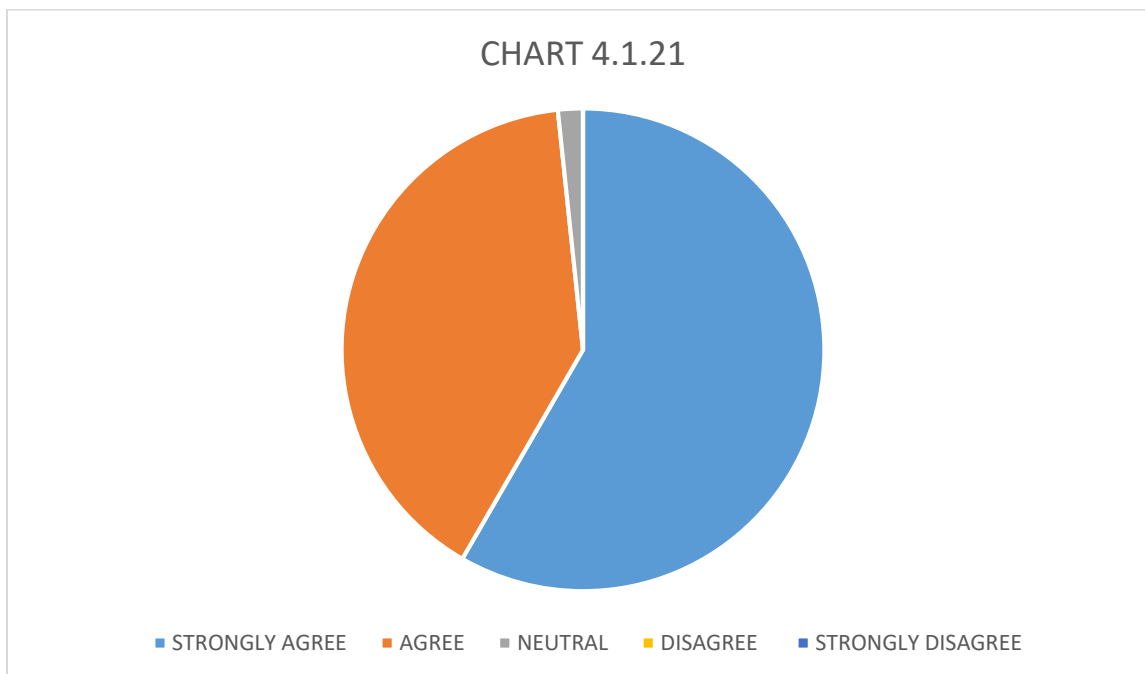
The above table shows 40% of employees agree and 60% of employees strongly agree that It is important to balance your work and personal life.

Inference

Majority of the employees (60%) strongly agree that It is important to balance your work and personal life.

Table 4.1.21 Are you given necessary trainings to develop your skills required for your job role.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	70	58.33
AGREE	48	40
NEUTRAL	2	1.67
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

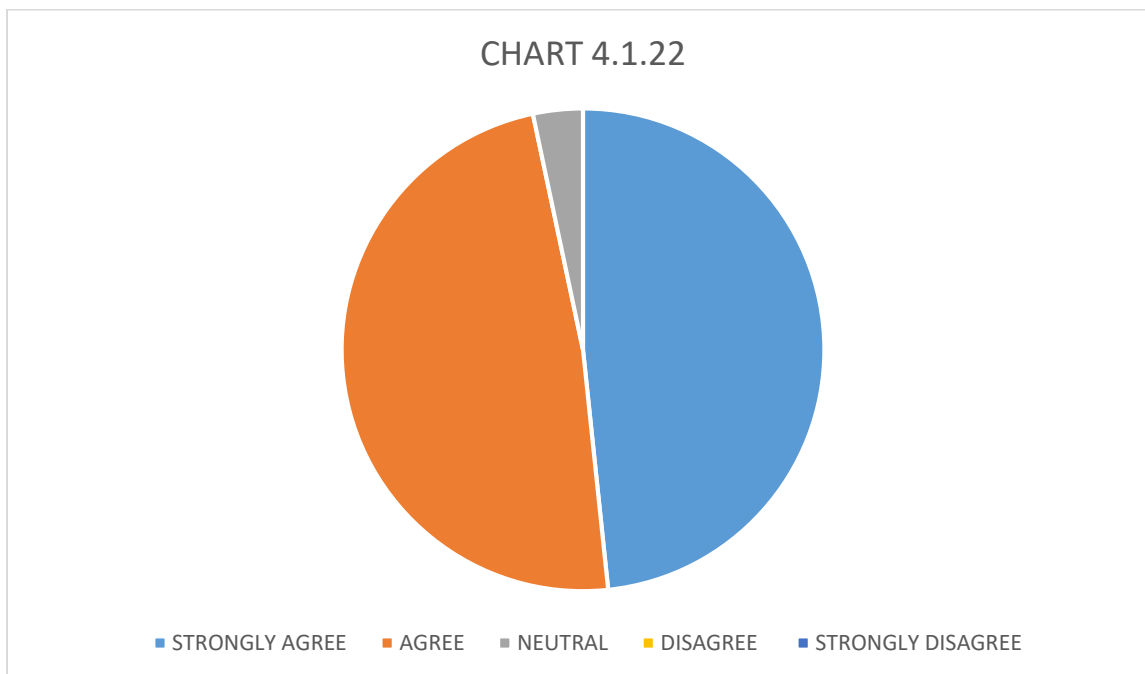
The above table shows 40% of employees agree, 58% of employees strongly agree and 2% of employees are neutral that they are given necessary trainings to develop your skills required for your job role.

Inference

Majority of the employees (58%) strongly agree that they are given necessary trainings to develop your skills required for your job role.

Table 4.1.22 Are you given opportunities to develop new skillsets apart from your job role?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	58	48.3
AGREE	58	48.3
NEUTRAL	4	3.3
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

