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A Study on Effectiveness of Labour Relations With Special reference to Voltas Limited, Chennai, Tamilnadu, India

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ABSTRACT

Labor relations are very important to ensure concerns and problems of the people who do the work are addressed. This is very important to keep the workforce from getting upset and not performing their jobs or even quitting. Labor relations are dictated in a large part by the government of a nation and the various regulations it provides to industry regarding the treatment of employees The main aim of the study is to find the effectiveness of labour relations, To find out the opinion of employees regarding the present effectiveness of labour relations, and to find out the opinion of employees about their participation in management. and also find the opinion of employees about grievance redressal procedure. Finally to suggest ways to improve the existing relationship between employee and employer. The Study was under taken to analyze the Effectiveness Of Labour Relations At Voltas Limited, Tamilnadu. The total population of the Company is 850.Out of that 500 employees were taken for the study as sample. Descriptive research methodology was used. The data was collected by mainly by use of questionnaires. The Simple random sampling method was used for collecting the data. Both the data, Primary and Secondary were used. SPSS software was used to generate the statistical outputs. The Tools used for the study is Simple percentage analysis, Chi-Square analysis and Ranking Method to find the outputs

KEY WORDS: Labor relations, Effectiveness, Government, Grievance, Redressal

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COMPANY OVERVIEW

Voltas is one of the world's premier engineering solutions providers and project specialists. The company was incorporated on 6th September 1954 at Mumbai, the company was promoted by M/S volkart brothers and TATA sons pvt ltd, resulted in the formation of Voltas Limited, which is now one of the leading Air conditioning concerns of India.

Voltas Limited offers engineering solutions for a wide spectrum of industries in areas such as heating, ventilation and air conditioning, refrigeration, electro-mechanical projects, textile machinery, mining and construction equipment, materials handling equipment, water management & treatment, cold chain solutions, building management systems, and indoor air quality.

PRODUCTS OF VOLTAS

- Air conditioners
- Voltas split
- Voltas window
- Voltas cassette
- Voltas silmline
- Deep freeezers
- Metal top freezer
- Glass top freezer
- Chest coolers
- Horizontal chest coolers
- Visi coolers
- Water coolers
- Partial stainless steel
- Full stainless steel
- Water dispensers

LABOUR RELATION

Effectiveness of labour relations constitutes one of the most delicate and companies problems of the modern industrial society, which is characterized by rapid changes. Industrial relation is used to express the nature of relationship between the employer and employee in an industrial organization.

The ever growing and fast changing scientific and technological development brought forth in the industrial world a unique type of employer-employee relations replacing the traditional mater-servant relationship.

REVIEW OF LITERATURE

Errol D'Souza (2010) Job security regulations have been central to government interventions in the labour market in India. These have been criticised for restricting employment growth. We argue that job security regulation has not had the negative effects its critics make a case out for. Firms have changed work practices and reorganised job boundaries as the import substituting industrialisation regime was dismantled. Weak enforcement of laws has supported this restructuring effort, with firms resorting to voluntary retirement of workers and increasingly hiring on the basis of flexible contracts. A two-tier system of employment currently prevails, with job security for the employed insiders and no protection to newly hired outsiders. Unorganised workers' employment prospects have been furthered in this emerging scenario, and their alliance with firms and the state results in an atrophying of job security regulations[1].Debashish Bhattacherjee *et al.*,(2010) his article establishes an overarching conceptual, historical and academic context for approaching Indian industrial relations (IR). The Introduction explores changing comparative approaches to the 'IR System' of a developing country in light of India's complex and unique employment realities. He traced , in two parts, the evolution of Indian IR since independence and argue that theories developed in the West are of only limited value in understanding this. In conclusion, we consider the way in which Indian academic IR and other social science disciplines have addressed this problem[2]. Anita Hammer (2010) Challenges to unions worldwide are often framed in a strategic tension between enterprise unionism on one hand, and mobilisation for unions' continued relevance under neoliberal global capitalism on the other. However, research in a New Industrial Zone (NIZ) in India reveals a complex picture: a variety of unions across firms that are not always explained by existing definitions and models. Alongside political and enterprise unions, a third dimension emerges out of new forms of grassroots community links rooted in the living areas of workers. This paper argues for a socio-historical institutional analysis of union–worker–firm–state relations under the new political economy of a NIZ, with a focus on workers' experiences and living areas, in order to explain the varied structures and strategies of unions[3]. Lerche, Jens (2012) he found that objectives and coherence, its impact on labour relations and conditions, and its overall policy direction in relation to alternative labour rights and welfare policy thinking. This is followed by a case study of the Indian version of the decent work agenda and the extent to which the ILO–India

