

EMPLOYEE RELATIONSHIP MANAGEMENT WITH SPECUAL REFERENCE TO FIRST SOURCE SOLUTIONS, TRICHY - A STUDY

DR.R.SANTHI ,DR.N.DEEPALAKSHMI, DR.D.NARMATHA, DR.R.ANGAYARKANNI

ASSISTANT PROFESSORS, PG AND RESEARCH DEPARTMENT OF COMMERCE,
DHANALAKSHMI SRINIVASAN COLLEGE OF ARTS & SCIENCE FOR WOMEN,
(AUTONOMOUS) PERAMBALUR.

ABSTRACT

Industrial relations play an important role in establishing and maintaining industrial democracy. The establishment of excellent industrial relations depends on the constructive attitude on the a part of both the management and therefore the unions. An employee relation has been evolved from Industrial relations. Evolution of Industrial Relations is incremental and adaptive. These changes have taken place gradually. Employee relations have evolved from recognition of "thinking" jobs and "doing" jobs into the belief that each one employees have a stake within the outcome of an enterprise.Employee relationship is a very widely talked topic to avail the situated string operation that can be analyse the structural activates through the beelines upon the structural things.Job Design, implements, and evaluates strategies to improve retention in ways that meet the organization's unique needs. This research guidelines are in this report will help the organisation to tackle the challenging but with crucial responsibility.

KEYWORDS: Industrial relations, Job design, Recognition, Enterprise, Organisation.

INTRODUCTION

An employee relation has been evolved from Industrial relations. Evolution of Industrial Relations is incremental and adaptive. These changes have taken place gradually. Employee relations have evolved from recognition of "thinking" jobs and "doing" jobs into the belief that each one employees have a stake within the outcome of an enterprise. There has been a change in most salient constraints of commercial Relations which is said to Labor institutions. Due to evolution of Industrial Relations into Employee Relations, relations have become growing and constructive at workplace. Basically an employee

relation is attentive with how to amplification people's commitment to the achievement of the organization's business goals and objectives in a number of different situations. It is also about ensuring that organizational change is accepted. Conceptual framework of Employee Relations Industrial relations play an important role in establishing and maintaining industrial democracy. The establishment of excellent industrial relations depends on the constructive attitude on the a part of both the management and therefore the unions. The maintenance of good human relationship is the main theme of industrial relations, because in its absence the whole formation of organizational structure may crumble. Industrial relation is an art of cohabitation for the aim of production, productive efficiency, human well-being and industrial progress. The existence of excellent human relations, organized labour movement, negotiation , fair dealing by management with the workers, joint consultation in the least levels, etc. is necessary for the establishment and maintenance of harmonious industrial relations and for build up new attitudes and institutions.

Maintaining healthy Employee Relations in a corporation may be a pre-requisite for organizational success. Healthy Employee Relations lead to more efficient, motivated and productive employees which further lead to better performance of organization.

Employee relations are now seen to be more about building relationships and developing trust. Employers have to come to terms with these changes in managing the employee relationship.

Employee relations may be a critical element of individuals management policies that features a positive impact on:

Performance

Communication

Negotiation skills

Understanding how to develop trust and respect

Personal qualities: objectivity, robustness, confidence

Work life balance

STATEMENT OF THE PROBLEM:

Employee relationship is a very widely talked topic to avail the situated string operation that can be analyse the structural activates through the beelines upon the structural things so its shows the bonding between the employee and employer.

That the way the researcher suggest this with the statement of problem for the research work is, “A Study on Employee relationship management in First Source Solutions at Trichy”

OBJECTIVES OF THE STUDY:

The objectives of the study were as follows

To identify the factors that contributes to Employee Relation.

To identify the impact of employee relations on talent management.

To study the correlation of employee relations and organization performance.

To assess the efforts taken by the organizations to create favorable Employee Relations & implementation of Employee Relations practices.

To study the Talent Management policies adopted by the IT companies.

