# A Study On Employee And Employer Relationship At Pramati Technologies Private Limited

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**ABSTRACT:** Employee relationship management constitutes an emerging trend of managing human resource by building and maintaining individualized and mutually valuable relationship with employees based on information technology. Employees are the major assets of an organization. It is very essential that the employees perform together as a collective unit and contribute equally towards the realization of common goal. However, given the early and still emerging state, there is little knowledge and agreement regarding ERM. Hence here the paper attempts to clarify the concept and derive research implications. The technological and strategic of ERM are discussed based on the Customer Relationship Management. As a result, a first general outline of an interesting concept is presented. Based on outline, the major implications for further theoretical and empirical evaluation of ERM are derived to propose directions for future research. Employee relationship management has focused on enabling to collaborate on typical managerial tasks with their employers. By engaging inputs from both sides of the employment relationship, ERM platforms aim to align the interests of both parties, worker and employer, and inform day-to-day business functions under a streamlined workflow. The equation that we are considering has the elements of scientific management, industrial welfare, and human relations as the causative factors affecting good employment relation

## INTRODUCTION

The term "Employee Relationship Management", translate as "management of the relationship with the employees" refers to the use of technologies in the management of human resources. This concept is based on client relationship management, with the employee at its center. Employee Relations Management (ERM) is a vital business process that manages employer-employee and employees-employee relations. It goes by the maxim that 'a satisfied is a productive employee'. Organizations which are following good employee relations realize that employees are important stakeholders in the organization. Employees who are content with their employers contribute more effectively forwards the goals of the organization. Employees who are content with their employers contribute more effectively towards the goals of the organization.

## NEED FOR THE STUDY

Studying the employee-employer relationship is crucial because it significantly impacts an organization's overall performance, culture, and success; a positive and supportive relationship between employers and employees can lead to increased productivity, employee engagement, job satisfaction, and ultimately, contribute to the company's growth and prosperity.

## 1.3 OBJECTIVES OF THE STUDY

- To identify the employees attitudes towards the management
- Examine the difference management styles in employee relation
- Relationship management centers on work life balance

## SCOPE OF THE STUDY

The scope of a study on employee-employer relationships typically encompasses examining the dynamics between employers and employees, including aspects like communication patterns, leadership styles, performance management, conflict resolution, employee satisfaction, work-life balance, career development opportunities, diversity and inclusion, and the impact of these factors on overall organizational productivity and employee engagement; essentially focusing on how to foster a positive and productive working relationship between the two parties.

## METHODOLOGY

### Type of research data:

Descriptive Research Sampling Design: Population of Employees

Population size: 100

### Data collection:

Primary data: It is been collected from employees of using questionnaire

Secondary data:

Secondary data is been collected from journals, organization, records, organization website, web source

### Instrument design:

Questionnaire is used as an instrument for data collection.

Analysis:

One Way Anova

Chi square method

## LIMITATIONS OF THE STUDY

- When studying employee-employer relationships, limitations can include: reliance on self-reported data, difficulty capturing the full complexity of workplace dynamics,
- potential for bias from respondents, limited generalizability due to sample size or industry focus, inability.
- to measure intangible aspects like trust or morale, and challenges in accessing sensitive information related to employee concerns or conflicts;
- all of which can affect the accuracy and depth of findings in research on this topi

## 2.2 REVIEW OF LITERATURE

- Mitchell H. Rubinstein (2012) had done research on the topic"employees,employers, and quasi employers: an analysis of employees and employer who operate in the borderland between an employer and employee relationship" the objective of the study to analyze the definitional status of employers, To determining whether an employment relationship exists within the meaning of title. This article explored borderland between employers and non-employers.

