Research Article

Effect of Employee Relation on Employee Productivity

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I N F O

A B S T R A C T

Data was gathered from both primary and secondary sources of information. Responses from questionnaires and interviews with management of the organization formed the basis for the primary data, while books, articles and journals on employee relations acted as the secondary data. Findings from this study revealed that employee relations practices affect productivity through employee morale, quality and quantity of output/product. Other findings include various challenges that employees face at workplace and various ways to enhance healthy relationship between employees and their employers in an organization. The most valuable recommendation given is to treat employees with great care.

Keywords: Employee Productivity, Employee Relation, Employee Moral

Introduction

One of the most pressing issues facing most organizations today is the need to raise employee productivity. There is a widespread belief that productivity improvements can only be achieved through a fundamental reform in the area of employee relations. Changes are thought to be necessary both in the organization and structure of work and in the way in which employees are trained, remunerated and motivated. Data was gathered from both primary and secondary sources of information. Responses from questionnaires and interviews with management of the organization formed the basis for the primary data, while books, articles and journals on employee relations acted as the secondary data. Findings from this study revealed that employee relations practices affect productivity through employee morale, quality and quantity of output/product. Other findings include various challenges that employees face at workplace and various ways to enhance healthy relationship between employees and their employers in an organization. The most valuable recommendation given is to treat employees with great care.

Research Methodology

In order to do research successfully and fulfill the objectives of research I studied the Employee Relations at SVM Inc. I have done the research by interacting with the executive, managers of the HR Department and understood how the process is executed in the organization.

After that, I designed a questionnaire which had various questions related to Employee Relations. The questionnaire was distributed to the employees and filled up by them.

Determining Sample Size

Population

All the items under consideration in any field of enquiry constitute a population.

In my study, the population of the employees is 30.

Sample Size

The sample size is 20 employees of SVM Inc.

Sampling Method

The purposive sampling is also known as Judgmental

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

10

sampling or selective sampling or subjective sampling was chosen as most appropriate research design for study. In this sampling method the researcher chooses the sample based on who they think would be appropriate for the study. This is used primarily when there is a limited number of people that have expertise in the area being researched.

Tools of Data Collection

Primary and Secondary data were used.

In Primary Data

Standardized Questionnaire is used for data collection. A Questionnaire consists of a number of questions printed or typed in a definite order on a form or set of forms. The respondent has to answer the question on their own. Apart from this observations and interview has also been used as a source for primary data collection.

- Interviews
- Questionnaires
- Observations

In Secondary Data

Secondary data means data that are already available i.e. they refer to the data which have already been collected and analyzed by someone else. Secondary data may either be published data or unpublished. It is collected from:

- Journals
- Magazines
- Websites

Introduction to Project Topic

Every individual shares a certain relationship with his colleagues at the workplace. The relationship is either warm, so-so or bad. The relationship can be between anyone in the organization between coworkers, between an employee and his superior, between two members in the management and so on. It is important that the employees share a healthy relationship with each other to deliver their best performances.

An individual spends his maximum time at the workplace and his fellow workers are the ones with whom he spends the maximum hours in a day. No way can he afford to fight with his colleagues. Conflicts and misunderstandings only add to tensions and in turn decrease the productivity of the individual. One needs to discuss so many things at work and needs the advice and suggestions of all to reach to a solution which would benefit the individual as well as the organization.

No individual can work alone. He needs the support and guidance of his fellow workers to come out with a brilliant idea and deliver his level best Happy employees are productive employees. Successful businesses know how to manage relationships to build lasting employee satisfaction.

The most important part of any business is its people. No business can run effectively without them. they need to communicate and work with others to get their jobs done. Employers need to manage relationships in the workplace to keep the business functioning smoothly, avoid problems, and make sure employees are performing at their best.

Importance of Employee Relations - Why Employee Relations at Workplace?

There are several issues on which an individual cannot take decisions alone

He needs the guidance and advice of others as well. Sometimes we might miss out on important points, but our fellow workers may come out with a brilliant idea which would help us to achieve our targets at a much faster rate. Before implementing any plan, the pros and cons must be evaluated on an open forum where every employee has the right to express his opinions freely. On your own, you will never come to know where you are going wrong, you need people who can act as critic and correct you wherever you are wrong. If you do not enjoy a good relation with others no one will ever come to help you.

Work becomes easy if it is shared among all

A healthy relation with your fellow workers would ease the work load on you and in turn increases your productivity. One cannot do everything on his own. Responsibilities must be divided among team members to accomplish the assigned tasks within the stipulated time frame. If you have a good rapport with your colleagues, he will always be eager to assist you in your assignments making your work easier.