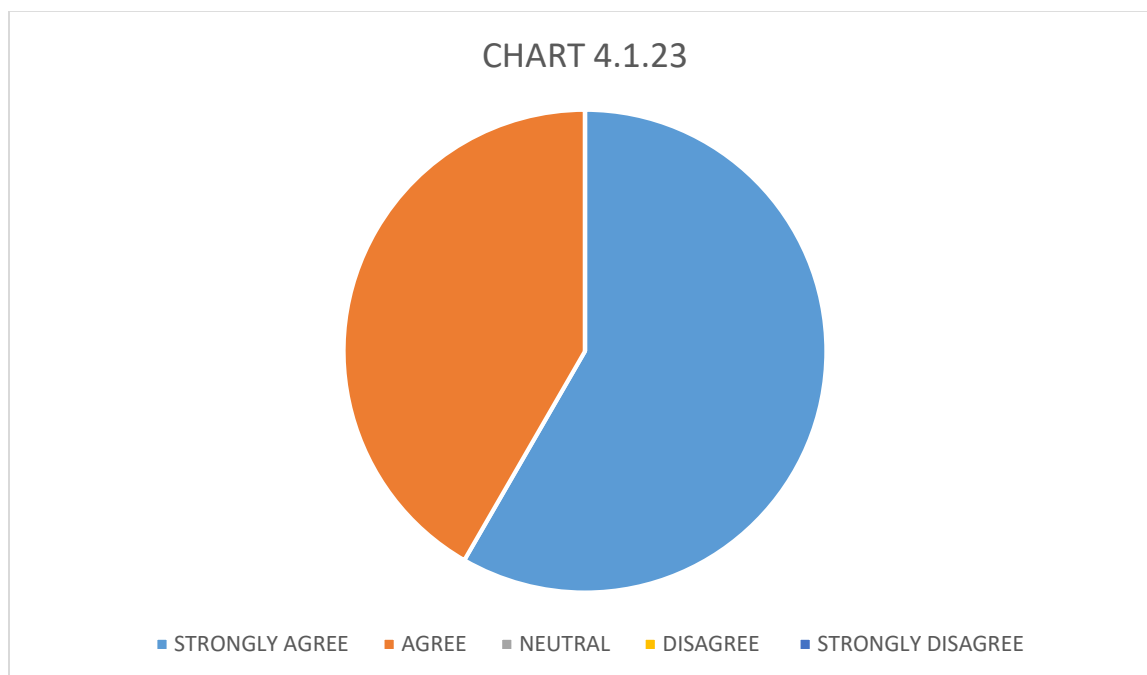
The above table shows 48% of employees agree, 48% of employees strongly agree and 3% of employees are neutral that they are given opportunities to develop new skillsets apart from your job role

Inference

Majority of the employees (%) strongly agree that they are given opportunities to develop new skillsets apart from your job role.

Table 4.1.23 Are you given opportunities to pursue your higher education while employed in the organization?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	70	58.3
AGREE	50	41.7
NEUTRAL	0	0
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

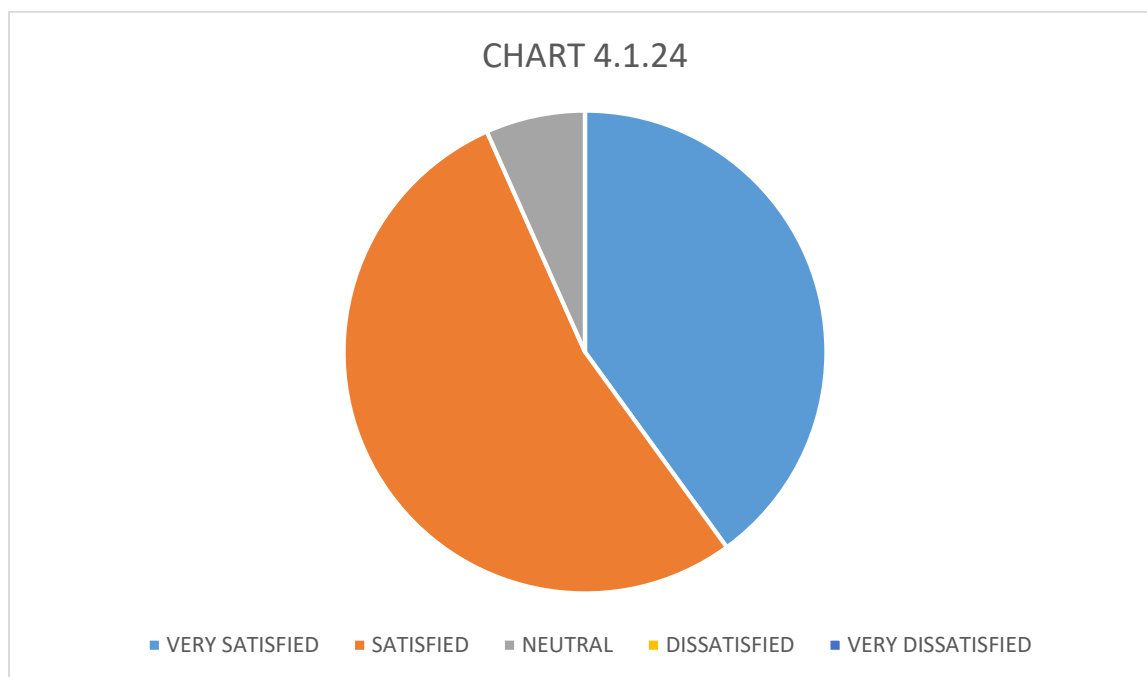
The above table shows 42% of employees agree and 58% of employees strongly agree that they are given opportunities to pursue your higher education while employed in the organization.

Inference

Majority of the employees (58%) strongly agree that they are given opportunities to pursue your higher education while employed in the organization.

Table 4.1.24 Level of satisfaction with the working culture of the organization

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	48	40
SATISFIED	64	53.3
NEUTRAL	8	6.7
DISSATISFIED	0	0
VERY DISSATISFIED	0	0



Interpretation

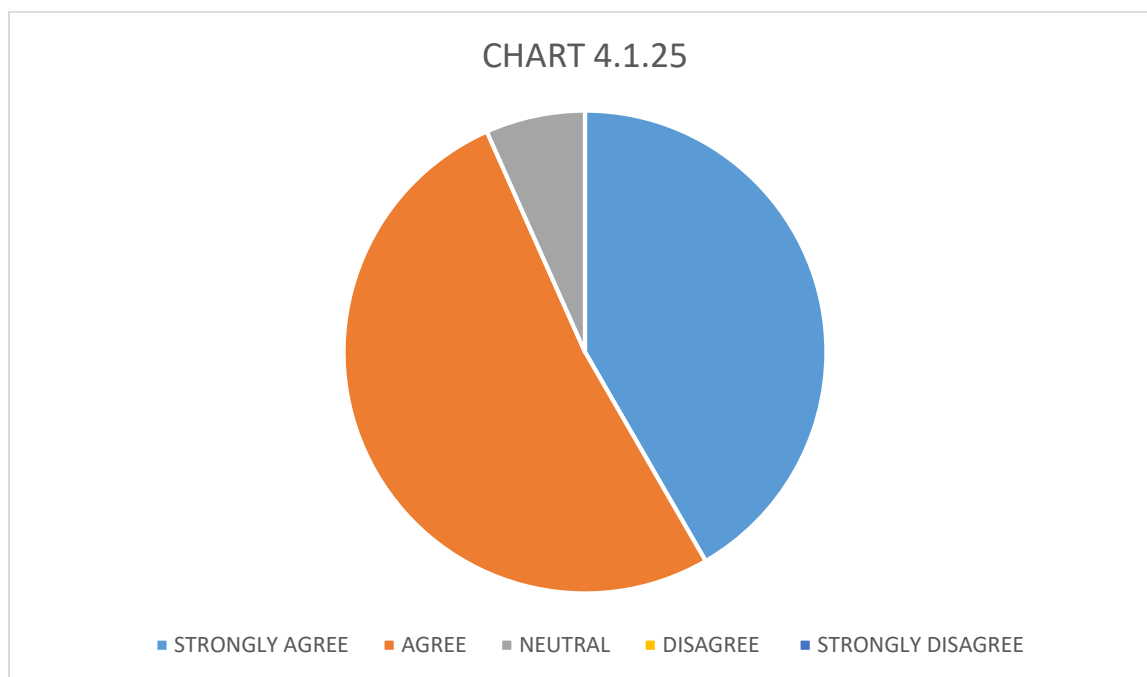
The above table shows that 7% of respondents are neutral, 53% respondents are satisfied and 40% respondents are very satisfied with the working culture of the organization.