- Filip lievens, greet van hoye and bert schreurs (2005) had done research on the topic "examining the relationship between employer knowledge dimensions and organizational attractiveness: an application in a militarycontext"the objective of study was to examine the factors that determine potential applicants, initial attraction to a specific kind of organization. The researcher has collect data from survey. The result of study was that there exists positive and direct relationship between employer knowledge and organizational attractiveness

- Dr. K.R. Subramanian (2017) had done research on the topic "Employer employee relationship and impact on organization structure and strategy" the objective of study to identify impact of relationship between employee-employer in the organization. The result of study was that organizational structures regulate the flow of information within the organization, which leads to effects on both the strategic intent and the realized strategy of business organizations.

**DATA ANALYSIS AND INTERPRETATION:**

TABLE 4.13 EMPLOYEE RECEIVES BENEFITS AND OTHER CONTRIBUTIONS FROM THE EMPLOYERS.

| PARTICULARS | NO OF RESPONDENTS | PERCENTAGE |
|---|---|---|
| Strongly Agree | 29.8 | 29.8 |
| Agree | 29.8 | 29.8 |
| Strongly Disagree | 16.3 | 16.3 |
| Neutral | 15.4 | 15.4 |
| Disagree | 8.7 | 8.7 |
| Total | 100 | 100 |

SOURCE: PRIMARY DATA
**INTERPRETATION:**

From the above table 29.8% of the employees strongly agree that they receive benefits and other contributions from their employers, 29.8% of the employees agree that they receive benefits and other contributions from their employers, 16.3% of the employees strongly disagree that they receive benefits and other contributions from their employers, 15.4% of the employees are neutral about receiving benefits and other contributions from their employers, and 8.7% of the employees disagree that they receive benefits and other contributions from their employers.
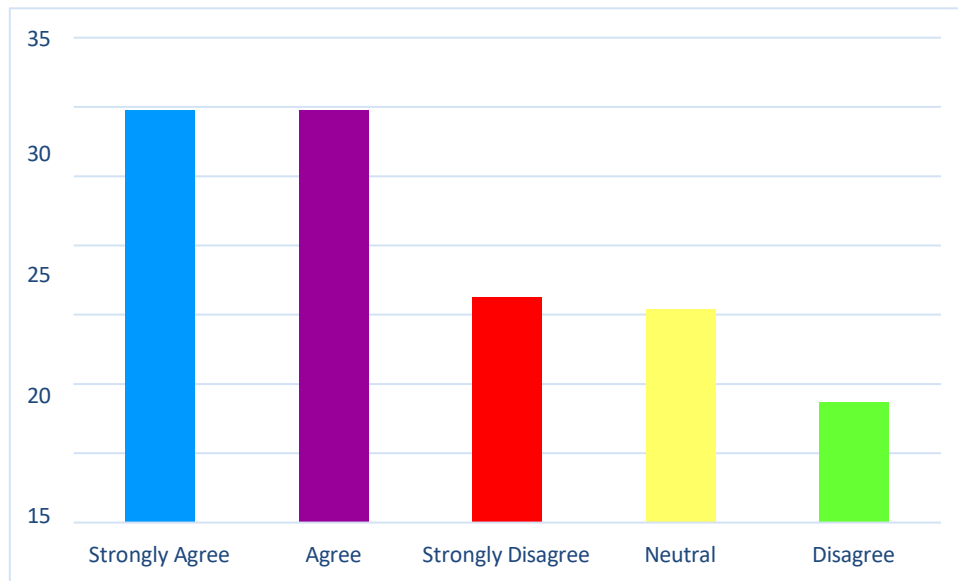
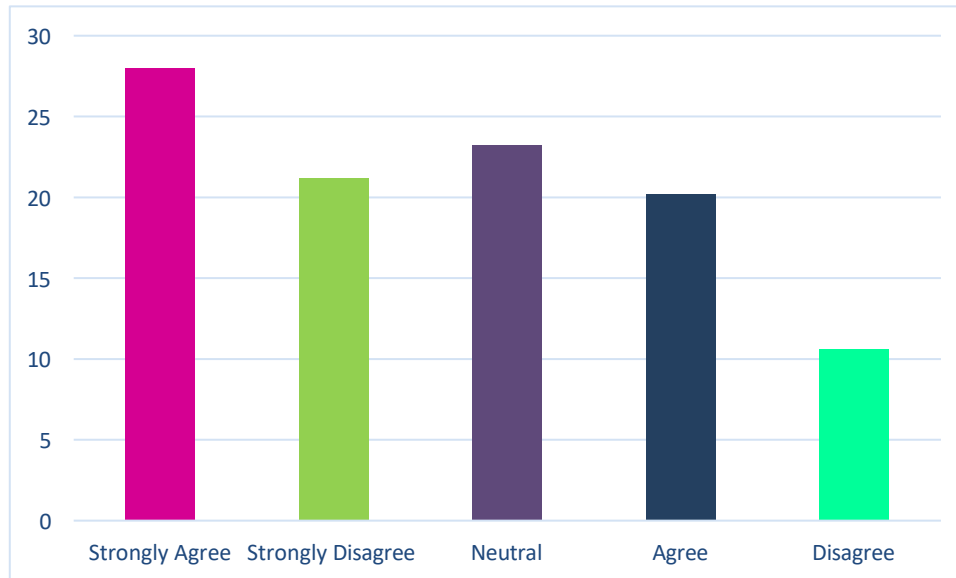*RESPONSES BASED ON EMPLOYEE RECEIVE BENFITS AND CONTRIBUTION FROM EMPLOYERS*