SCOPE OF THE STUDY:

The study deals with the employee relations & its impact on talent management in First Source solutions as selected cities in Tamil Nadu which included Chennai, Coimbatore and Trichy. Most of the First Source branches are located in these three cities only, so these cities were selected for the study. It covers various employee relations practices & talent management practices implemented by HR departments in the organization. The study also tries to find out the extent to which these practices proved to be effective. It also focuses on the perception of the employees and HR fraternity about the employee relations practices and tried to access the quality of employee relations practices implemented by First Source solutions in Trichy.

THE IMPORTANCE OF THE STUDY

It explore the ERM concept which is currently emerging trend and there is a little knowledge and agreement about it.

To offer some useful information about ERM to be used for research project . The research can contribute to create up researcher’s knowledge and understanding of ERM concept.

Providing awareness to the examined organizations at the telecommunication and banking sectors about ERM and its effect on employee’s performance.

This study helps Telecommunication and Banking sectors organizations to achieve a high level of performance by applying ERM in their work.

This research may be a thanks to develop the talents of the researcher at the research

skills and provides him the power to find out more about ERM concept, process and implementation.

RESEARCH METHODOLOGY

Research Methodology for the current study includes research design, research type, research approach, data collection methods, measurement scales, sampling methods, statistical tools and techniques etc. Research Design was framed by using following points. Research type- This study is a combination of Descriptive research and casual research.

RESEARCH APPROACH

This study is qualitative and quantitative both in nature. Measurement scales and variables- Five point Likert scale used for this study. There are 13 independent variables and two endogenous variables.

Population and Sample size

Heavy Industry in First Source, Chennai is selected for this study. Approximate 2400 employees are total population. Since, 125 employees had chosen as a sample size.

SAMPLING METHOD

Probability sampling, Simple Random Sampling technique was used.

Data collection Method

Primary and Secondary both data collection methods were used. To collect primary data survey and interview conducted. Questionnaire was the instrument for data collection.

LIMITATIONS OF CAREER PLANNING

1. Time Factor.
2. Unsuitable for Large Workforce.
3. Lack of Objectivity.
4. External Interventions.
5. Difficulty in Measuring Career Success.

ANALYSIS AND INTERPRETATION OF DATA

TABLE No.1

CLASSIFICATION ON THE BASIS OF AGE

SL.NO	AGE (IN YEARS)	RESPONDENTS	PERCENTAGE
1	LESS THAN 25	16	13
2	25 TO 30	45	36
3	31 TO 45	42	34
4	MORE THAN 45	22	18
TOTAL		125	100

Source: Primary data

Interpretation

The above table shows that agewise classification. 25 to 30 age group has the highest value of 36 percentage. The second highest position secured by 31 to 45 age group with 34 percentage. The third position takes over by more than 45 age group with 18 percentage and the least position by Less than 25 age group with 13 percentage.

TABLE No.2

CLASSIFICATION ON THE BASIS OF GENDER

SL.NO	GENDER	RESPONDENTS	PERCENTAGE
1	MALE	77	62
2	FEMALE	48	38
TOTAL		125	100

Source: Primary data

Interpretation

The above table shows that classification on the basis of gender. Male group has the highest value of 62 percentage and the least position by Female group with 38 percentage.

TABLE No.3

CLASSIFICATION ON THE BASIS OF MARITAL STATUS

SL.NO	MARITAL STATUS	RESPONDENTS	PERCENTAGE
1	MARRIED	89	71
2	UNMARRIED	36	29
TOTAL		125	100

Source: Primary data

Interpretation

The above table predicts that marital status. Married group has the highest value of 71 percentage and the least position by Unmarried group with 29 percentage.

TABLE No.4

CLASSIFICATION ON THE BASIS OF EDUCATIONAL QUALIFICATION

SL.NO	EDUCATIONAL QUALIFICATION	RESPONDENTS	PERCENTAGE
1	DIPLOMA	17	14
2	BACHELOR DEGREE	65	52
3	MASTER DEGREE	22	18
4	OTHERS	21	17
TOTAL		125	100

Source: Primary data

Interpretation

The above table exhibits that educational qualification of the respondents. Bachelor Degree group has the highest value of 52 percentage. The second highest position secured by Master degree group with 18 percentage. The third position takes over by Others group with 17 percentage and the least position by Diploma group with 14 percentage.

