

**IMPACT OF EMPLOYEE RELATIONS ON PRODUCTIVITY WITH REFERENCE TO
HAVOC THERAPY PRIVATE LIMITED, HYDERABAD**

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ABSTRACT

Employee relations are crucial because they lay the groundwork for trust between a company and its staff. Employees are more likely to work hard and be loyal to the company when they see that their managers value their contributions to the organization's success. There are various ways that poor employee relations affect business performance: Higher absenteeism and turnover rates might be caused by unhappy personnel. According to HR Acuity, it takes new hires 45 days on average to adjust to their new position. This increases the cost of high turnover rates and reduces productivity. Theft and safety violations rise as a result of poor employee relations procedures.

A company's reputation and financial performance may suffer as a result of employee relations difficulties that make their way into the news and into social media platforms. Organizations want to retain employees loyal and more interested in their job by establishing pleasant, constructive employee relations. An organisation must regard its workers as contributors and stakeholders in the business, not just as paid workers, if it wants to preserve good employee relations. This viewpoint exhorts individuals in management and senior positions to ask for employee feedback, to regard their opinions more highly, and to take the employee experience into account when making decisions that have an impact on the entire business.

INTRODUCTION

One of an organization's most crucial resources and most valuable assets is its workforce. The kind of work they do and how much of it they do directly affect an organization's productivity. So, keeping positive employee relations in a company is essential for any business to thrive and succeed (Abu Shawish, 2013). Employee relations is a broad word that encompasses a variety of topics, including work-life balance, equal opportunity, and managing diversity, as well as more contemporary aspects like collective bargaining, negotiations, and employment law (Armstrong & Stephens, 2016). It consists of actions taken to make sure that workers are content and productive. Employee Relations provides support in a number of ways, such as employee recognition, the creation and interpretation of policies, and all forms of problem solving and conflict settlement. It entails managing the pay-work agreement, administering employment policies, employment terms, and workplace-related problems, as well as giving employees a voice and engaging with them (Frank & Jeffrey, 2010). An organization's overall workflow is hampered by poor employee interactions, which also harms the organization's reputation. Simply put, the weak relationships between bosses and employees prevent the majority of workers in some organisations from producing more. When an employee is unhappy with their employer or even a co-worker, they cannot give their best performances at work. Bad employee relations will have an impact on productivity and performance. Bad employer-employee relations lead to lockouts and strike action. Workers used lockouts and strikes to express their discontent. Strikes and lockouts significantly lower productivity. Employee relations, often known as industrial relations, primarily refers to the relationship between all employees and employers. Despite the fact that employee relations are one of the foundations and essential tasks of human resource management, which promotes good employee performance and organisational performance, in today's cutthroat corporate world. Small businesses struggle to build and maintain strong employee relations because they don't give it the unique consideration and importance it deserves. This leads to avoidable conflicts in small businesses, which in turn affects their performance. It has become difficult for businesses that operate in both local and global markets due to poor employee-employer relations.

This drawback made the researcher to take up the study on Impact of Employee Relations on Productivity

LITERATURE REVIEW

According to Nikoloski et al. (2014) employer-employee relations is concerned with the provision of information to employees with regards to the objectives of the organization so that they have a clear understanding of the direction of management. Effective employee relations focus also on creating an open-door system in the organization where employees can freely express their grievances, initiate ideas, suggestions without fear of intimidation and suppression.

Pareek and Rai (2012) maintained that effective employee relations management in an organization enhances confidence, trust and loyalty amongst employees. To buttress the assertion, it is noted that trust and loyalty are earned by an employer through open communication, regular feedback system and the delegation of duties to the staff.

Donohoe (2015) defines employee relations as the study of the relationship that exist between employees and the employers. Basically, effective employee relations places high premium on the human element in the organization, which results in higher employee engagement, motivation and improved productivity.

Considering the strategic role of employee relations in organizations Yongcai (2010) posit that employee relations is a specialized discipline in human resource development and management.

