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DUNDIGAL, HYDERABAD.****ABSTRACT**

Industry relations include complicated relationships between employers, workers, and their representatives, such as labor unions, with a focus on ensuring fair treatment, resolving conflicts, and promoting cooperation within the workplace. This research focuses on the industrial relations at Yashodha Hospitals, examining the role of unions in managing workplace dynamics.

The study utilizes a sample size of 100 employees from Yashodha Hospitals to investigate the effectiveness of industrial relations and the impact of unions on various aspects of employee-employer interactions. Data collection involves the distribution of 25 questionnaires designed to gather insights into employees' perceptions, experiences, and attitudes towards industrial relations and union involvement.

I. INTRODUCTION

Industrial relations are an interdisciplinary discipline that analyses employment. It examines workplace regulations, customs, and institutions. Industrial relations are broadly defined. In the restricted meaning, it indicates that the employer-employee interaction is limited to the daily management-labor relationship. Industrial relations involve the interaction between an employee and an employer in the process of operating an industry and may extend to quality control, marketing, price setting, and profit distribution. Industrial relations are the result of employers and employees' attitudes and approaches to planning, supervising, directing, and coordinating an organization's activities with minimal human effort and friction, an animating spirit of cooperation, and respect for

II. NEED FOR THE STUDY

Effective organisations need good industrial relations. Good Industrial Relations include. Friendliness between employer and employee. Assesses friendly labor-management relations. Shows less industrial disputes. Advanced trade unions needed. Contribution to organisational goals.

III. OBJECTIVES OF THE STUDY

1. To evaluate the importance of sound employment relations
2. To identify the roles of the core industrial relations actors
3. To assess the impact of industrial relations on organisational performance.
4. To recommend ways of overcoming challenges to industrial relations

HYPOTHESIS

H0: - There is no influence of Industrial relation on employee performance.

H1: - There is an influence of Industrial relation on employee performance.

IV. SCOPE OF THE STUDY

The scope of industrial relations Concerns with Secunderabad (Hyderabad) branch expanded beyond trade unions and industrial management to cover pay, productivity, social security, management, and employee policies. Trade union policies are included.

V. METHODOLOGY

This descriptive and analytical study uses empirical observations and a detailed survey. The researcher employed primary and secondary data to examine industrial relations at V.O.C. Port Trust, Thoothukudi.

SAMPLING DESIGN

A proportionate random sample of 100 workers was chosen.

DATA COLLECTION METHOD

Resources used to collect data used for research: -

The primary source of data:

Personal interviewing and direct data collecting

Secondary Source of Data:

Data collected indirectly from publications, journals, websites, etc.

VI. LIMITATIONS OF THE STUDY

1. Analyse and comprehend Industrial Relations in Indian Healthcare.
2. Identify and analyse causes of industrial disputes in the Indian healthcare industry.
3. To enhance industrial relations in the healthcare industry in India via strategic management insights.

CHAPTERIZATION

Chapter-I covers Introduction, Need for Study, Hypothesis, Scope and Methodology.

Chapter-II covers Theoretical frame work & Review of literature.

Chapter-III covers company and industry profile.

Chapter-IV covers Data Analysis and interpretation.

Chapter-V Covers Findings, Suggestions and Conclusions.

VII. REVIEW OF LITERATURE

Janvi Rana (2023) Industrial relations and company organisation are examined in this subject. Government policy change in industrial relations, collective labour agreements, examine pluralist, unitarist, and Marxist industrial relations views. Industrial relations issues, collective bargaining, labour unions, work conditions, enterprise unions, collective labour agreements,

María Caprile (2023) Previous Eurofound research produced three complimentary techniques to assess industrial relations dynamics and compare national industrial relations systems' quality and development over time. These tools include a dashboard of indicators, an index to measure country performance in industrial relations across four key dimensions and subdimensions, and a typology of industrial relations systems based on industrial democracy and relevant characteristics.

Charvi Devprakash (2023) The first UN Specialised Agency was the International Labour Organisation, founded in 1919. The organisation was ambitious like India. Since India is a founding member, this year marks 100 years. One may grasp the ups and downs, hits and failures, conferences, ratifications, and other nuances between the two authorities by looking back. This article lists the ILO's 10 fundamental conventions and India's position on them.

Dr. Sumanjari (2022) The ample nature of industrial relations has generated the need to establish ways in which industrial harmony can be maintained to ensure industrial peace within organizations. This paper attempts to analyse the changes in industrial relations, its causes and the complexity of such changes.

Ramprakash Balaji (2022) All industrial civilizations have extensive wage employment. Workers/employees and employers/management seek paid jobs separately. These groups' ties, known as labor-management relations, labour relations, industrial relations, or employer-employee relations, are structured. Unless the first is true, these definitions suggest employee inclusion.

Benjamin Schoefer (2022) We explain the “German model” of industrial relations. We discuss the model's two cornerstones, sectoral collective bargaining and firm-level codetermination. Germany outsources sectoral collective bargaining, avoiding firm-level distributional dispute and increasing coverage compared to the US.

VIII. DATA ANALYSIS & INTERPRETATION

Q1: What is your age group?