The organization becomes a happy place to work if the employees work together as a family

An individual tends to lose focus and concentration if his mind is always clouded with unnecessary tensions and stress. It has been observed that if people talk and discuss things with each other, tensions automatically evaporate and one feels better. Learn to trust others, you will feel relaxed. One doesn't feel like going to office if he is not in talking terms with the person sitting next to him. An individual spends around 8-9 hours in a day at his workplace and practically it is not possible that one works non stop without a break. You should have people with whom you can share your lunch, discuss movies or go out for a stroll once in a while. If you fight with everyone, no one will speak to you and you will be left all alone. It is important to respect others to expect the same from them.

An individual feel motivated in the company of others whom he can trust and fall back on whenever needed

One feels secure and confident and thus delivers his best. It is okay if you share your secrets with your colleagues but you should know where to draw the line. A sense of trust is important.

11

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

Healthy employee relations also discourage conflicts and fights among individuals

People tend to adjust more and stop finding faults in each other. Individuals don't waste their time in meaningless conflicts and disputes, rather concentrate on their work and strive hard to perform better. They start treating each other as friends and try their level best to compromise and make everyone happy.

A healthy employee relation reduces the problem of absenteeism at the work place

Individuals are more serious towards their work and feel like coming to office daily. They do not take frequent leaves and start enjoying their work. Employees stop complaining against each other and give their best

It is wise to share a warm relation with your fellow workers, because you never know when you need them

You may need them any time. They would come to your help only when you are nice to them. You might need leaves for some personal reasons; you must have a trusted colleague who can handle the work on your behalf. Moreover, healthy employee relations also spread positivity around.

It is essential that employees are comfortable with each other for better focus and concentration, lesser conflicts and increased productivity.

Data Analysis & Interpretation

Rate your level of satisfaction with the working culture of the organization?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 1.Working Culture

Sr. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	01	05%
2.	Satisfied	18	90%
3.	Average	01	05%
4.	Dissatisfied	00	00%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Interpretation

As graph shows almost all the employees are satisfied with the working culture of the Organization. This says that the work culture of organization is good and satisfying according to employees' opinion.

Are you satisfied with your relations with your coworkers?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

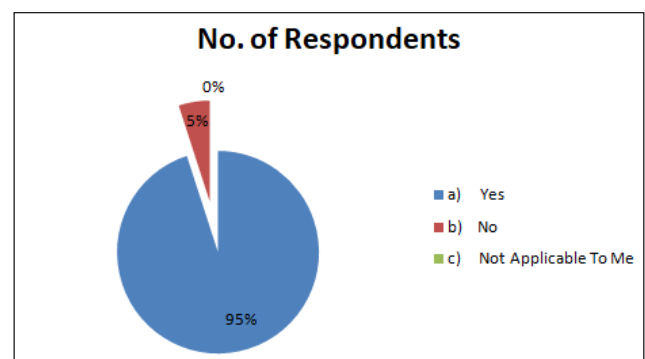### Table 1.Relations with Coworkers

S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	01	05%
2.	Satisfied	18	90%
3.	Average	00	00%
4.	Dissatisfied	01	05%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Do you get Support from manager/supervisor for your work?

- Yes
- No
- Not Applicable to Me

Table 3.Support from Manager

S. No.	Attributes	No. of Respondents	Percentage
1.	Yes	19	95%
2.	No	01	05%
3.	Not Applicable To Me	00	00%
Total	-	20	100%

Interpretation

The interpretation from this graph is that the managers or supervisors of the organization are supportive for employees.

Singh AK
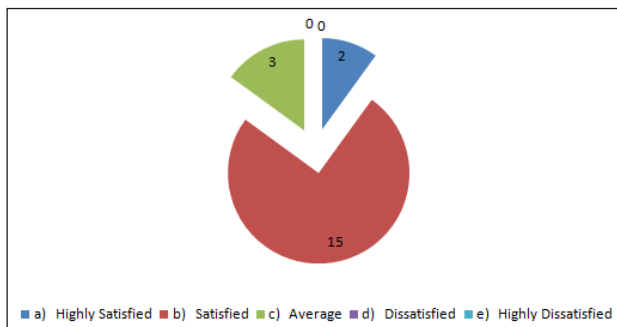*J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)*

12

But there are employees who are feeling neglected or not getting support from managers or supervisors of the organization.