Objectives

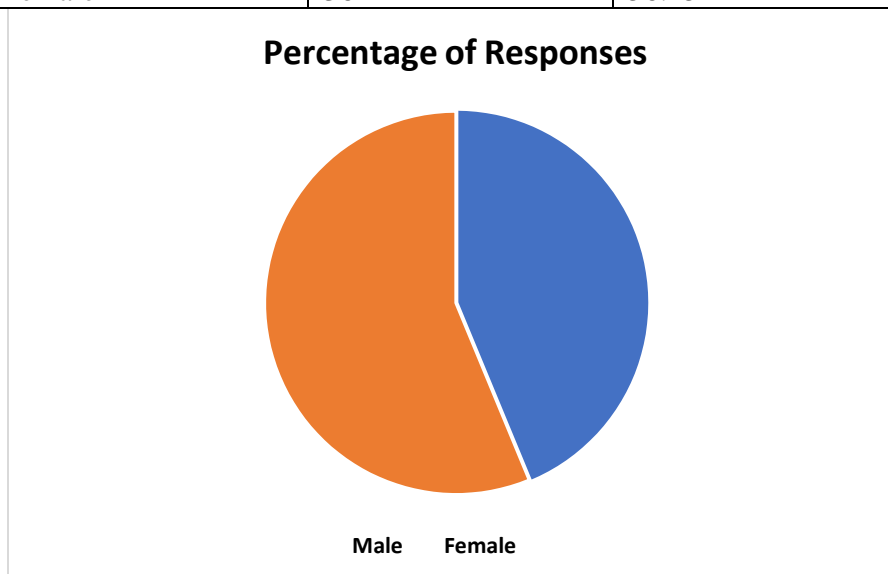
The objectives for this study are:

1. To study and understand the concept of Employee Relations in Havoc Therapy
2. To determine the difficulties of employees have at work and to improve positive relationships between employees and employers.
3. To examine and evaluate the various factors of employee relations effect the productivity in the organisation.
4. To recommend necessary findings and suggestions to the study.

DATA ANALYSIS AND INTERPRETATION

Table 5.1 Gender-Wise distribution

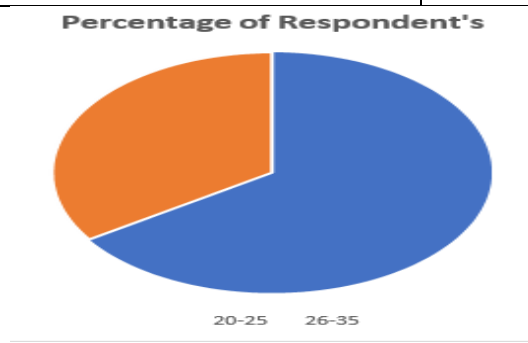
Variable	No of Respondent's	Percentage of Responses
Male	28	43.75
Female	36	56.25



Data analysis: Table 5.1 shows that 28 (43.75%) are male while 36 (56.25%) are female.

Table 5.2 Age Bracket distribution of various respondent's

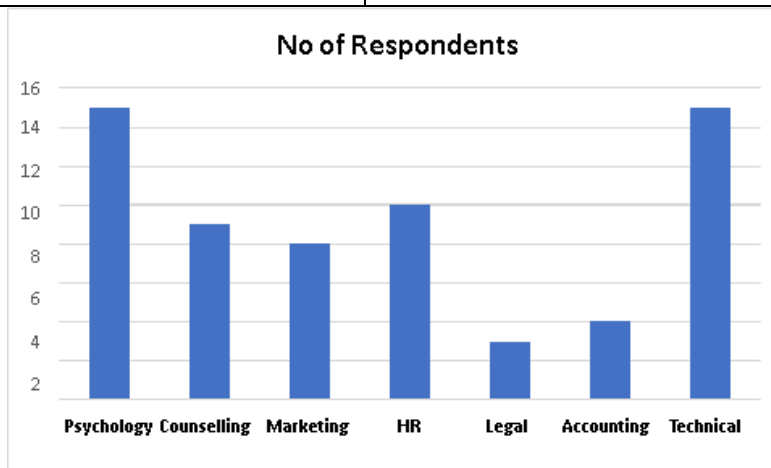
Age	No of Respondent's	Percentage of Respondent's
20-25	42	65.62
26-35	22	34.37



Data Analysis: Table 5.2 shows that 65.62% employees are age between 20-25 mean while 34.37 are between 26-35