Inference

Majority of the employees 53% are satisfied with the working culture of the organization.

Table 4.1.25 Would you recommend this company as a great place to work?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	50	41.7
AGREE	62	51.7
NEUTRAL	8	6.7
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

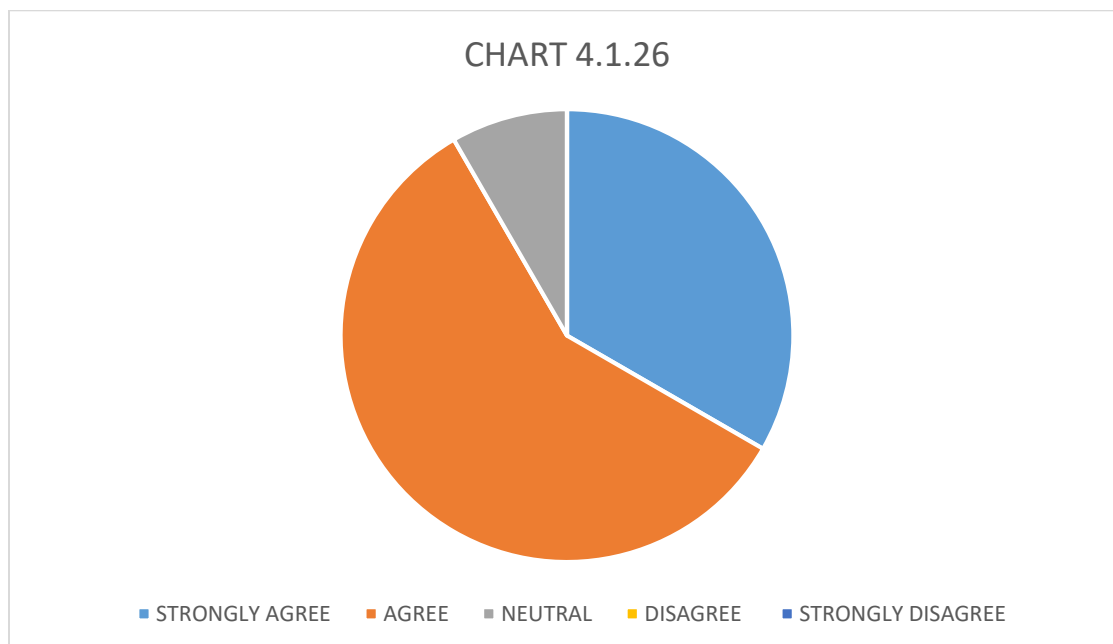
The above table shows 52% of employees agree, 42% of employees strongly agree and 7% of employees are neutral that they would recommend this company as a great place to work.

Inference

Majority of the employees (52%) agree that they would recommend this company as a great place to work.

Table 4.1.26 Even if you had the opportunity to get a similar job with another organization, would you stay with your present company?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	40	33.3
AGREE	70	58.3
NEUTRAL	10	8.3
DISAGREE	0	0
STRONGLY DISAGREE	0	0



Interpretation

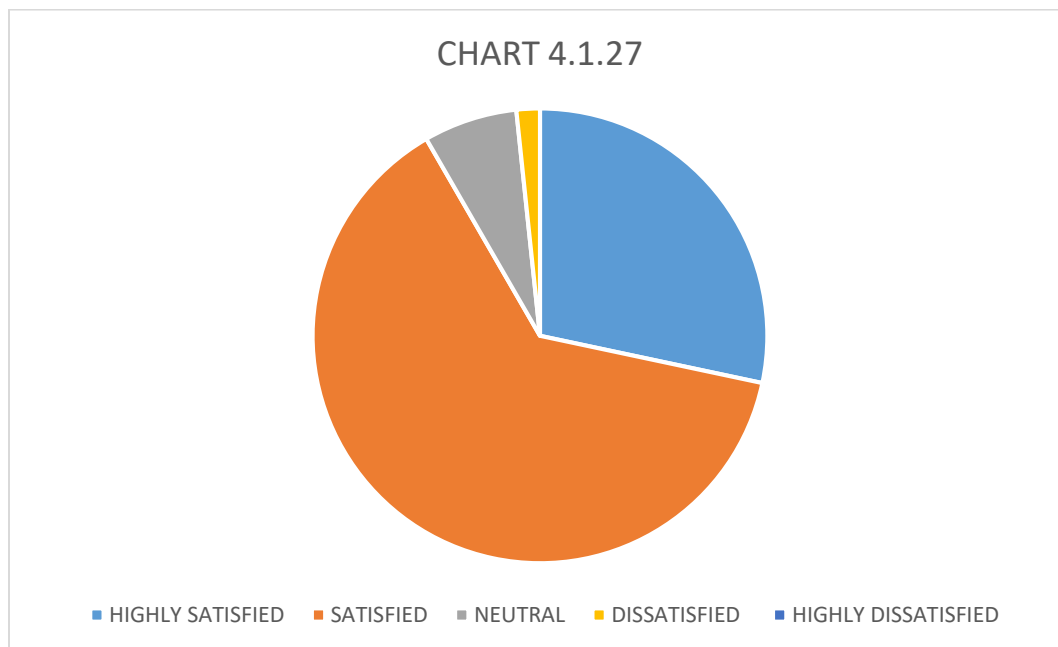
The above table shows 58% of employees agree, 33% of employees strongly agree, and 8% of employees are neutral that even if they had the opportunity to get a similar job with another organization, they would stay with their present company.

Inference

Majority of the employees (58%) agree that even if they had the opportunity to get a similar job with another organization, they would stay with their present company.