TABLE 4.14 EMPLOYER PROMOTE TRUST AND OPEN COMMUNICATION.

| PARTICULARS | NO OF RESPONDENTS | PERCENTAGE |
|---|---|---|
| Strongly Agree | 28.8 | 28.8 |
| Strongly Disagree | 24 | 24 |
| Neutral | 19.2 | 19.2 |
| Agree | 18.3 | 18.3 |
| Disagree | 9.6 | 9.6 |
| Total | 100 | 100 |

SOURCE: PRIMARY DATA

**INTERPRETATION:**

From the above table 28.8% of the employees strongly agree that their employer promote trust and open communication with them.24% of the employees strongly disagree that their employer promote trust and open communication with them 19.2% of the employees neutral about their employer promote trust and open communication with them. 18.3% of the employees agree that their employer promote trust and open communication with them.9.6% of the employees disagree that their employer promote trust and open communication with them.

*RESPONSES BASED ON EMPLOYER PROMOTE TRUST AND OPEN COMMUNICATION*

TABLE 4.15 EMPLOYER ACTIVELY CONSIDER EMPLOYEE SUGGESTIONS AND ENCOURAGES PEAK PERFORMANCE.

| PARTICULARS | NO OF RESPONDENTS | PERCENTAGE |
|---|---|---|
| Agree | 29.8 | 29.8 |
| Strongly agree | 29.8 | 29.8 |
| Neutral | 16.3 | 16.3 |
| Disagree | 15.4 | 15.4 |
| Strongly disagree | 8.7 | 8.7 |
| Total | 100 | 100 |

SOURCE: PRIMARY DATA

**INTERPRETATION:**

From the above table 29.8% of the employee agreed that the employer actively consider their suggestions and encourage their performance. 29.8% of the employee strongly agreed that the employer consider their suggestions and encourage their performance.16.3% of the employee says that the employer neutrally consider their suggestions and encourage their performance. 15.4% of the employee disagree that the employer considers their suggestions and encourage their performance. 8.7%of the employee strongly disagree that the employer considers their suggestions and encourage their performance.
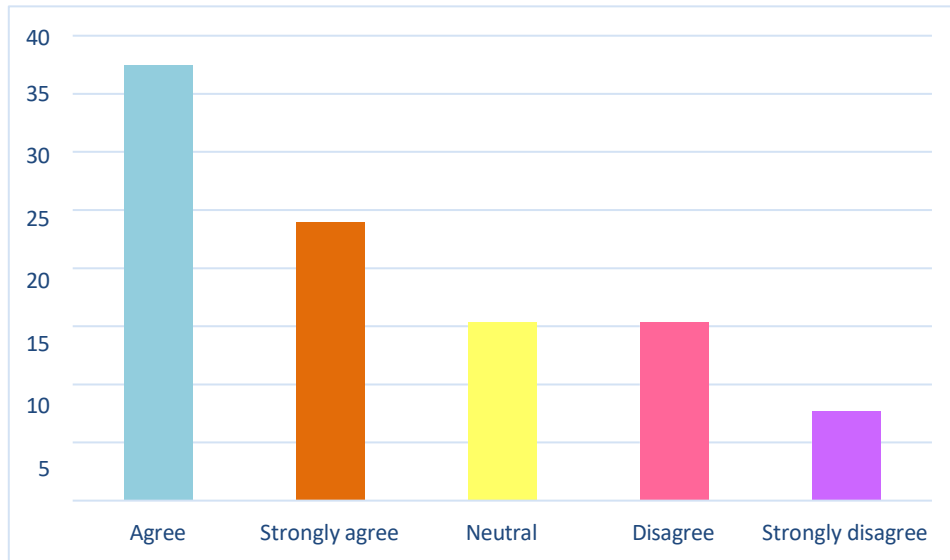
CHI-SQUARE TESTS