Table 5.3 Department-wise distribution of various respondent's

Department	No of Respondents
Psychology	15
Counselling	9
Marketing & Sales	8
HR	10
Legal	3
Accounting	4
Technical	15

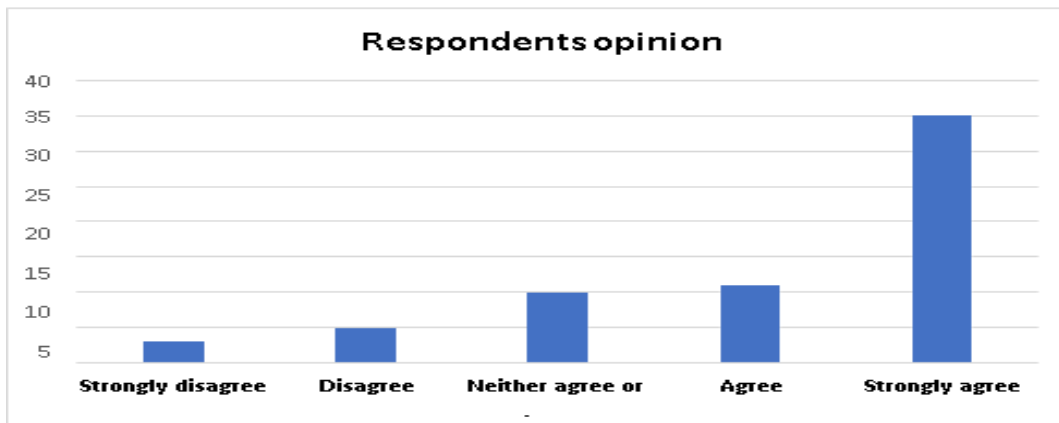


Data Analysis: Table 5.3 demonstrates that the psychology department has 15 people, the counselling department has 9, the sales and marketing division has 8, the department of human resources has 10, the legal department has 3, and the accounting team has 4 people. The technical team has 15 employees.

Table 5.4 Support and guidance from supervisor to do job efficiently

Factors	Respondents Opinion	Percentage of Response
Strongly disagree	03	4.68
Disagree	05	7.81

Neither agree or disagree	10	15.62
Agree	11	17.18
Strongly agree	35	54.68

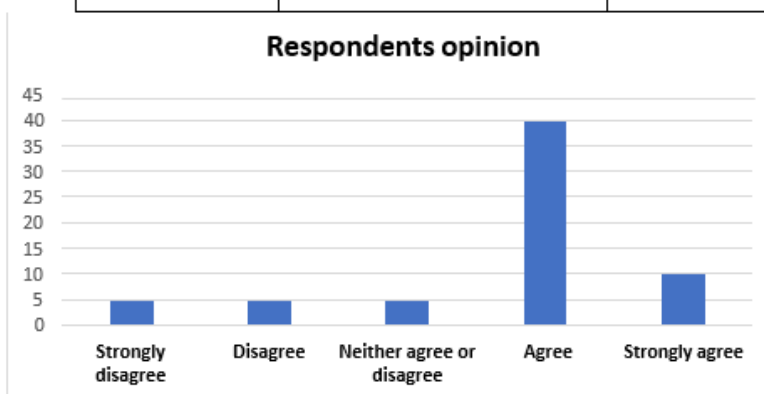


Data Analysis: From the above table 5.4 it is observed that 72 percent of the employees have opined that they are getting positive support and guidance from the supervisor. On the other hand, only 4 percent of the employee are not satisfied by the superiors.

Interpretation: It is understood that from the above table that there is maximum positive support and healthy communication from the supervisor.