To what extent do you agree with the following statement: I would recommend this company as a Great Place to Work?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 4.Opinion About Organization

S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	02	10%
2.	Satisfied	15	75%
3.	Average	03	15%
4.	Dissatisfied	00	00%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Interpretation

The interpretation from this graph is that almost all the employees are happy with the work culture of the organization and they recommend this organization as the great place to work.
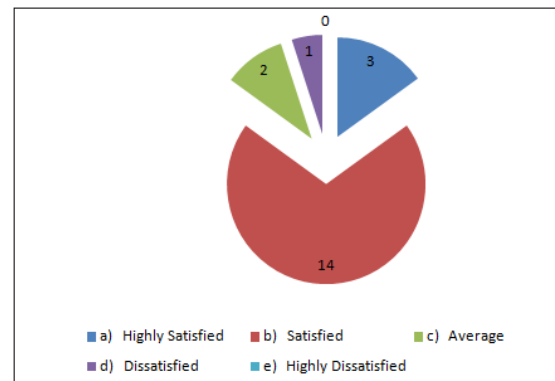
Are you satisfied with your relation with your immediate supervisor?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 5.Relation with Supervisor

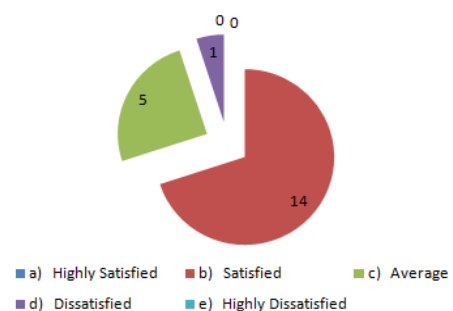| S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	03	15%
2.	Satisfied	14	70%
3.	Average	02	10%
4.	Dissatisfied	01	05%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Interpretation

The interpretation from the graph is that the employee's relation with their immediate supervisor is good. But there are some of employees who are not satisfied with the relation with their immediate supervisor of the organization.

Do you know how you are part of company's vision and your role for that?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 6.Awareness About Vision

S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	00	00%
2.	Satisfied	14	70%
3.	Average	05	25%
4.	Dissatisfied	01	05%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

13

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

Interpretation

There are employees who know how they are part of company's vision and their role for that.
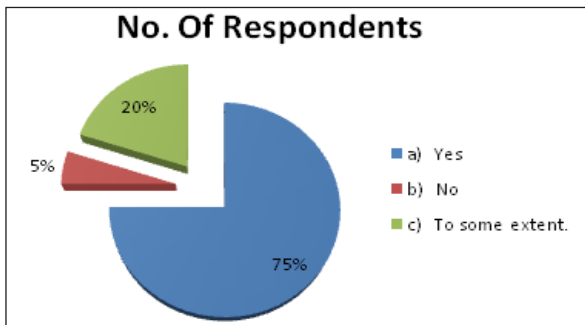
But it can be observed that the some of the employees don't have any clear idea about organization vision and their role for that.

Is there good communication from managers to employees in The Company?

- Yes
- No
- To some extent.

Table 7.Communication

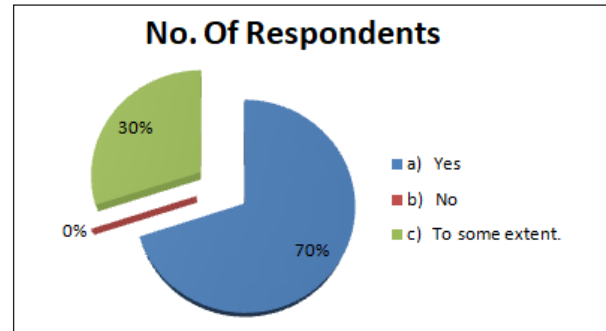| S. No	Attributes	No. of Respondents	Percentage
1.	Yes	15	20%
2.	No	01	05%
3.	To some extent.	04	20%
Total	-	20	100%

Interpretation

Here the some of employees think that there is not proper communication between the managers and employees in organization. But more than 70% employees are satisfied with Communication between employee and employer.

People in your department communicate sufficiently with one another?

- Yes
- No
- To some extent.

Table 8.Communication Between Colleagues

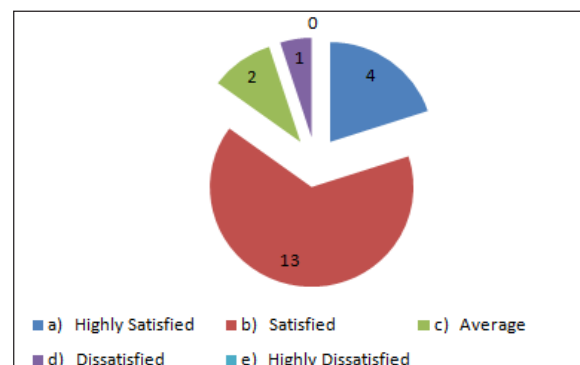| S. No	Attributes	No. of Respondents	Percentage
1.	Yes	14	70%
2.	No	00	00%
3.	To some extent.	06	30%
Total	-	20	100%

Interpretation

70% employees are confident that department communicates sufficiently with one another. But 30% employees think that the department communicates sufficiently with one another up to some extent only.