|  | Value | df | Asymptotic. Significance(2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 22.898$^a$ | 6 | .001 |
| Likelihood Ratio | 12.662 | 6 | .049 |
| N of Valid Cases | 100 |  |  |
| a. 8 cells (66.7%) have expected count less than 5. The minimum expected count is .08. | | | |

*At 5% level of significance and df (6) the table value is 22.898 Calculated value = 0.08.*
**Significance value** *(p=0.005)* **< calculated value H0 is accepted**.

INFERENCE

The results of the "**Pearson Chi-Square**" say that $\chi(6) = 22.898, p = 0.08$. This tells us that there is a statistically significant association between age of the respondents and there is a good communication between employee and employer.

AGE OF THE RESPONDENTS VS
**SINGNIFANCE LEVEL OF THE COMPANY CLEARLY CONVEY ITS MISSION TO ALL THE EMPLOYEES**

**H0 (Null hypothesis)** = There is no significant relationship between age of the respondents and significance level of the company clearly convey its mission to all the employees.

**H1 (Alternate hypothesis)** = There is a significant relationship between age of the respondents and significance level of the company clearly convey its mission to all the employees.

| MPANY CLEARLY CONVEY ITS MISSION TO ALL THE EMPLOYEES CROSSTABLE | | | | |
|---|---|---|---|---|
| AGE | AGREE | NEUTRAL | STRONGLY AGREE | TOTAL |
| 18-25 YEARS | 51.92 | 14.9 | 7.5 | 89.0 |
| 26-40 YEARS | 36.54 | 6.5 | 3.3 | 39.0 |
| 41-60 YEARS | 11.54 | .2 | .1 | 1.0 |
| TOTAL | 98.0 | 22.0 | 11.0 | 100.0 |

CHI-SQUARE TESTS

| | Value | df | Asymptotic. Significance(2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 32.747[a] | 6 | .000 |
| Likelihood Ratio | 19.235 | 6 | .004 |
| N of Valid Cases | 100 | | |
| a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .08. | | | |

*At 5% level of significance and df (6) the table value is 32.747 Calculated value = 0.08.*
**Significance value** *(p=0.005)* **< calculated value**

**H0 is accepted**. INFERENCE

The results of the "**Pearson Chi-Square**" say that $\chi$ (6) = 32.747, $p$ = 0.08. This tells us that there is a statistically significant association between age of the respondents and the company clearly convey its mission to all the employees.

## 4.1 ONE WAY ANOVA TEST

*Hypothesis set between age of the respondents and their satisfaction level of salary package.*

NULL HYPOTHESIS

Ho = There is no statistically significant relationship between age of the respondents and their satisfaction level of salary package.

ALTERNATE HYPOTHESIS

H1 = There is a statistically significant relationship between age of the respondents and their satisfaction level of salary package.