Table 4.1.27 How satisfied are you with the amount of involvement you have in decision making at this workplace?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	34	28.3
SATISFIED	76	63.3
NEUTRAL	8	6.7
DISSATISFIED	2	1.7
HIGHLY DISSATISFIED	0	0



Interpretation

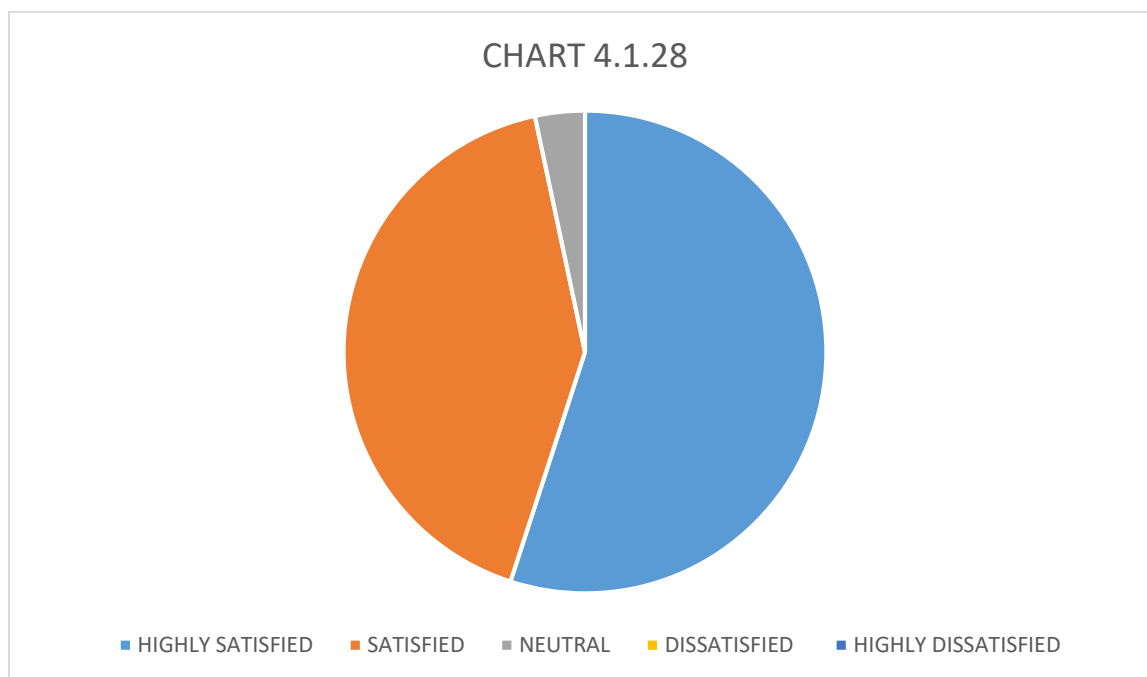
The above table shows 63% of employees are satisfied, 28% of employees are highly satisfied, 7% of employees are neutral and 2% of employees are dissatisfied with the amount of involvement you have in decision making at this workplace.

Inference

Majority of the employees (63%) are satisfied with the amount of involvement you have in decision making at this workplace

Table 4.1.28 Do you have canteen facilities if so are you satisfied?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	66	55
SATISFIED	50	41.7
NEUTRAL	4	3.3
DISSATISFIED	0	0
HIGHLY DISSATISFIED	0	0



Interpretation

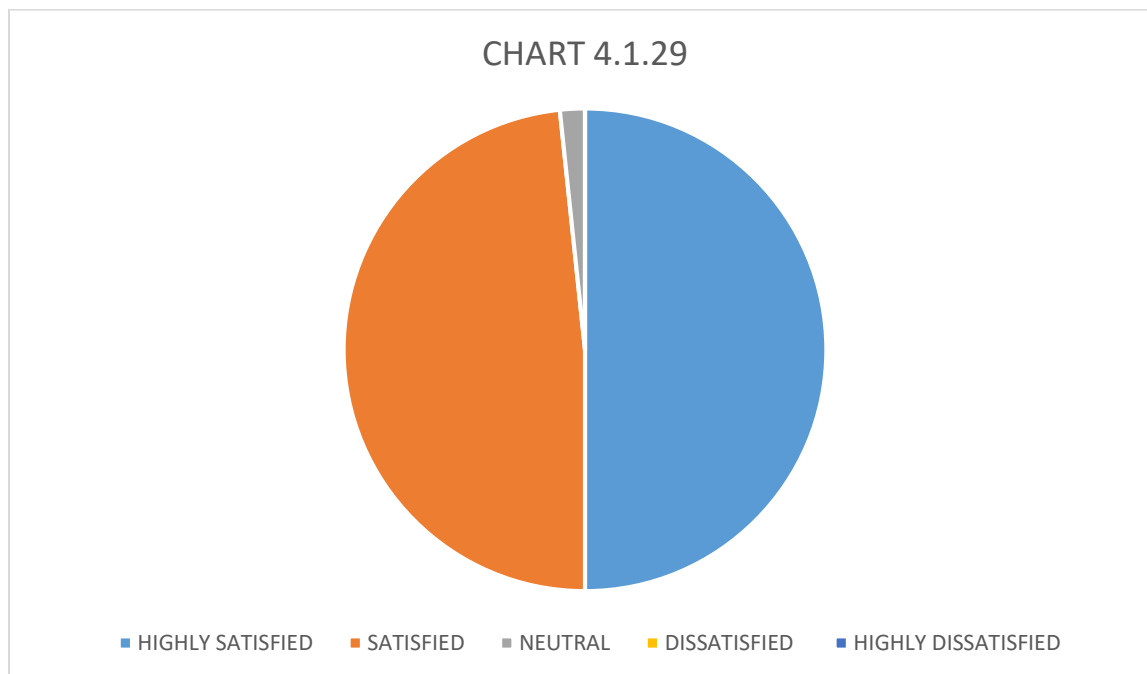
The above table shows 42% of employees are satisfied, 55% of employees are highly satisfied, 3% of employees are neutral with the canteen facilities.

Inference

Majority of the employees (55%) are highly satisfied with the canteen facilities.

Table 4.1.29 Are you satisfied with the training programs?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	60	50
SATISFIED	58	48.3
NEUTRAL	2	1.7
DISSATISFIED	0	0
HIGHLY DISSATISFIED	0	0