Table no:5.5 Supervisor Support to the Employees

Factors	Respondents Opinion	Percentage of Response
Strongly disagree	05	7.81
Disagree	04	6.25
Neither agree or disagree	05	7.81
Agree	40	62.5
Strongly agree	10	15.62

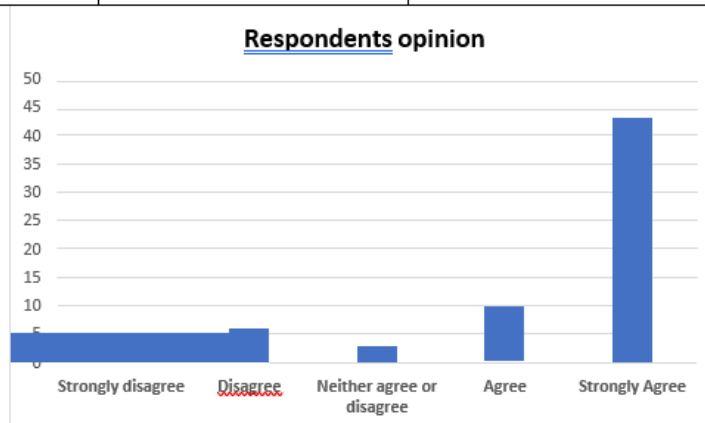


Data Analysis: It can be seen from Table 5.5 above that 79 percent of the employees believe their supervisors are biased. However, just 15 percent of the workforce had the opinion that their supervisors do not exhibit any bias.

Interpretation: It is clear from the preceding table that the supervisor's bias was at its highest level.

Table no.5.6 Overall employee confidence on senior managers

Factors	Respondents Opinion	Percentage of Response
Strongly disagree	02	3.12
Disagree	06	9.37
Neither agree or disagree	03	4.68
Agree	10	15.62
Strongly Agree	43	67.18

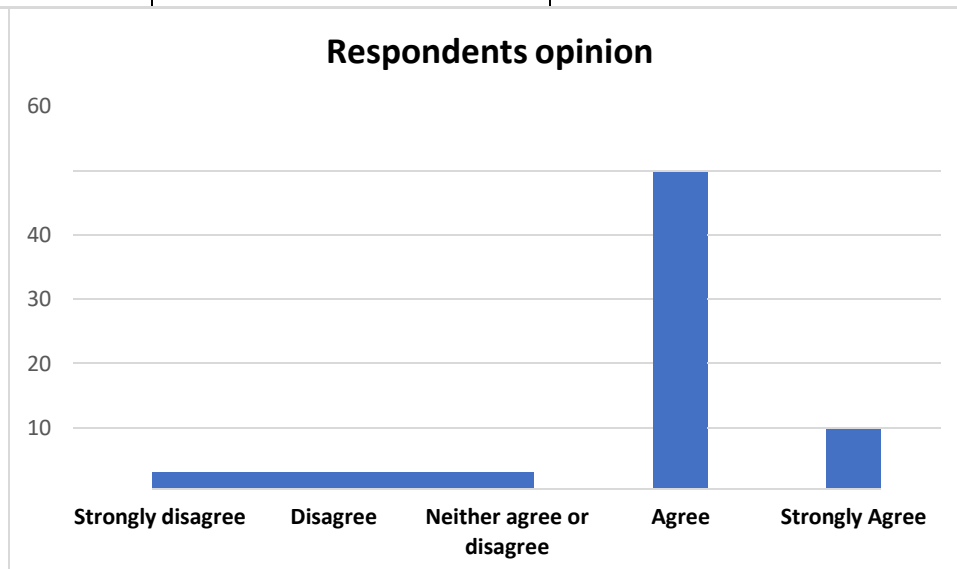


Data analysis: According to the above Table 5.6, 83 percent of the workforce expressed overall confidence in the company's senior managers. Only 12% of the workforce, however, stated that they lacked faith in the senior managers.

Interpretation: It is clear from the above table that senior management enjoys the greatest level of support overall inside the business.

Table no5.7 Satisfaction level of Employees relationship activities in terms of org engagement

Factors	Respondents Opinion	Percentage of Response
Stronglydisagree	01	1.56
Disagree	02	3.12
Neither agree ordisagree	03	4.68
Agree	49	76.56
Strongly Agree	10	15.62