collaboration has influenced regulatory frameworks and labour relations. From this, wider lessons for both the ILO decent work agenda and for Indian labour relations are drawn: it is argued that the present emphasis on progress in social protection has inherent dangers as this is not likely to overcome underlying inequalities and form the basis for broader welfare coalitions, including for the political mobilization of informal workers themselves[4]. John Storey (2013) he examined four main aspects: competing value systems and perspectives; the management and business course contexts within which HRM is taught; the interface between teaching and research; and curriculum design. It is concluded that HRM is merely one manifestation of a more powerful set of forces which will continue to impact upon educators and students in this area of study[5].

SCOPE OF THE STUDY

The study was conducted to provide information about the effectiveness of labour relations in Voltas Ltd., Chennai. It helps the management to understand employees opinion, labour relation and how for the Employees committed to their job. The research was cover under all the level employees working in the organization. The main area of under the study is employee grievance redressal procedure, employee participation, and relationship between employees.

ANALYSIS AND INTERPRETATION

Table No.1: Age of the respondents

S.No	Age	No of respondents	Percentage
1	21 -25 yrs	128	25.6
2	26 -30 yrs	173	34.6
3	31 -35 yrs	123	24.6
4	Above 35 yrs	76	15.2
Total			100%

Inference

From the above table it is inferred that, 34.6% of the respondents are belonging to the age group of 26-30 years, 25.6% of the respondents are belonging to the age group of 21-25 years, 24.6% of the respondents are belonging to the age group of 31-35 years, and remaining 15.2% of the respondents are belonging to the age group of above 35 years.

Table No.2: Gender of the respondents

S.No	Gender	Frequency	Percentage
1	Male	420	84
2	Female	80	16
Total		500	100.0

Inference

From the above table it is inferred that, 84% of the respondents are male and remaining 16% of the respondents are female category.

Table No.3: Work experience

S.No	Work experience	Frequency	Percentage
1	Up to 5 yrs	93	18.6
2	6 to 10 yrs	132	26.4
3	11 to 15yrs	244	48.8
4	Above 15 yrs	31	6.2
	Total	500	100.0

Inference

From the above table it is inferred that, 48.8% of respondents have the experience of 11-15 years, 26.4% of the respondents have the experience of 6-10 years, 18.6% of the respondents have experience up to 5 years, and the remaining 6.2% of the respondents have experience of above 15 years.

Table No.4: Educational qualification

S.No	Education qualification	Frequency	Percentage
1	Up to school education	265	53
2	Diploma	80	16
3	Graduate	50	10
4	Others	105	21
	Total	**500**	**100**

Inference

From the above table it is inferred that, 53% of the respondents have up to school educations, 21% of respondents fall under "others" category, 16% of respondents have diploma qualification, and remaining 10% of respondents are graduate.

Table No.5: Relationship between the workers and supervisors

S.no	Acceptance	Frequency	Percentage
1	Excellent	133	26.6
2	Good	200	40
3	Medium	146	29.2
4	Poor	21	4.2
5	Worse	0	0
Total		500	100.0

Inference

From the above table it is inferred that, 40% respondents have good relationship with the workers and supervisors, 29.2% of the respondents have medium relationship with the workers and supervisors, 26.6% of the respondents have excellent in relationship with the workers and supervisors, and remaining 4.2% of the respondents have poor relationship with the workers and supervisors.

CHI-SQUARE

Table No.6: Relationship between working experience and rewards

Experience rewards	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total
0-2 years	20	33	20	10	10	93
3-5 years	30	50	42	10	0	132
6-10 years	61	89	91	3	0	244
Above 10 years	20	0	5	5	1	31
Total	131	172	158	28	11	500

Null Hypothesis (Ho)

There is no significant relationship between working experience and rewards.