Interpretation

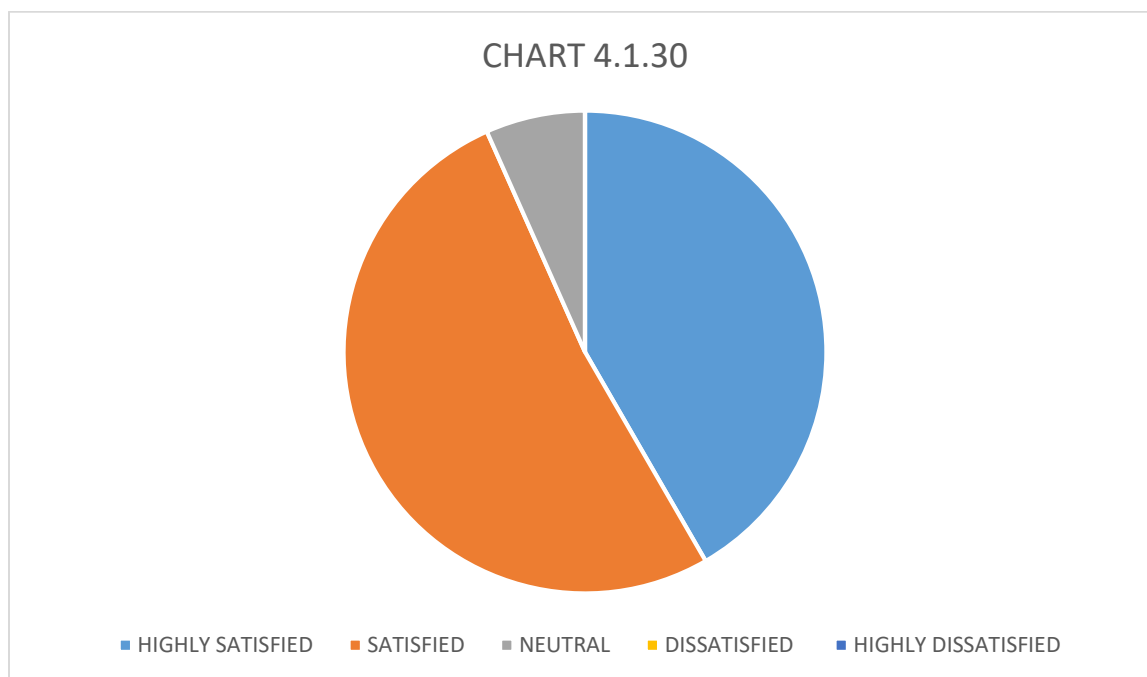
The above table shows 48% of employees are satisfied, 50% of employees are highly satisfied, 2% of employees are neutral with the training programs.

Inference

Majority of the employees (50%) are highly satisfied with the training programs.

Table 4.1.30 How satisfied are you working for the company?

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	50	41.7
SATISFIED	62	51.7
NEUTRAL	8	6.7
DISSATISFIED	0	0
HIGHLY DISSATISFIED	0	0



Interpretation

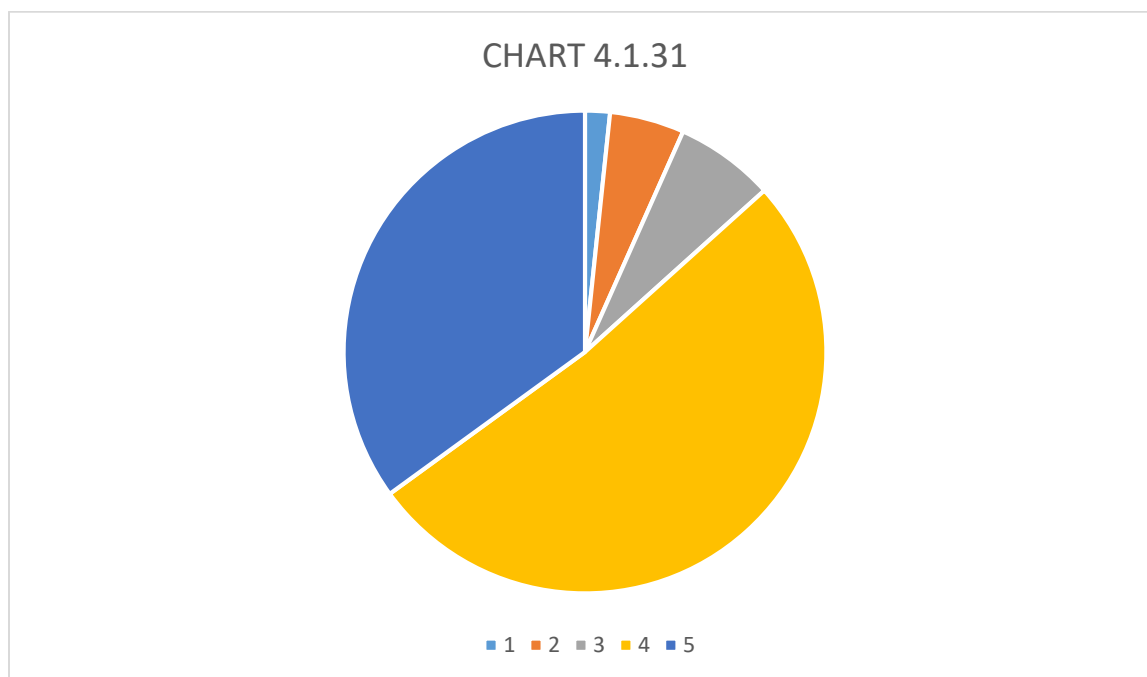
The above table shows that 52% of employees are satisfied, 42% of employees are highly satisfied and 7% of employees are neutral on working for the company.

Inference

Majority of the employees (52%) are satisfied in working for the company.

Table 4.1.31 Overall rating on work in Company.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	2	1.7
2	6	5
3	8	6.7
4	62	51.7
5	42	35



Interpretation

The above table shows that 2% employees gave rating of 1, 5% employees gave rating of 2, 7% employees gave rating 3, 52% of employees gave rating 4 and 35% of employees gave rating 5.

Inference

Majority of employees (52%) gave rating of 4 on overall rating on work in company

4.2 CORRELATION TEST

Correlations

		Age	Overall_rating_o n_work_in_com pany
	Pearson Correlation	1	.656**
	Sig. (2-tailed)		.000
	N	120	120
	Pearson Correlation	.656**	1
	Sig. (2-tailed)	.000	
	N	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

P value is Greater than 0.05 So, there is a significant difference between age of the response and overall rating on company

4.3 CHI SQUARE

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Important_to_bulid_friendly_r elationship_within_the_work place *	120	100.0%	0	0.0%	120	100.0%
How_Satisfied_are_you_wor king_for_the_company						

Important_to_bulid_friendly_relationship_within_the_workplace * How_Satisfied_are_you_working_for_the_company Crosstabulation

		How_Satisfied_are_you_working_for_the_company			
		Highly Satisfied	Satisfied	Neutral	
	Count	50	40	0	90
	Expected Count	37.5	46.5	6.0	90.0

Important_to_bulid_friendly_re lationship_within_the_workpla ce	Agree	Count	0	22	8	30
		Expected Count	12.5	15.5	2.0	30.0
		Count	50	62	8	120
		Expected Count	50.0	62.0	8.0	120.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	44.301 ^a	2	.000
Likelihood Ratio	54.312	2	.000
Linear-by-Linear Association	41.804	1	.000
N of Valid Cases	120		

a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 2.00.

Interpretation

P value is Less than 0.05 So, There is no significant association between the work place relationship and satisfaction level of employees.