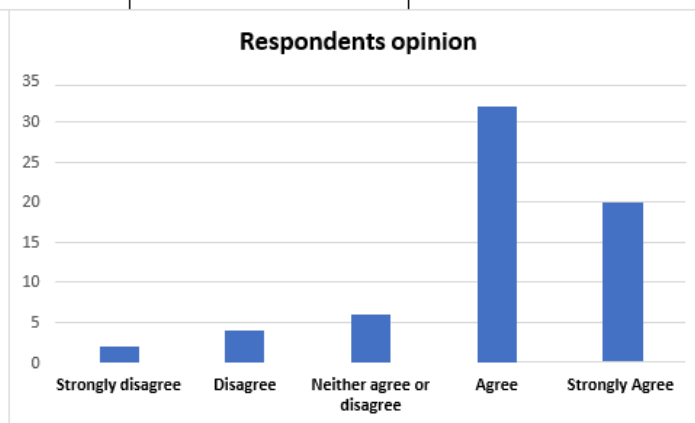


Data analysis: Based on the information in Table 5.7 above, it can be shown that 93 percent of employees believe their company is actively involved in employee relations. However, only 4% of employees felt that the company did not engage in employee relations efforts.

Interpretation: It is clear from the chart above that employee relations actions are being carried out in organization.

Table no 5.8 Employees opinion on flexibility to meet their personal needs at work

Factors	Respondents opinion	Percentage of response
Strongly disagree	02	3.12
Disagree	04	6.25
Neither agree or disagree	06	9.37
Agree	32	50
Strongly Agree	20	31.25

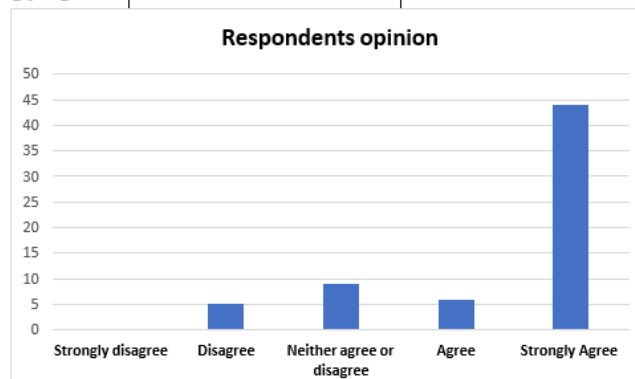


Data analysis: Table 5.8 above shows that 81 percent of employees believe their jobs allow them the flexibility to fulfil their personal requirements. However, only 9% of the workforce's jobs do not satisfy their basic necessities.

Interpretation: It is clear from the above table that organisations do their best to accommodate and meet each employee's individual needs.

Table no5.9Overall, Job satisfaction of the Employees

Factors	Respondents opinion	Percentage of response
Strongly disagree	0	0
Disagree	05	7.81
Neither agree or disagree	09	14.06
Agree	06	9.37
Strongly Agree	44	68.75

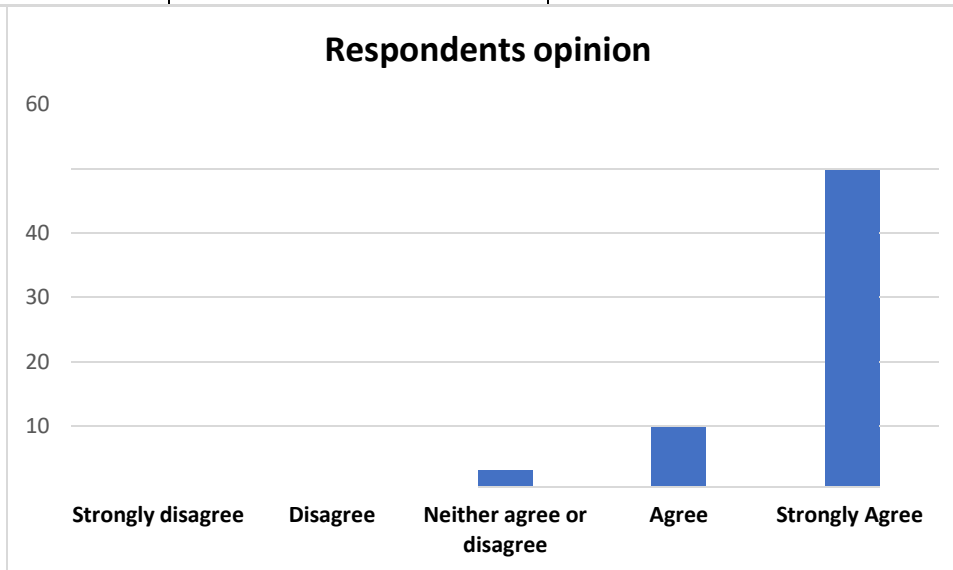


Data Analysis: Based on the information in Table 5.9, it can be shown that 78 percent of the employees are very content with their jobs. On the other hand, only 7% of the workforce is dissatisfied with their position.

