

# A Research on Employee Relationship Management

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**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.*

➤ ANOVA

## 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

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**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.

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