CHAPTER 5

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- Most of the respondents(75%) strongly agree that it is important to build friendly relationship within the work place.
- Majority of the employees(65%) agree that they need to be encouraged by someone in the workplace.
- Majority of the employees (53%) strongly agree that healthy relationship within organization will be more effective and successful.
- Majority of the employees (53%) strongly agree that colleagues in their department communicate sufficiently with one another.
- Majority of the employees (55%) strongly agree that organization has good workplace relationship between employees.
- Majority of the employees (47%) are highly satisfied relation with their co-workers.
- Majority of the employees (62%) strongly agree that there is good communication between employees and managers in the company.
- Majority of the employees (65%) agree that they get good support from manager or supervisor for their work.
- Majority of the employees (67%) strongly agree that their supervisor actively listen to their suggestions and enables them to perform at their best.
- Majority of the employees (58%) describe good on relations between managers and employees in this organization.
- Majority of the employees (62%) are satisfied with the relationship with their immediate supervisors.
- Majority of the employees (82%) strongly agree that conflict is always a bad thing in organizations.
- Majority of the respondents (33%) responded nil for suggestion on improving employer employee relationship.
- Majority of the employees (52%) agree that management should take time out to get to know employees personally.
- Majority of the employees (63%) strongly agree that a pleasant and cooperative workplace to work with is needed.
- Majority of the employees (60%) strongly agree that It is important to balance your work and personal life.
- Majority of the employees (58%) strongly agree that they are given necessary trainings to develop your skills required for your job role.
- Majority of the employees (%) strongly agree that they are given opportunities to develop new skillsets apart from your job role.
- Majority of the employees (58%) strongly agree that they are given opportunities to pursue your higher education while employed in the organization.

- Majority of the employees 53% are satisfied with the working culture of the organization.
- Majority of the employees (52%) agree that they would recommend this company as a great place to work.
- Majority of the employees (58%) agree that even if they had the opportunity to get a similar job with another organization, they would stay with their present company.
- Majority of the employees (63%) are satisfied with the amount of involvement you have in decision making at this workplace
- Majority of the employees (55%) are highly satisfied with the canteen facilities.
- Majority of the employees (50%) are highly satisfied with the training programs.
- Majority of the employees (52%) are satisfied in working for the company.
- Majority of employees (52%) gave rating of 4 on overall rating on work in company.

5.2 SUGGESTIONS & RECOMMENDATIONS:

- 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 organization so company have to improve the treating an employees without discriminations
- Some employees do not have a good relationship with the co-worker. Therefore, company have to clear grievance and disputes among employees to enhance relationship with co-workers.
- The, company should maintain sound relationship between the management and employee to get better quality output.
- The company should accept worthy suggestions from the employees for better output.
- Organization should take necessary measures to make employees have good relationship.
- Employers must collect regular feedback from employees.

5.3 CONCLUSION:

The purpose of this study is to determine the relationship between Employer and Employee at NOVAC TECHNOLOGY SOLUTIONS. 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.

The Reporting Officers should allow all the employees at decision making process and encourage them to involve in all activities and giving importance to their ideas, suggestions and opinions. And 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 productive towards organisation objectives.

The most of the employees at “NOVAC TECHNOLOGY SOLUTIONS” are satisfied with the working facilities provided by the employer and working timings, salary and problem solving skills and behaviour of the employers and they are happy with the training and development programs which was conducted by the organisation it helps to mould employees skills and knowledge which is required for the specific jobs.

From the survey it was found that “NOVAC TECHNOLOGY SOLUTIONS” should take initiatives to maintain good relationship with the employer and employees it is benefited for the successful organisation. Good relationship between employer and employee wins trustworthiness and it is effect on the employee’s performance and maintains the employer – employee compatibility

ANNEXURE 1- QUESTIONNAIRE

A study on employee relationship management in NOVAC technology solutions

1. Gender

- Male
- Female
- Prefer not to say

2. Age group

- 21-25
- 26-30
- 31-35
- 36-40
- Above 40

3. Department

4. Designation

EMPLOYEE REALTIONSHIP

5. Do you think it is important to build friendly relationship within the workplace?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. Do you need to be encouraged by someone in your work place

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. Do you think that healthy relationship within organization will be more effective and successful?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

8. Do colleagues in your department communicate sufficiently with one another?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

9. Does organization has good workplace relationship between employees?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. How satisfied are you with your relation with your coworkers?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

EMPLOYER EMPLOYEE RELATIONSHIP

11. There is good communication between employees and managers in the company- do you agree?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

12. Do you get good support from manager or supervisor for your work?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

13. Does your supervisor actively listen to your suggestions and enables you to perform at your best

- Strongly agree

- Agree
- Neutral
- Disagree
- Strongly disagree

14. How would you describe relations between managers and employees in this organization

- Very good
- Good
- Neutral
- Bad
- Very bad

15. Are you satisfied with your relation with your immediate supervisors?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

WORK CULTURE

16. Conflict is always a bad thing in organizations- do you agree?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

17. Any suggestion on improving employer employee relationship

18. Should management take time out to get to know employees personally?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

19. A pleasant and cooperative workplace to work with is needed.

- Strongly agree
- Agree

- Neutral
- Disagree
- Strongly disagree

20. It is important to balance your work and personal life

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

21. Are you given necessary trainings to develop your skills required for your job role?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

22. Are you given opportunities to develop new skillsets apart from your job role?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

23. Are you given opportunities to pursue your higher education while employed in the organization?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

24. Level of satisfaction with the working culture of the organization

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

25. Would you recommend this company as a great place to work?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

26. Even if you had the opportunity to get a similar job with another organization, would you stay with your present company?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

27. How satisfied are you with the amount of involvement you have in decision making at this workplace?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

28. Do you have canteen facilities if so are you satisfied?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

29. Are you satisfied with the training programs?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

30. How satisfied are you working for the company?

- Highly satisfied

- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

31. Overall rating on work in Company.
1 2 3 4 5

ANNEXURE 2

A Study on employee relationship management in NOVAC technology solutions

Mr. V. Deva Jenil

*School of Management Studies, Sathyabama Institute of Science
and Technology Chennai, Tamil Nadu, South India
devajenil@gmail.com*

Dr. S. Sudha Paulin

*Assistant professor, Sathyabama Institute of Science and
Technology
Chennai, Tamil Nadu, South India*

Abstract

Employee Relationship Management is the important factor that lies in the current competitive organization. This relationship stands on organization 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. So, this study attempts to inspect **“A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT IN NOVAC TECHNOLOGY SOLUTIONS”**.

Introduction

Employee relationship management is an art, which effectively monitors and manages the relation between individuals either of the same team or from different teams. Employee relationship management helps in strengthening the bond among the employees and ensures that each one is contented and enjoys a healthy relation with each other.

Employee relationship management includes various activities undertaken by the superiors or the management to develop a healthy relation among the employees and extract the best out of each team member.