TABLE No.5

CLASSIFICATION ON THE BASIS OF EXPERIENCE

SL.NO	YEARS OF EXPERIENCE	RESPONDENTS	PERCENTAGE
1	LESS THAN TWO YEARS	45	36
2	2 TO 5 YEARS	37	30
3	6 TO 10 YEARS	22	18
4	MORE THAN 10 YEARS	21	17
TOTAL		125	100

Source: Primary data

Interpretation

The above table indicates that experience of the respondents. Less than two years experience has the highest value of 36 percentage. The second highest position secured by 2 to 5 years group with 30 percentage. The third position takes over by 6 to 10 years group with 18 percentage and the least position by more than 10 years group with 17 percentage.

TABLE No.6

CLASSIFICATION ON THE BASIS OF WORKING SECTOR OF THE ORGANIZATION

SL.NO	WORKING SECTOR	RESPONDENTS	PERCENTAGE
1	TELECOMMUNICATIONS PROJECT	65	52
2	BANKING PROJECT	60	48
TOTAL		125	100

Source: Primary data

Interpretation

The above data shows working sector of the organisation. Telecommunications project group has the highest value of 52 percentage and the least position by Banking project group with 48 percentage.

TABLE No. 7

OPINION OF RECRUITMENT PROCESS

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	HIGHLY FAIR	59	47
2	FAIR	62	50
3	MODERATE	2	2
4	UNFAIR	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The abovetable shows that opinon about the recruitment process. Fair group has the highest value of 50 percentage. The second highest position secured by Highly fair group with 47 percentage. The third position takes over by Moderate group with 2 percentage and the least position by Moderate group with 2 percentage.

TABLE No.8

OPINION ABOUT THE TRAINING OPPORTUNITIES

SL.NO.	OPINION	RESPONDENTS	PERCENTAGE
1	VERY GOOD	86	69
2	GOOD	32	26
3	NO IDEA	6	5
4	BAD	1	1
TOTAL		125	100

Source: Primary data

Interpretation

The above table shows that opinion about the training opportunities. Very Good group has the highest value of the table with 69 percentage. The second highest position secured by Good

group with 26 percentage. The third position takes over by No Idea group with 5 percentage and the least position by Bad group with 1 percentage.

TABLE No. 9

OPINION ABOUT THE TRAINING DISCUSSION WITH MANAGER

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	FULLY ACCEPTED	76	61
2	ACCEPTED	42	34
3	MODERATE	5	4
4	NOT ACCEPTED	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The above data shows that opinion about the training discussion with manager. Fully accepted group has the highest value of 61 percentage. The second highest position secured by Accepted group with 34 percentage. The third position takes over by Moderate group with 4 percentage and the least position by Not accepted group with 2 percentage.

TABLE No.10

OPINION ABOUT WORK BASED TRAINING REQUIREMENT

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	FULLY NEEDED	42	34
2	NEEDED	76	61
3	NO NEEDED	5	4
4	NO ANSWER	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The above table exhibits that opinion about the workbased training requirement. Needed group has the highest value of the table with 61 percentage. The second highest position secured by Fully needed group with 34 percentage. The third position takes over by No Needed group with 4 percentage and the least position by No Answer group with 2 percentage.

TABLE 4. 11

OPINION ABOUT THE TRANSPARENCY OF INCENTIVES SYSTEM

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	FULLY ACCEPTED	88	70
2	ACCEPTED	27	22
3	MODERATE	8	6
4	NOT ACCEPTED	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The above table predicts that opinion about the transparency of incentives system. Fully accepted group has the highest value of 70 percentage. The second highest position secured by Accepted group with 22 percentage. The third position takes over by Moderate group with 6 percentage and the least position by Not accepted group with 2 percentage.