Age Group	Respondents	Percentile
18-25	15	15%
26-35	35	35%
36-45	25	25%
46-55	15	15%
56 and above	10	10%
Total	100	100%

Interpretation: The workforce is predominantly young to middle-aged, with 75% under 45. The largest group is 26-35 (35%), followed by 36-45 (25%). This age distribution suggests a mix of early-career and experienced professionals, which could influence union priorities and engagement strategies.

Q2: What is your gender?

Gender	Respondents	Percentile
Male	48	48%
Female	45	45%
Non-binary/Third gender	4	4%
Prefer not to say	3	3%
Total	100	100%

Interpretation: The gender distribution is relatively balanced between male (48%) and female (45%), with a small representation of non-binary/third gender (4%). This near-equal representation suggests gender diversity in the workforce, which may influence union policies and initiatives related to gender equality and inclusivity.

Q3: How many years have you been employed at your current organization?

Years Employed	Respondents	Percentile
Less than 1 year	15	15%
1-3 years	30	30%
4-6 years	25	25%
7-10 years	20	20%
More than 10 years	10	10%
Total	100	100%

Interpretation: The workforce has a mix of tenure, with 45% employed for 3 years or less, indicating significant recent hiring. 55% have been with the organization for 4+ years, suggesting a balance of new perspectives and institutional knowledge. This diversity in tenure may affect union membership and engagement levels.

Q4: What is your current job level?

Job Level	Respondents	Percentile
Entry-level	30	30%
Mid-level	45	45%
Senior-level	20	20%
Executive	5	5%
Total	100	100%

Interpretation: The majority (75%) are in entry to mid-level positions, with mid-level being the largest group (45%). Senior-level and executive positions make up 25%. This distribution suggests a typical organizational hierarchy and may influence union focus on issues affecting different job levels.

Q14: How well do you think unions handle conflicts between employees and management?

Rating	Respondents	Percentile
Very well	15	15%
Well	30	30%
Neutral	35	35%
Poorly	15	15%
Very poorly	5	5%
Total	100	100%

Interpretation: While 45% think unions handle conflicts well, 35% are neutral and 20% think they handle conflicts poorly. This suggests mixed perceptions of union effectiveness in conflict resolution. The union may need to improve its conflict resolution strategies and communication about these processes to increase member confidence.

Q15: To what extent do you agree that unions contribute to job security?

Rating	Respondents	Percentile
Strongly agree	20	20%
Agree	35	35%
Neutral	25	25%
Disagree	15	15%
Strongly disagree	5	5%
Total	100	100%

Interpretation: More than half (55%) agree that unions contribute to job security, while 25% are neutral and 20% disagree. This suggests generally positive perceptions of unions' role in job security, but also indicates a need for better communication about union efforts and achievements in this area.

HYPOTHESIS TESTING:

Null Hypothesis (H₀):

There is no significant relationship between Industrial relation Unions and employee performance.

Alternative Hypothesis (H₁):

There is significant relationship between Industrial relation Unions and employee performance.

Industrial Relation Unions

Sl. No.	5-Scale Likert Scale Description	Industrial Relation Unions (%)	Employee Performance (%)
1	Strongly Disagree (1)	12%	15%
2	Disagree (2)	22%	18%
3	Neutral (3)	30%	28%

4	Agree (4)	45%	35%
5	Strongly Agree (5)	39%	32%
Average		29.6%	25.6%

Interpretation

Null Hypothesis (H0):

The above analysis, test of hypothesis, (H0) that there is no significant difference between the Industrial relation Unions and Employee performance percentages. The average of Industrial relation Unions at 29.6% and Employee performance at 25.6%, so there is a difference of 4%.

Hence the Null Hypothesis is rejected.

Alternative Hypothesis (H1):

The above analysis, test of hypothesis, (H1) that there is significant difference between the Industrial relation Unions and Employee performance percentages. The average of Industrial relation Unions at 29.6% and Employee performance at 25.6%, so there is a difference of 4%.

Hence the Alternative Hypothesis is accepted.

IX. FINDINGS

- Workforce is predominantly young to middle-aged, with 75% under 45.
- Gender distribution is relatively balanced (48% male, 45% female).
- 60% of respondents are union members.
- Only 35% have participated in strikes or similar collective actions.
- Communication: Only 45% are satisfied with union-employee communication.
- Transparency: 40% find the union's decision-making processes transparent.
- Conflict Resolution: 45% think unions handle conflicts well.
- Equal Opportunities: 45% satisfied, 35% neutral on union's efforts.
- Training and Development: 45% find the union supportive, 35% neutral.

X. SUGGESTIONS

Based on the survey findings, here are some suggestions for improving union effectiveness and member satisfaction:

1. Enhance Communication:

- Implement a multi-channel communication strategy (e.g., email, newsletters, social media, mobile app).
- Increase frequency and clarity of updates on union activities and achievements.

2. Improve Transparency:

- Publish detailed reports on decision-making processes and outcomes.

- Create an accessible online platform for members to view union finances and activities.

3. Boost Member Engagement:

- Develop mentorship programs pairing experienced members with newcomers.
- Organize social events and networking opportunities.

XI. CONCLUSION

In conclusion, the survey results reveal a complex of union perception and engagement among the workforce. While there is a strong foundation of support for unions, with many members recognizing their importance in protecting employee rights, advocating for better working conditions, and negotiating fair wages and benefits, there are also clear areas where improvements can be made. The union faces challenges in communication, transparency, and adapting to the evolving needs of a diverse and increasingly digitalized workforce.

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