

## A REPORT ON INDUSTRIAL RELATIONS IN ORAGANIZATION

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### ABSTRACT

The term industrial relations often connotes the study of relations between management and organized labor. However, it originally described the entire range of labor issues. Industrial relations originally included the entire spectrum of labor and management issues and addressed such topics from a neutral, third party perspective. Labor and management were regarded as equal parties with a need to find common ground.

It is committed to provide consistently high quality of services and to continuously improve the services through a process of teamwork for the utmost satisfaction of the organization.

- The management use process collective bargaining, grievance procedure, conciliation, arbitration, adjudication to resolve Industrial Disputes.
- To avoid Industrial disputes the management conducts the exclusive meetings with trade unions.
- The management provides a labor welfare scheme to motivate the employees.
- The management provide a good working condition to its employees with imputation of optimum output
- The management follows a strict Code of Discipline to solve the conflicts.

The purpose of the present study is to analyze the relations between management and labor in organization, To study the relations between the management and employees. To know the workers participation in the management and decision making. To study the role of Trade Unions in Industrial Relations and in solving the grievances of the employees

**KEYWORDS:** Management, Oraganization, Industrial Relation

### I. INTRODUCTION

Industrial Relations play a crucial role in achieving the organizational goals. For goal achievement there should be a sound co-ordination and co-operation between employers and employees. This can be achieved by maintaining harmonious relations between the employees and employers. In the absence of good relations between employees and employers, an environment of friction is created destroying the smooth functioning of industrial activities.

In situation of industrial friction or industrial dispute machinery like Conciliation, Arbitration, Adjudication and Collective Bargaining are used to resolve the disputes or this machinery to be successful, the management associations and trade unions, the employees association play a vital role. A successful machinery leads to the maintenance of harmonious employee-employer relations by creating a peaceful working environment leading to high productivity.

“Industrial Relations” means the relationship between employees and management in the day to day working of industry. The concept of Industrial Relation is complex and multidimensional; it has a wider sense, “Industrial Relation is a set of functional interdependence involving historical, economic, social, psychological, demographical, technological, occupational, political and legal variables”.

Industrial Relations includes individual relations and joint consultations between employers and work people at their work place, collective relations between employers and their organizations and trade unions and part played by the state in regulating these relations.

**OBJECTIVES OF THE STUDY**

- To study the relations between the management and employees.
- To know the workers participation in the management and decision making.
- To study the role of Trade Unions in Industrial Relations and in solving the grievances.
- To know the role of collective bargaining in settling & prevention of Industrial Disputes.
- To find out the level of satisfaction of the employees on the welfare facilities provided by the management.

**II. REVIEW OF LITERATURE**

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**Evolution of Industrial system:**

The problem of industrial or Labor management did not arise when business organizations were small. They developed only when organizational structures came into being during the late nineteenth century, when gigantic industrial empires of financial tycoons came into existence followed by the technology of mass production in the early 20th century. The Labor-management becomes an important subject of study only when large aggregations of people came to work together under one roof in an Organization. In order to understand the issues and problems associated with industrial relations,

it is desirable to study its various evolutionary phases.

**(i) Primitive Stage:**

Under it, the necessities of life were simple and few, mostly provided by hunting, fishing, collecting and pastoral activities with the help of crude implements. The members of families/groups worked side by side with very little specialization in work except that required by physical differences between the sexes or that dependent on tradition production was sufficient consumption and therefore, there were no savings, no accumulation of wealth and no exchange of products. Authority was exercised by the elder people and was carried out by them and was acceptable to the members of the group.

**(ii) Agrarian Economy Stage:**

It developed during the middle ages and brought about a change in the views on property. In tribal societies, property was common and collective asset of the group, but now it was identified as a personnel asset of the land lord. Under this system, the employees were treated as slaves and as the property of their master who purchased them for a few chips or conquered them in some war against their opponents. The slaves were required to do all types of manual and other specialized work for their master and in return were paid no wages but food of the corset type, old clothes and a small place to live.

**(iii) Serfdom Stage:**

Serfdom developed under the feudal society (comprising princess, lords, and land-owning class) which also was created during the “middle ages”. The position of serfs was not any better than slaves. They had to work hard for their lord on the land, getting only a pittance and a small hut to live. The serfs were regarded as unfortunates who were born to their jobs and held these jobs throughout their lives and thus lived a life of servitude.” They were of limited intellect, ignorant, depraved and were without personal ethics and hence subject to complete direction and domination. The authorities centered in the master and his family because he was assumed to have inborn superiority and was the owner of the vast property.

**(iv) Handicrafts Stage:**

Handicrafts system developed because of the growth of town and cities, increase in trade and commerce and a decline in the power of feudal lords. This system introduced an important innovation in

the careers of workers namely one in which they could actually move from the rank of workers/employees to those of employers. The workers/craftsmen owned factors of production, worked with their own tools and with the help of the members of their family and often worked in their homes/work shops and performed the hand tasks. They sold their products directly to the customers there being no middleman. Separate craftsmen existed for separate works. Some type of specialization of work was found such as shoe-making, black smith, carpentry, pottery, cloth wearing, etc.

#### **(V) Cottage (or) Putting-out Stage:**

With the development of economic system and that of the steam and power, some individuals become employees in the new industrial units which were brought about as a result of both technological changes and the expansion of markets and trade. Under this arrangement, the craftsmen worked with the members of their family, in their own home, and were paid on a piece-work basis for the work. They delivered their products to the financiers who supplied them with necessary finance.

#### **(vi) Factory (or) The Industrial Capitalism stage:**

With the passage of time and gaining of experience the trader capitalist realized that economies in production can be achieved from newly perfected machines, so instead of "farming out" production to numerous small cottage workers, he himself installed machinery, provided power tools and equipment and offered in newly built workshops (or) factors. In course of time, the factory system came to stand on a sound footing and human labor replaced by machine. This gave rise to a system which is known the world over as the "Industrial Revolution".

Under this system, women, and child labor were employees often for long hours became machine production simplified operations reduced skill requirement. By meant of factory system were brought together under one roof, the employers maintained strict discipline during the process of production.

### **III. RESEARCH METHODOLOGY:**

- **Primary data:**

Eliciting employee opinion through a sample survey with a period predetermined questionnaire. Questionnaire of 20 items

was prepared and the questionnaire was very simple and easy to understand.

- **Sampling:**

The technique used in the research was simple random technique and this is the most suitable technique.

- **Sample size:**

The sample size chosen was 100 employees for the study to carry out.

- **Secondary data:**

Data collected at TSRTC from Personnel Department, Statistical Department, other literature on the subject and websites.

### **IV. CONCLUSION**

The overall study on Industrial Relations assures that the relations between

- management and employees are friendly.
- Employees are satisfied with their jobs.
- They provide better services to commuters.
- The sincere efforts and contribution of employees to public and organization has resulted in success of organization

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