TABLE 4. 12

OPINION ABOUT THE RELATIONSHIP STRENGTH WITH MANAGERS

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	FULLY ACCEPTED	88	70

2	ACCEPTED	27	22
3	MODERATE	8	6
4	NOT ACCEPTED	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The above table shows that opinion about the relationship strength with managers. Fully accepted group has the highest value of the table with 70 percentage. The second highest position secured by Accepted group with 22 percentage. The third position takes over by Moderate group with 6 percentage and the least position by Not accepted group with 2 percentage.

TABLE No.13

OPINION ABOUT ORGANIZATION INTEREST ON EMPLOYEES CAREER PATH WISE RESPONDENTS

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	FULLY ACCEPTED	88	70
2	ACCEPTED	27	22
3	MODERATE	8	6
4	NOT ACCEPTED	2	2
TOTAL		125	100

Source: Primary data

Interpretation

The above table shows that opinion about the organisation interest on employees career path. Fully accepted group has the highest value of the table with 70 percentage. The second highest position secured by Accepted group with 22 percentage. The third position takes over by Moderate group with 6 percentage and the least position by Not accepted group with 2 percentage.

TABLE No.14

ANALYSIS OF EMPLOYEES CAREER PATH WITH ORGANIZATION GROWTH

SL.NO	OPINION	RESPONDENTS	PERCENTAGE
1	YES	95	76
2	NO IDEA	18	14
3	NO	12	10
TOTAL		125	100

Source: Primary data

Interpretation

The above table data shows that analysis of employees career path with organisation growth. 76 percentage of the respondents have point out yes. The second highest position secured by No Idea group with 14 percentage and the least position by No group with 10 percentage.

FINDINGS

36 percentage of the respondents have the very foremost value of 25 to 30 age bracket .

62 percentage of the respondents from Male group with highest values.

71 percentage of the respondents were Married.

52 percentage of the respondents from Bachelor Degree group with highest values.

36 percentage of the respondents are having but two years experience.

52 percentage of the respondents from Telecommunications project group with highest values as working sector.

Majority of the respondents (50 percentage) are pointed as Fair recruitment process.

Majority of the respondents (69%) mentioned that excellent training opporutinites for the their development.

70 percentage of the respondents are Fully accepted in Training discussion with manager wise satisfied..

62 percentage of the respondents are mentioned from No Idea for work based training

requirements..

70 percentage of the respondents are pointed that the corporate follow transparency of incentives to the workers.

76 percentage of the respondents are mentioned good relationship strength with managers.

Career path awareness wise 70 percentage of the respondents are needed career path awareness programme..

Organization interest on employees career path wise 82 percentage of the respondents are mentioned needed organisation interest on employees with career path.

SUGGESTIONS

Policy basically implies that the management of organizations thinks futuristically to handle the difficult situations in future. they struggle to define the future/ intended course of action. the matter of employee retention may be a perennial problem within the labour scarce industry just like the IT & ITES. Hence, it's imperative that the managements during this industry should have their policies defined on how they ought to be affect the matter and restrict the matter affecting the organization. Though we've listed 101 strategies the IT companies in Tamil Nadu have adopted, it's suggested that they have to think and adopted their policies on employee relationship management giving significance to the subsequent strategic areas of employee and employer relationship.

CONCLUSION

Effective managing retention in a corporation isn't easy. It takes extensive analysis, a radical understanding of the various strategies and practices available and therefore the ability to place retention plans into action and learn from their outcomes. But given the increasing difficulty of keeping valued employees on board within the face of major shifts within the talent landscape, it's well well well worth the effort. to urge the foremost from their retention management plans, they're going to got to Analyze the character of turnover within the organization and therefore the extent to which it's a drag . Understand research findings on the drivers of turnover rate and therefore the ways during which workers make turnover decisions it should affected productivity. Job Design, implements, and evaluates strategies to enhance retention in ways in which meet the organization's unique needs. This research guidelines are during this report will help the organisation to tackle the challenging but with crucial responsibility.

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