**DESCRIPTIVES**

Age

| | N | lea n | Std. Deviat ion | Std. Error | fidence Interval for Mean | | nimu m | ximu m |
|---|---|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound | | |
| COMPLETEL Y SATISFIED | 3 | 1.33 | .577 | .333 | -.10 | 2.77 | 1 | 2 |
| MODERATEL Y SATISFIED | 23 | 1.57 | .728 | .152 | 1.25 | 1.88 | 1 | 4 |
| NOT AT ALL SATISFIED | 3 | 1.33 | .577 | .333 | -.10 | 2.77 | 1 | 2 |
| SLIGHTLY SATISFIED | 55 | 1.35 | .517 | .070 | 1.21 | 1.49 | 1 | 3 |
| VERY SATISFIED | 47 | 1.28 | .579 | .084 | 1.11 | 1.45 | 1 | 4 |
| TOTAL | 100 | 1.36 | .583 | .051 | 1.26 | 1.46 | 1 | 4 |

**ANOVA**

Age

| | Sum of Squares | Df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 1.311 | 4 | .328 | .964 | .429 |
| Within Groups | 42.826 | 126 | .340 | | |
| Total | 44.137 | 100 | | | |

INTERPRETATION

This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.429, which is more than 0.005, therefore,

there is a statistically significant relationship between age of the respondents and their satisfaction level of salary package.

## FINDINGS

- Majority of the respondents (62.40%) are male.
- More than half of the respondents (51.92%) are between the ages of 18 and 25.
- It has been reported that 50% of the respondents have an undergraduate educational background.
- It was found that 38.7% of the employees have a positive and effective communication line with their employer.
- A total of 34.6% of the employees acknowledged that their employers have a clear understanding of their job roles and expectations.
- It has been found that 41.3% of the employees are frequently recognized and rewarded by their employers for their hard work and achievements
- As per the survey, 43.3% of the employees confirmed that their employers always deal with conflicts or disagreements with respect and in a positive way.
- 37.5% of the employees agreed that their employers provide them with opportunities to learn new skills

## SUGGESTIONS

Based on the findings of studies on employer-employee relationships, here are some suggestions for employers to build and maintain positive relationships with their employees:

- Communicate openly and frequently: Regularly communicate with your employees about the company's goals, expectations, and feedback. Provide opportunities for feedback and listen actively to your employees' suggestions and concerns.
- Show respect and fairness. Treat your employees with respect and fairness, offering equal opportunities and fair compensation. Recognize and reward your employees' hard work and achievements.
- Prioritize employee engagement: Engage your employees by providing them with opportunities to learn, grow, and develop their skills. Encourage open and honest communication, create a positive work environment, and provide meaningful work that aligns with their interests and strengths.

## CONCLUSION

In conclusion, the relationship between employers and employees is critical for the success of any organisation. Employers who prioritise open communication, fairness, respect, employee engagement, work-life balance, and trust can build strong and positive relationships with their employees. These relationships can lead to better performance, increased job satisfaction, and employee retention. Employers should recognise that their employees are their most valuable asset and invest in building a positive work environment that fosters growth, development, and mutual respect. By following the suggestions outlined above, employers can establish a culture of trust and collaboration that empowers employees to thrive, resulting in a win-win situation for both the employer and employees.

## BIBILOGRAPHY:

## Books

1. **"The Employer Brand: Bringing the Best of Brand Management to People at Work"** – Simon Barrow & Richard Mosley
2. **"Drive: The Surprising Truth About What Motivates Us"** – Daniel H. Pink
3. **"The Five Dysfunctions of a Team"** – Patrick Lencioni

## Journals

1. **Harvard Business Review** (HBR) – Articles on workplace relationships, leadership, and employee engagement.
2. **Journal of Organizational Behavior** – Research on employer-employee dynamics, motivation, and workplace culture.
3. **Academy of Management Journal** – Studies on leadership, employee retention, and organizational development.

## Websites

1. **SHRM (Society for Human Resource Management)** – www.shrm.org
2. **Harvard Business Review** – hbr.org
3. **Forbes – Leadership & Careers** – www.forbes.com/leadership