Alternative hypothesis (H1)

There is significant relationship between working experience and rewards.

$$= \Sigma(O-E)^2 / E$$

E = Row Total * Column Total / Grand Total

O	E	O-E	(O-E)2	(O-E)2/E
20	24.366	-4.366	19.062	0.782
33	31.992	1.008	2.016	0.063
20	29.388	9.388	88.134	2.99
10	5.208	4.792	9.584	1.840
10	2.046	7.954	63.266	30.922
30	34.584	-4.484	21.013	0.607
50	45.408	4.592	21.086	0.464
42	41.712	0.288	21.086	0.002
10	7.392	2.608	0.083	0.920
0	2.902	-2.904	6.802	2.904
61	63.928	-2.928	8.433	0.134
89	83.936	5.064	8.573	0.305
91	77.104	13.896	25.644	2.504
3	13.664	-10.664	193.099	8.323
0	5.368	-5.368	113.721	5.368
20	8.122	11.878	28.815	17.371
0	10.664	-10.664	141.087	10.664
5	9.796	-4.796	113.721	2.348
5	1.736	3.264	23.002	6.137
1	0.682	0.318	10.654	0.148
TOTAL				**103.173**

Degrees Of Freedom

> = (r-1) (c-1)
>
> = (5-1) (4-1)
>
> = 4 * 3

DF = 12

Table value @ 5% level = 21.026

Calculated value = 103.173

Inference

Since the calculated value (103.173) of chi-square is greater than the table value (21.026) @ 5% level of significant, so null hypothesis (Ho) is rejected. So we can accept alternative hypothesis that i.e, there is significant relationship between experience and rewards.

Table No.7: Relationship between education and relationship between superior and worker

Education relationship	Excellent	Good	Medium	Poor	Worse	Total
0-2 years	83	120	52	10	0	256
3-5 years	30	30	10	10	0	80
6-10 years	15	0	35	1	0	50
Above 10 years	15	50	49	0	0	105
Total	133	200	146	21	0	500

Null Hypothesis (Ho)

There is no significant relationship between education and relationship between superior and worker.

Alternative Hypothesis (H1)

There is significant relationship between education and relationship between superior and worker.

Formula

> $$= \Sigma(O-E)^2 / E$$

E = Row Total * Column Total / Grand Total

O	E	O-E	(O-E)2	(O-E)2/E
83	70.49	12.51	156.500	2.200
120	106	14	196	1.849
52	77.38	125.38	644.144	8.324
10	11.13	1.13	1.277	0.115
0	0	0	0	0
30	21.28	8.72	76.038	3.573
30	32	-2	4	0.125
10	23.36	-13.36	178.480	7.641
10	3.36	6.64	44.080	13.122
0	0	0	0	0
15	20	20	20	20
035	14.6	20.4	416.16	28.504
1	2.1	-1.1	1.21	0.876
0	0	0	0	0
5	27.93	-22.93	525.785	18.825
50	42	8	64	1.524
49	30.66	18.34	336.356	10.970
0	4.41	-4.41	19.448	4.41
0	0	0	0	0
TOTAL				**121.995**

Degrees Of Freedom

= (r-1) (c-1)

= (5-1) (4-1)

= 4 * 3

DF = 12

Table value @ 5% level = 21.026

Calculated value = 121.995

Inference

Since the calculated value (121.995) of chi-square is greater than the table value (21.026) @ 5% level of significant, so the null hypothesis (Ho) is rejected. So we can accept alternative hypothesis that i.e. there is significant relationship between education and relationship between superior and worker.

SUGGESTIONS

- ➢ Job satisfaction and dissatisfaction of the employees can be evaluated periodically for evolving dynamic and pragmatic policies for organisational and development.
- ➢ In addition to the formal reward system, non monetary rewards and appreciation for better performance request do be introduced.
- ➢ Most of the employees feel that they are insecure in their job. The organization requests do give remedy to relieve employees from this feeling.
- ➢ There should be proper discussion or meeting with employee that help to increase the performance and participation and reduce the grievance.
- ➢ Every employee should give chance to give the feedback and self improvement.
- ➢ Communication system can be improved and Co-operations with their co-workers can be improved and also Recognition for achievement can be improved.

CONCLUSION

From the training under took in the Volts Ltd, Labour relations can refer broadly to any dealings between management and workers about employment conditions. It is because of the effective management, so far they here to face many problems, because the availability is very high.

The problem of work storage due to labour problem was not met by the organisation. Cordial relation between the management and the labours are prevailing in the organisation because they are very much satisfied with the monetary and non monetary benefits given by the organization, the study was conducted among 500 employees and collected information through structured questionnaire, the study helped to findings which were related to employee grievance redressal procedure and employee participation.

Employee grievance and participation really play a major role in motivating the employees. It is a major factor that makes an employee feels good in his work and results in his satisfaction of their

participation. The organization can still concentrate on specific areas which are evolved from this study in order to make the relationship between employee and employer more effective. The suggestions of this report may help in this direction. Report identifies clearly that, this research result will get positive approach from management and also help to start and introduce varieties of facilities and service.

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