Review of literature

Md. Sahedur Rahman (2021), “Effect of Employee Relationship Management (ERM) on Employee Performance”. The objective of the research is to examine the effects of ERM on employee performance at banking sectors and to provide suggestions on how to implement ERM in the organization. The organization has to implicate in the right way for the effective performance.

Ali, B. J., & Anwar, G. (2021), “an Empirical Study of Employees’ Motivation and Its Influence Job Satisfaction”. The study examines the relationship between the balance scorecard perspectives and job satisfaction at banking sector. An Empirical Study of Employees’ Motivation and its Influence Job Satisfaction - The results show that non-reward incentives have a better impact on employee success because they encourage them to be more environmentally conscious.

Ugoani, John (2020), “Effective Delegation and Its Impact on Employee Performance” - The results show that effective delegation provides psychological empowerment and a collaborative, coordinated and comprehensive managerial technique for motivating and evaluating employees over their performance.

Richard Hannis Ansah (2018), “Importance of Employer Employee Relationship towards the Growth of a Business”- The objective of this research is to present evidence-based on the information to readers on the importance of the Employer Employee relationship for the growth of the business. Researcher found that the business owner shared a positive result that relationship plays an important role towards businesses as they add up to the growth of the business.

Thomas Katua Ngui (2016), “Relationship between employee relations strategies and performance of commercial banks in Kenya” The objective of this research is to scrutinize the relationship amongst employee relation plans or strategies of employee relation along with the execution of commercial banks. The researcher concludes that development and documentation of commercial bank strategies and on the whole of the banks strategies has not linked to each other.

Objectives of the study

- To analyse the importance of employer employee relation
- To identify the factors contributing for employee relationship
- To find the impacts of employee relationship management

Research methodology

The present study has been done from both primary and secondary data. The primary data was collected based on issue of questionnaire. Secondary data have been collected from various published reports, journals, Articles and websites etc..

Area of study

The study area has been identified in Perungudi.

The questionnaire was designed and contained several questions for collection of data from the employees of NOVAC Technology Solutions.

Sample size

The overall sample size for study was only 120 respondents.

Sampling method

The method of sampling used is simple random sampling.

Correlation test and chi square tools to be used.

Hypothesis

H0= There is no association between work place relationship and satisfaction level of employees.

H1= There is an association between work place relationship and satisfaction level of employees

H0= There is no significant difference between age and overall rating on company

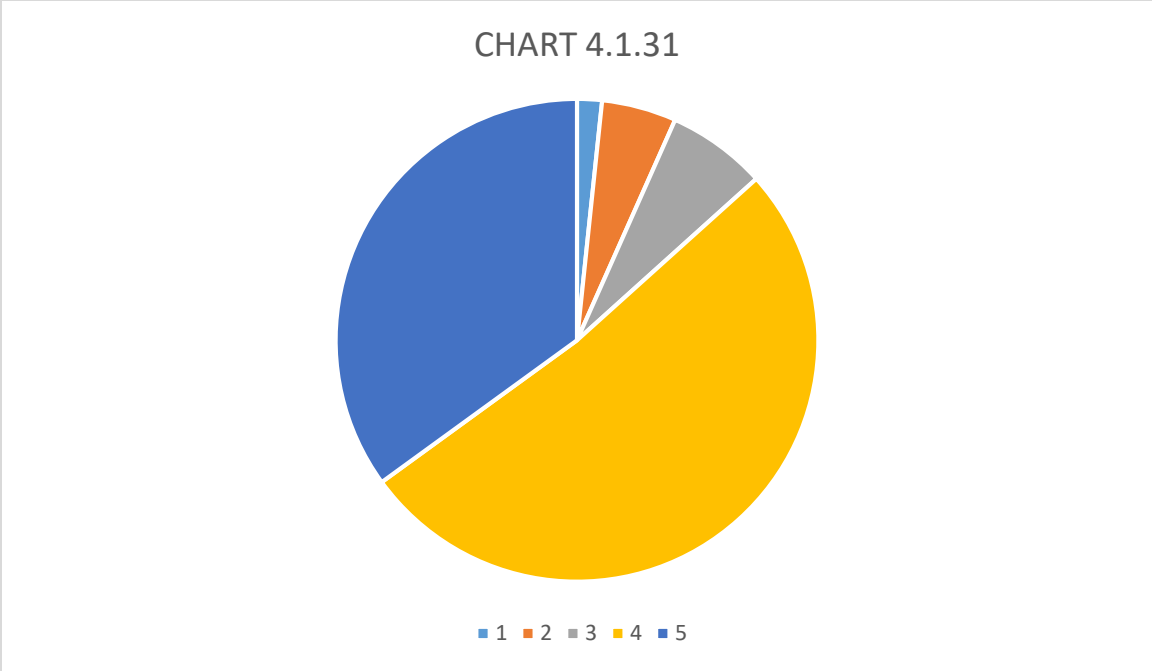
H1= There is a significant difference between age and overall rating on company

After analyzing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis.

Data Analysis

Overall rating on work in Company.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	2	1.7
2	6	5
3	8	6.7
4	62	51.7
5	42	35



Interpretation

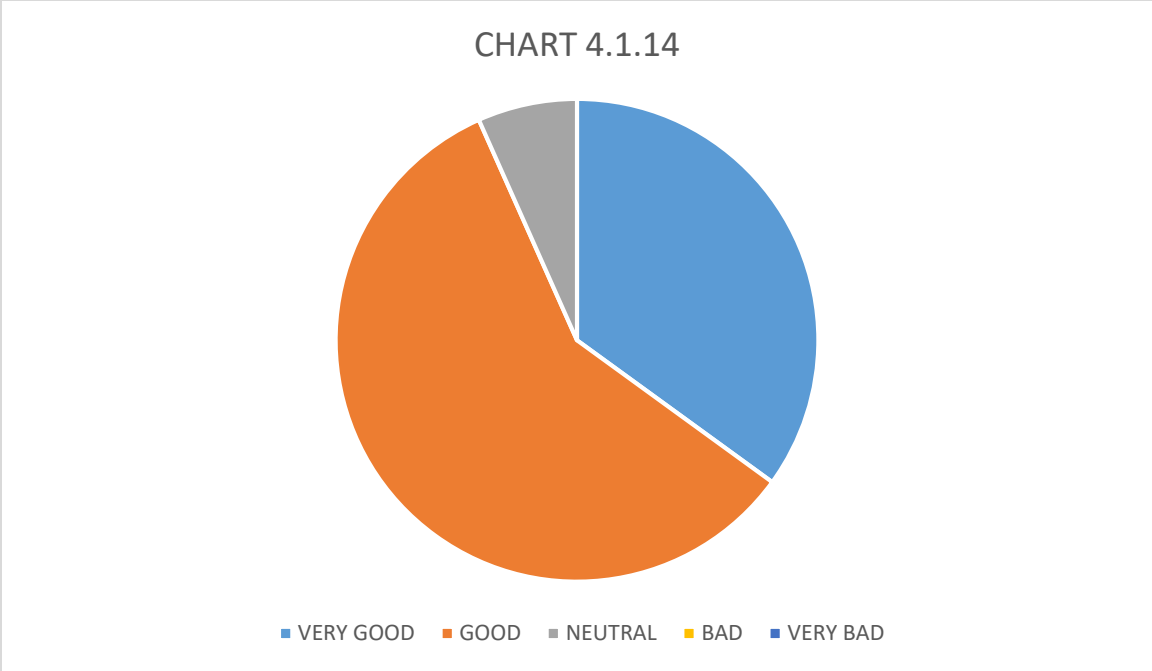
The above table shows that 2% employees gave rating of 1, 5% employees gave rating of 2, 7% employees gave rating 3, 52% of employees gave rating 4 and 35% of employees gave rating 5.