Interpretation: It is clear from the above table that employees are the most satisfied with their jobs.

Table no 5.10 significances of employee opinion and idea support towards their job

Factors	Respondents opinion	Percentage of response
Strongly disagree	0	0
Disagree	01	1.56
Neither agree or disagree	03	4.68
Agree	10	15.62
Strongly Agree	50	78.12

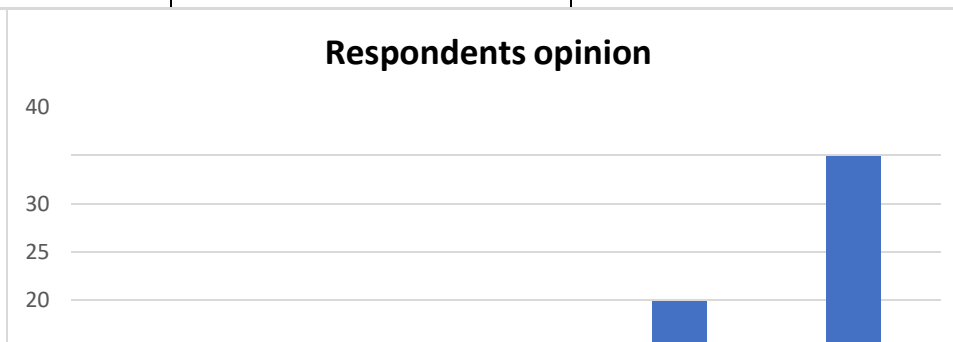


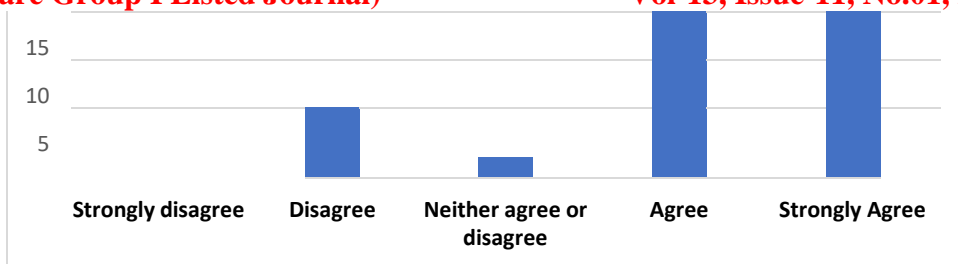
Data analysis: According to table 5.10 above, it can be seen that 94% of employees believe their ideas and opinions are valued at work. However, only 2% of employees believe their opinions and ideas are irrelevant at work.

Interpretation: It is clear from the above table that employee opinions and ideas are highly valued in the workplace.

Table no5.11 Employees strong recommendation about the organization as an excellent pace to work.

Factors	Respondents opinion	Percentage of response
Strongly disagree	01	1.56
Disagree	06	9.37
Neither agree or disagree	02	3.12
Agree	20	31.25
Strongly Agree	35	54.68



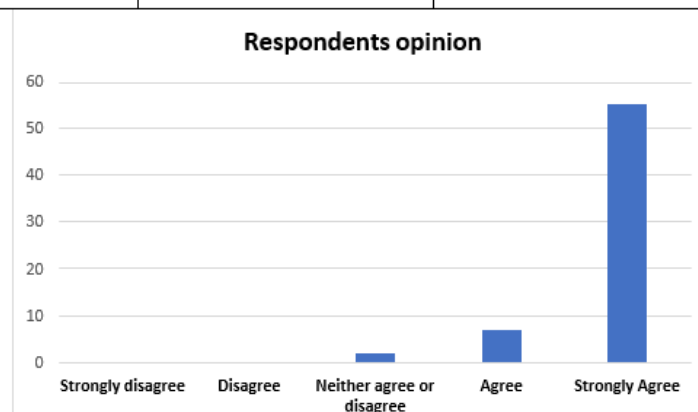


Data Analysis: It can be seen from Table 5.11 above that 86 percent of the workforce has expressed the opinion that the company is a great place to work. However, only 11% of the workforce would not say that the company is a decent place to work.