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

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 9.Suggestionsfrom Supervisor

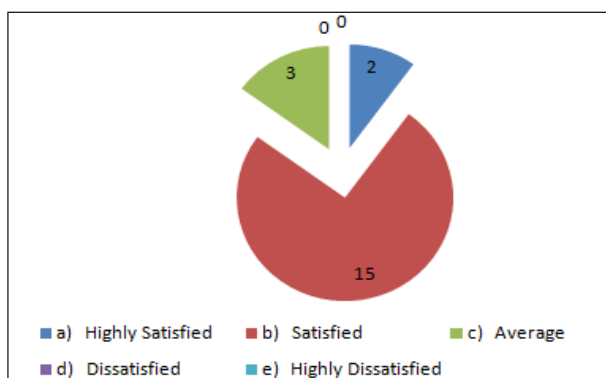| S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	04	20%
2.	Satisfied	13	65%
3.	Average	02	10%
4.	Dissatisfied	01	05%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Interpretation

Here we can interpret that the supervisor is active listener as in everyone is satisfied but some of them are averagely satisfied.

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

14

Overall, how satisfied are you working for the Company?

- Highly Satisfied
- Satisfied
- Average
- Dissatisfied
- Highly Dissatisfied

Table 10.Satisfaction of Employees

S. No	Attributes	No. of Respondents	Percentage
1.	Highly Satisfied	02	10%
2.	Satisfied	15	75%
3.	Average	03	15%
4.	Dissatisfied	00	00%
5.	Highly Dissatisfied	00	00%
Total	-	20	100%

Interpretation

Here we can interpret that almost everyone is satisfied by overall working of the Organization.
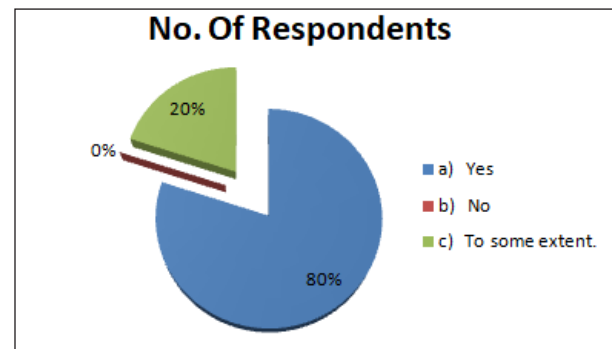
Which means that overall working of organization is satisfying for the employees.

Do you think that if employees have healthy relationships the organization will be more effective and successful?

- Yes
- No
- To some extent.

Table 11.Opinion of Employees

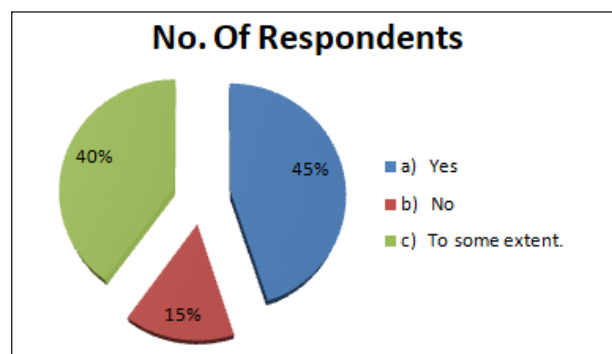| S. No	Attributes	No. of Respondents	Percentage
1.	Yes	16	80%
2.	No	00	00%
3.	To some extent.	04	20%
Total	-	20	100%

Interpretation

Here the 80% employees are saying yes and 20% employees are saying to some extent it indicates that organization have a healthy relationship but still some improvements are needed.

Do you generally feel you are able to balance your work and personal relationships (such as marriage, partners, and friends)?

- Yes
- No
- To some extent.

Table 12.Balance in Personal& Professional Life

S. No	Attributes	No. of Respondents	Percentage
1.	Yes	09	45%
2.	No	03	15%
3.	To some extent.	08	40%
Total	-	20	100%

Interpretation

Here the 40% employees are saying to some extent 45% are saying yes and 15% are saying no.