Inference

Majority of employees (52%) gave rating of 4 on overall rating on work in company

How would you describe relations between managers and employees in this organization

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
VERY GOOD	42	35
GOOD	70	58.3
NEUTRAL	8	6.7
BAD	0	0
VERY BAD	0	0



Interpretation

The above table shows 58% of employees describe good, 35% of employees describe very good, 7% of employees describe neutral on relations between managers and employees in this organization

Inference

Majority of the employees (58%) describe good on relations between managers and employees in this organization.

Correlation test

Correlations

		Age	Overall_rating _on_work_in_ company
	Pearson Correlation	1	.656**
	Sig. (2-tailed)		.000
	N	120	120
	Pearson Correlation	.656**	1
	Sig. (2-tailed)	.000	
	N	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

P value is Greater than 0.05 So, there is a significant difference between age of the response and overall rating on company

Chi square

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Important_to_bulid_friendly_relationship_within_the_workplace * How_Satisfied_are_you_working_for_the_company	120	100.0%	0	0.0%	120	100.0%

Important_to_bulid_friendly_relationship_within_the_workplace * How_Satisfied_are_you_working_for_the_company Crosstabulation

		How_Satisfied_are_you_working_for_the_company			
		Highly Satisfied	Satisfied	Neutral	
	Count	50	40	0	90
	Expected Count	37.5	46.5	6.0	90.0
	Count	0	22	8	30
	Expected Count	12.5	15.5	2.0	30.0
	Count	50	62	8	120
	Expected Count	50.0	62.0	8.0	120.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	44.301 ^a	2	.000
Likelihood Ratio	54.312	2	.000
Linear-by-Linear Association	41.804	1	.000
N of Valid Cases	120		

a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 2.00.

Interpretation

P value is Less than 0.05 So, There is no significant association between the work place relationship and satisfaction level of employees.

Findings

- Majority of the employees (55%) strongly agree that organization has good workplace relationship between employees.
- Majority of the employees (47%) are highly satisfied relation with their co-workers.
- Majority of the employees (62%) strongly agree that there is good communication between employees and managers in the company.
- Majority of the employees 53% are satisfied with the working culture of the organization.
- Majority of the employees (52%) agree that they would recommend this company as a great place to work.
- Majority of the employees (50%) are highly satisfied with the training programs.
- Majority of the employees (52%) are satisfied in working for the company.
- Majority of employees (52%) gave rating of 4 on overall rating on work in company.

Suggestions

- The, company should maintain sound relationship between the management and employee to get better quality output.
- The company should accept worthy suggestions from the employees for better output.
- Organization should take necessary measures to make employees have good relationship.
- Employers must collect regular feedback from employees

Conclusion

The most of the employees at “NOVAC TECHNOLOGY SOLUTIONS” are satisfied with the working facilities provided by the employer and working timings, salary and problem solving skills and behaviour of the employers and they are happy with the training and development programs which was conducted by the organisation it helps to mould employees skills and knowledge which is required for the specific jobs.

From the survey it was found that “NOVAC TECHNOLOGY SOLUTIONS” should take initiatives to maintain good relationship with the employer and employees it is benefited for the successful organisation. Good relationship between employer and employee wins trustworthiness and it is effect on the employee’s performance and maintains the employer – employee compatibility.

References

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- **Ugoani, John (2020)**, “Effective Delegation and Its Impact on Employee Performance”
- **Richard Hannis Ansah (2018)**, “Importance of Employer Employee Relationship towards the Growth of a Business”.
- **Thomas Katua Ngui (2016)**, “Relationship between employee relations strategies and performance of commercial banks in Kenya”.



RESUME

V. Deva Jenil,
8/50 Alagiri nagar main road,
Vadapalani,
Chennai-600 026.
devajenil@gmail.com

Ph: 9566204842

OBJECTIVE

I wish to be part of an organization, which has good growth prospects and provides a quality environment where I can work to my employer's satisfaction and at the time, enrich my knowledge and skills.

EDUCATION

<i>COURSE</i>	<i>SCHOOL/COLLEGE</i>	<i>MARKS %</i>	<i>YEAR</i>
SSLC	MCC HIGHER SECONDARY SCHOOL	91.2%	2015
HSC	MCC HIGHER SECONDARY SCHOOL	83.5	2017
B.Com	SRM Institute of Science and Humanity	6.18CGPA	2020

PERSONAL SYNOPSIS

- A polite honest hardworking individual, processing excellent communicative interpersonal skills combined with versatility, and the ability to make decision based on personal experience.
- Can work well within a team environment as well as working on my own without supervision using my own initiative ensuring that excellent customer service is provided.
- Quick learner, adapting to changing the environment and scrutiny challenger

CERTIFICATIONS:

- Completed the 6-month course of computerized Accountancy at JSS Institution.
- Completed the 6-month course of computer application at JSS Institution.

CORE COMPETENCIES:

- Have good knowledge of **Adobe Photoshop**
- Have intermediate Knowledge of **HTML5, CSS**
- Have Basic Knowledge of **Microsoft office Packages** (Word, Excel, PowerPoint)
- Have good Knowledge of **Editing Tools** (Lightroom, Filmora 9.1)

EXTRA CURRICULAR ACTIVITIES AND HOBBIES

- interested in doing math
- Surfing and reading books, and hearing songs
- Playing cricket and volleyball

PERSONAL DETAILS

Name	:	V. Deva Jenil
Fathers Name	:	C. Vijayan
Date of Birth	:	12-05-2000
Sex	:	Male
Nationality	:	Indian
Language Known	:	Tamil, English
Hobbies	:	Reading books, Browsing, playing volleyball
Permanent Address	:	8/50 alagiri nagar main road, Vadapalani, Chennai-600 026.

DECLARATION

I hereby declare that all the statements mentioned above are true and correct to the best of my knowledge and belief

Place: Chennai

Yours sincerely

Date:

(V. Deva Jenil)