Interpretation: It can be inferred from the above table that the majority of employees consider the company to be a good place to work.

Table no5.12 Employees opinion on materials and equipment to perform job efficiently

Factors	Respondents opinion	Percentage of response
Strongly disagree	0	0
Disagree	0	0
Neither agree or disagree	02	3.12
Agree	07	10.93
Strongly Agree	55	85.93

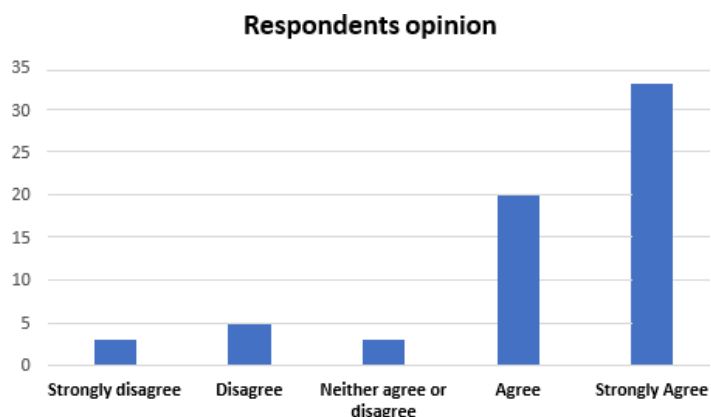


Data analysis: Table 5.12 above shows that 97 percent of the employees believes that the organisation gives all the materials and equipment necessary for them to perform their jobs efficiently. However, no employee thought that the organisation lacked the resources and equipment needed to give employees what they needed to execute their jobs well.

Interpretation: It is clear from the above table that most employees believe the organisation gives all the tools and resources necessary for them to perform their jobs well.

Table no5.13 Employees opinion on regular recognition/praise for performing their job.

Factors	Respondents opinion	Percentage of response
Strongly disagree	03	4.68
Disagree	05	7.81
Neither agree or disagree	03	4.68
Agree	20	31.25
Strongly Agree	33	51.56

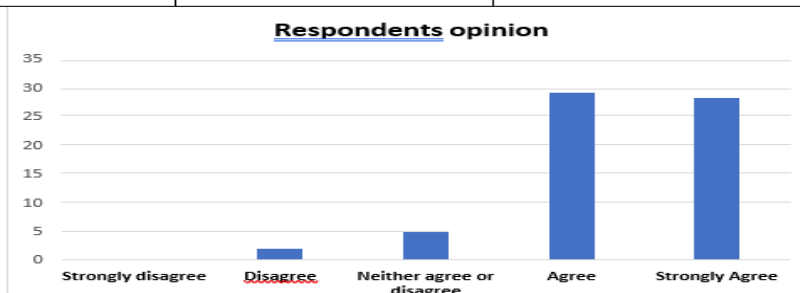


Data Analysis: It can be seen from Table 5.13 above that 83 percent of the employees believe they frequently receive praise or appreciation for their hard work. Only 13% of employees, however, do not typically receive praise or acknowledgment for their efforts.

Interpretation: It is clear from the above table that a majority of employees consistently receive praise and credit for their hard work.

Table no5.14 Employees opinion on the company fairness in terms of recognition

Factors	Respondents opinion	Percentage of response
Strongly disagree	0	0
Disagree	02	3.12
Neither agree or disagree	05	7.81
Agree	29	46.77
Strongly Agree	28	45.16

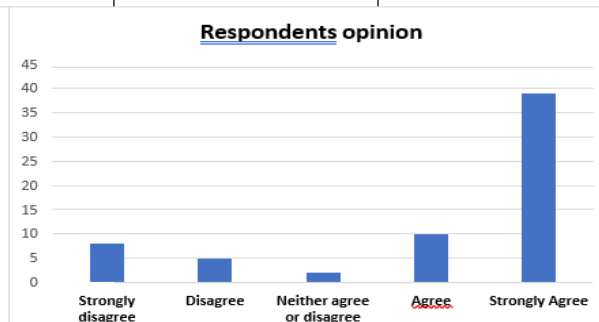


Data analysis: Table 5.14 above shows that 92 percent of the workforce believes the company's recognition programme is just. Only 3% of employees, however, believe the company's award programme is unfair.

