

# A Research on Employee Relationship Management

Nandakumar, S.Praveen Kumar

*Abstract: Good Affiliation is necessary for the smooth running of any business. The term 'Industrial Relations' means the relationship between employers and employees, Good communication between an employer and its employees is important for building a positive work place culture. In order to improve the work performance, an employee must receive feedback, both positive and critical. Gratitude and Appreciation is very important. Spending time with the employees, listening to employees is important. The negative effects of employer – employee relation, an employer who fails to understand issues concerning his employees might not achieve long-term success in his enterprise. The business has become more competitive in the present era. Globalization, privatization and liberalization have brought the sea change in the business organization. The employee's relationship management has emerged as one of the important tool for motivating employees and enhancing their satisfaction.*

## I. INTRODUCTION

Handling Employer-Employee associations is indispensable to business accomplishment, as affiliations can pave way to employee contentment and even amplified yield. To acquire these paybacks, save the subtleties of your employer-employee relationship in mind.

## II. OBJECTIVES

- To understand about relationship between the management and employee at NLC.
- To determine relationship between the management and employee overall satisfactory level.
- To determine the adequate resources for employees provided by NLC
- To find out employees individual career growth training and development in organization
- To determine the way of communication between management and employee at NLC.

## III. PRIMARY SOURCE OF DATA

Data is collected through administration of Questionnaire.

## IV. DESCRIPTIVE RESEARCH

Descriptive Research Design is followed

**SAMPLE SIZE: 100**

**SAMPLING METHOD – Systematic Sampling**  
**STATISTICAL TOOLS APPLIED**

- Chi-square test
- ANOVA

**Manuscript published on 28 February 2019.**

\* Correspondence Author (s)

**Nandakumar**, Research Scholar, Department of Management Studies, Bharath Institute of Higher Education and Research, Chennai, Tamil Nadu, India

**Dr.S.Praveen Kumar**, Prof & Head, Department of Management Studies, Bharath Institute of Higher Education and Research, Chennai, Tamil Nadu, India. (professorpraveen@yahoo.co.in) (Ph. 9840051344)

© The Authors. Published by Blue Eyes Intelligence Engineering and Sciences Publication (BEIESP). This is an [open access](https://creativecommons.org/licenses/by-nc-nd/4.0/) article under the CC-BY-NC-ND license <https://creativecommons.org/licenses/by-nc-nd/4.0/>

**RELATIONSHIP BETWEEN GENDER AND PROPER TRAINING AND DEVELOPMENT IS GIVEN BY THE ORGANIZATION BASED ON EMPLOYEE NEED**

|        |        | Hands on Training and development is given by the organization based on employee needs |       |          |          |                 | Total |
|--------|--------|--|-------|----------|----------|-----------------|-------|
|        |        | Strong Agree   | Agree | Moderate | Disagree | Strong Disagree |       |
| Gender | Male   | 24   | 47    | 11       | 3        | 0               | 85    |
|        | Female | 3  | 10    | 1        | 0        | 1               | 15    |
| Total  |        | 27   | 57    | 12       | 3        | 1               | 100   |

**Proper Training and development is given by the organization based on employee needs**

|                 | Observed N | Expected N | Residual |
|-----------------|------------|------------|----------|
| Strong Agree    | 27         | 20.0       | 7.0      |
| Agree           | 57         | 20.0       | 37.0     |
| Moderate        | 12         | 20.0       | -8.0     |
| Disagree        | 3          | 20.0       | -17.0    |
| Strong Disagree | 1          | 20.0       | -19.0    |
| Total           | 100        |            |          |

**Chi-Square Tests**

|                              | Value              | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------------|----|-----------------------|
| Pearson Chi-Square           | 7.224 <sup>a</sup> | 4  | .125                  |
| Likelihood Ratio             | 5.879              | 4  | .208                  |
| Linear-by-Linear Association | .470               | 1  | .493                  |
| N of Valid Cases             | 100                |    |                       |

ANOVA

**RELATIONSHIP BETWEEN EXPERIENCE MANAGEMENT USING THE EMPLOYEES FEEDBACK FOR EVOLUTION AND PROGRESS**

|            |                            | Management uses the employees feedback for continuous growth and development |       |          |          |                 | Total |
|------------|----------------------------|--|-------|----------|----------|-----------------|-------|
|            |                            | Strong Agree   | Agree | Moderate | Disagree | Strong Disagree |       |
| Experience | 10 years or less           | 0  | 2     | 1        | 1        | 0               | 4     |
|            | Above 10 to 20 years       | 1  | 9     | 1        | 1        | 0               | 12    |
|            | Above 20 years to 30 years | 6  | 21    | 18       | 6        | 4               | 55    |
|            | Above 30 to 40 years       | 8  | 14    | 6        | 1        | 0               | 29    |
| Total      |                            | 15   | 46    | 26       | 9        | 4               | 100   |

ANOVA

Management using the staffs reaction for unceasing evolution and expansion

|                | Sum of Squares | Df | Mean Square | F     | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 9.337          | 3  | 3.112       | 3.440 | .020 |
| Within Groups  | 86.853         | 96 | .905        |       |      |
| Total          | 96.190         | 99 |             |       |      |

Ho is accepted.

**V. COMPARITIVE RESULTS**

- 58% of the respondents gender is male
- 73% of the respondents getting the salary of above Rs 55000.
- 57% of the respondents are having 2 children.
- 22% of the respondents have 2 elder dependents.
- 58% of the respondents were agree with the friendly manner.
- It is found that 54% of the respondents were agree with the individual career growth.
- 53% of the respondents were agree with the two-way communication.

- 53% of the respondents were agree with the personnel job performance
- 49% of the respondents were agree with the aware of vision, mission and objectives.
- 46% of the respondents were agree with the management motivate the employee in the right direction.



- 49% of the employees agree with the harmonious relationship with the management.
- 50% of the respondents agree with the management is adaptive and proactive.
- 48% of the respondents agree with the strong grievances redressal system

## VI. SUGGESTION

- Management asks opinion to the employee for decision making.
- Training programs are good in the organization for its development.
- Individual counseling is given by the management for the employees for the individual and organization growth.

## VII. CONCLUSIONS

ERM could be depicted as the approach of building and long-term preserving customized, equally appreciated associations with latent employees, which is workable through collective, and logical methods and comprehended through the combined, effective and systematic functionalities of information systems.

## REFERENCES

1. **Armstrong M (1987)** A hand book of personnel management practices 2<sup>nd</sup> edition London Kogan
2. **Abraham Maslow (1943)** Hierarchy of needs a theory of Human motivation 3rd edition.
3. **British institute of management (1977)** Employee participation the way ahead.
4. **Chester Bernard (1968)** the functions of the executive London, HarvardUniversity press.
5. **Cole (1997)** Management theory and practices 4<sup>th</sup> edition London, Dp publication
6. **Deming (1997)** hand book of human resource management practice Cambridge. Mass
7. **Drucker F. Peter (1999)** Management challenges for the 21<sup>st</sup> century 1<sup>st</sup> edition, Butterworth, Heinemann, New Delhi.
8. **George eltan mayo (1927)** A theory of Human motivation 3rd edition.
9. **Greenbaum (1974)** the audit of organization communication, Academy of management journal.
10. **Harold Koontz (1994)** Management and organization series 10th edition.