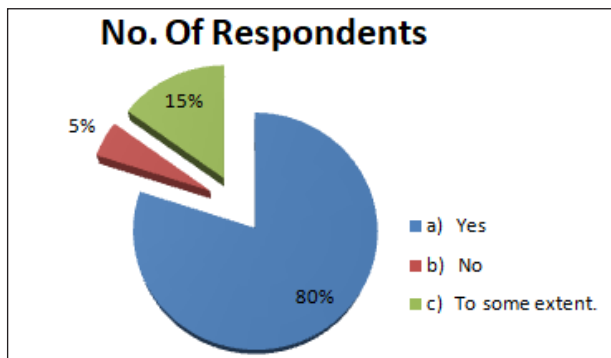We can predict that some of the employees are not able to balance personal and professional life.

The people here are pleasant and co-operative to work with.

- Yes

15

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

- No
- To some extent.

Table 13. Nature of Colleagues

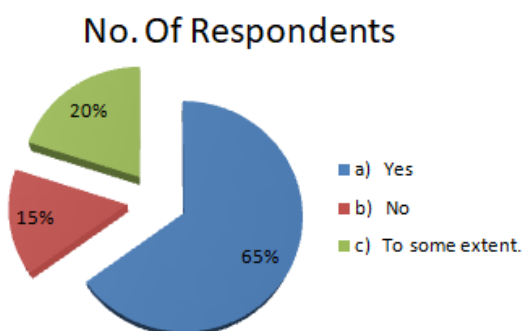| S. No	Attributes	No. Of Respondents	Percentage
1.	Yes	16	80%
2.	No	01	5%
3.	To some extent.	03	15%
Total	-	20	100%

Interpretation

Here the 80% employees are saying yes 15% are saying to some extent and 5% are saying no.

There is someone at work who encourages my development.

- Yes
- No
- To some extent.

Table 14. Encouragement by Colleagues

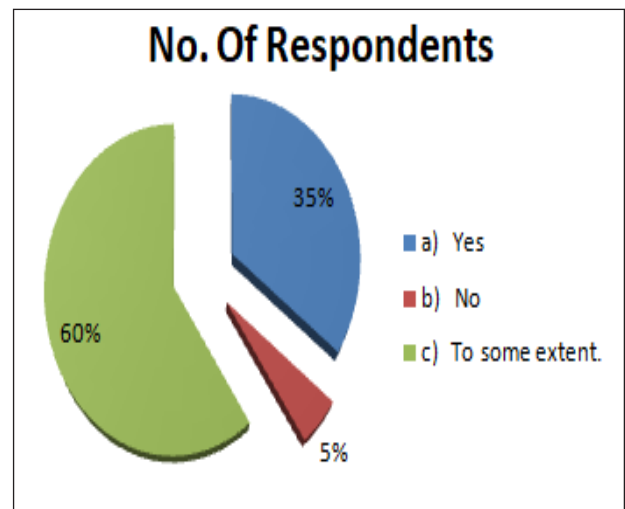| S. No	Attributes	No. Of Respondents	Percentage
1.	Yes	13	65%
2.	No	03	15%
3.	To some extent.	04	20%
Total	-	20	100%

Interpretation

Here the 65% employees are saying yes 20% are saying to some extent and 15% are saying no.

Even if I had the opportunity to get a similar job with another organization, I would stay with my present company.

- Yes
- No
- To some extent.

Table 15. Job Switch Opportunity

S. No	Attributes	No. Of Respondents	Percentage
1.	Yes	07	35%
2.	No	01	5%
3.	To some extent.	12	60%
Total	-	20	100%

Interpretation

Here the 60% employees are saying to some extent 35% are saying yes and 5% are saying no.

Conclusion

It can be deduced from the results and findings of the study that good remuneration, pleasant co-worker relationship coupled with good working conditions play an important role in getting employees to be satisfied on their jobs and subsequently directly reflecting in their intention to remain committed in an institution. By these findings, it is unbiased to conclude that job satisfaction has a relationship with commitment both to an employee's career and the institution they work for.

However, this can be achieved if there is transparency in the reward system and if the rewards or compensation meet the aspirations of the beneficiaries. One major lesson

Singh AK
J. Adv. Res. Entrep. Innov. SMES Mgmt. 2019; 5(2)

16

drawn from the study is that employees would be more committed to SVM Inc. when they are given rewards that are commensurate with responsibility and skills. Based on this, it is recommended that measures have to be put in place not just to increase their salaries but also pay all their emoluments promptly. Changes in compensation packages have associated impact on job satisfaction levels of employees.

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