Interpretation: The table above makes it clear that the company appreciation programme is fair.

Table no5.15 Overall, satisfaction of Employees with rewards and recognition given by the company

Factors	Respondents opinion	Percentage of response
Strongly disagree	08	12.5
Disagree	05	7.81
Neither agree or disagree	02	3.12
Agree	10	15.62
Strongly Agree	39	60.93



Data Analysis: Based on Table 5.15 above, it can be seen that 76 percent of employees say they are highly happy with the incentives and recognition they have received from the organisation. Only 21% of employees, however, are dissatisfied with the awards and recognition they have received from the organisation.

Interpretation: It is clear from the above table that the majority of employees are quite satisfied with the incentives and recognition the company has given them.

FINDINGS

- This study found that positive workplace relationships raise employee engagement, boost output, and reward loyal employees by fostering a pleasant work environment.
- From table no:5.6 it showed that 83% employees receive full supervisory support and are provided instructions for performing their jobs successfully.
- Table no:5.5 demonstrated that 79% of employees felt that discrimination displayed by senior level management and the personal bias displayed by the supervisors.
- From table no:5.8 81% of employees enjoy a healthy work-life balance and are very satisfied with their jobs since they suit their personal demands.
- From table no:5.15 76% of employees feel that the company's rewards and recognition are fair and are inspired by the incentives it provides to do their jobs well because of the remarkable rewards and recognition it provides.
- The study should also pay attention to how feedback and direction from superiors keeps workers on track with regard to job objectives they have attained, whether they were completed on time or not, what the organisation expects of them, and how they can achieve mutually beneficial outcomes.

SUGGESTIONS

- The management-employee interaction should be marked by a concern for justice and equity, which calls for effective information sharing concerning changes and developments.
- Establishing motivation through work appreciation can inspire employees to perform consistently and give their all at work.
- The management of the business should uphold fair policies and practises in order to give employees with equal opportunities and impartial treatment that fosters a favourable attitude towards the organisation and their place of employment.
- Employees should receive fair and honest treatment.
- Employers need to acknowledge and reward employee contributions.
- To guarantee that the employee is aware of the work-related responsibilities and expectations, effective communication of work-related information should be created
- The research was concentrated in regard to work place, but apart from that there should be good understanding and collaboration between the co-workers.
- Employees who have the chance to learn and advance in their positions through career development opportunities frequently experience more happiness and productivity at work.
- Organising activities and commemorating occasions at work. These apparently minor actions actually have a big impact on the connection of the staff.

CONCLUSION

This study evaluates the effect of positive workplace relationships on worker productivity. The study details the significance, contributing elements, and effects of employee interactions on worker productivity. The study educates management of diverse firms on the consequences of employer-employee relationship practises. Additionally, it will highlight the specific employee relations strategies that businesses have been able to offer to their staff. One of an organization's most crucial resources and most valuable assets is its workforce. The kind of work they do and how much of it they do directly affect an organization's productivity. Therefore, keeping positive working relationships inside an organisation is essential for it to grow and succeed. Employee relations is a

broad word that encompasses a variety of topics, including work-life balance, equal opportunity, and managing diversity. It comprises managing the pay-work agreement, addressing employment practises, terms and conditions of employment, problems that arise in the workplace, giving employees a voice, and interacting with them. Maintaining employee-employer relations promotes satisfactory productivity, an uptick in staff morale, and greater employee engagement. We may sum up by saying that Havoc Therapy Private Limited has excellent working relationships. It has a significant and advantageous effect on productivity. Employee relations were strengthened by factors including the supervisor's support and direction, the employees' proper incentive and recognition systems, the availability of all necessary supplies and a pleasant workplace, and the satisfaction of individual requirements, which also increased employee morale and productivity.

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