



# International Journal of HRM and Organizational Behavior



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**A STUDY ON “EMPLOYEE RELATIONS” AT“PENFOS SYSTEMS”**

**Ms. P.Sandhya Rani <sup>1</sup>, MrsM.Umrez (Assistant professor) <sup>2</sup>, Dr. M.V. Narsimha Rao <sup>3</sup>  
(Professor & HOD) .**

**AUTHOR<sup>1</sup>, AUTHOR <sup>2</sup>, AUTHOR <sup>3</sup>**

**MLR Institute of Technology  
DUNDIGAL, HYDERABAD.**

**I.INTRODUCTION**

Employee relations refer to the interactions and relationships between employers and employees within an organization. It manages several parts of the employment relationship to promote a happy and effective work environment while meeting both parties' needs, concerns, and rights. It also refers to an organization's attempts to perform these duties and foster healthy employee relations. Organizations strive to retain loyal and engaged workers by maintaining strong, constructive employee relations. The human resources department usually handles employee relations; however some companies have a designated manager. HR has two main employee relations functions HR prevents and resolves employee-management disagreements. HR helps establish and enforce workplace standards that are fair and consistent.

**II.NEED FOR THE STUDY**

- The study on employee relationships at Penfos systems is essential to understand and improve the organizational dynamics, workplace culture, and overall employee satisfaction within the company.
- The research project seeks to discover the positive and negatives of the employee relations by examining elements including leadership styles, lines of communication and methods for resolving conflicts. Enhancing employee relationships can lead to higher productivity, lower turnover rates, better employee morale, and ultimately, improved organizational performance and competitiveness in the IT industry.
- Thus, this study is critical for fostering a positive and supportive work environment at Penfosystems.

**III.SCOPE OF THE STUDY**

- The scope of the research project encompasses an in-depth examination of employee relations within Penfos systems, focusing on various aspects such as communication channels, conflict resolution mechanisms, employee satisfaction levels, and management practices
- This includes gathering data through surveys, interviews, and organizational documents to analyze the current state of employee relations within the company.
- Additionally, the study aims to identify key factors influencing employee relations as well as potential areas for improvement.
- The findings will provide valuable insights for enhancing employee relations strategies andfostering a positive work environment within Penfos systems.

**IV.OBJECTIVES OF THE STUDY:**

The present study has been undertaken to understand the employee relations at “PENFOS SYSTEMS.”

1. To analyse the present state of employee relations within Penfos systems
2. To identify the factors contributing for employee relationship at Penfos systems.
3. To examine work environment, leadership styles, and organizational culture.
4. To explore the impact of employee relations strategies on productivity, job performance, and retention rates within Penfos systems.

#### **V. RESEARCH METHODOLOGY:**

The word "research methodology" refers to the scientific study of how research is conducted. It is a method for approaching problems methodically and logically, aids in our understanding of the research process rather than just the end result, and examines methodology in addition to data acquired by them.

##### **Research Design:**

Research design is the process of creating settings for data collection and analysis in a manner that attempts to balance relevance to the study purpose with procedural efficiency in order to achieve the study objective. In addition to ensuring that the various research activities go well, research design also allows researchers to deliver the most amount of information while exerting the least amount of effort, time, and financial resources possible. The present study is conducted by using descriptive research design.

##### **1.1.2 Sources of Data**

The research approach includes the collection of primary or secondary data, or a combination of the two. For this study, the researcher has acquired both primary and secondary data from many sources.

##### **Primary data:**

In this case, primary data refers to information that was acquired by the researcher from staff and their websites in the first place. It is made comprised of information that was gathered particularly for the purpose of the study.

**Questionnaire:** Corresponding to the nature of the study direct, structured questionnaires with a mixture of close and open-ended questions will be administered to the relevant respondents within the personnel and other departments of the organization.

**Secondary data:** Secondary data consists of information that already exists in the form of published report having been collected for another purpose. The data may be published or unpublished. The published data referred to by the researcher are: Internet Articles

#### **SAMPLE DESIGN**

Sampling method: Convenience sampling method

**Sample Size:** 50

**Sampling Unit:** Employees of Penfos Systems, Hyderabad.**Period of Study:** 45Days.**Statistical tool used:** Percentage method.

**Limitations of the study:**

- Sample Size: Because of the busy schedule of the employees only a limited sample of 50 employees were allowed for the stud.
- The time allocated for conducting the research may impose limitations on the depth and breadth of data collection.
- The study may focus solely on certain job roles or departments within company.

Limitations in resources such as budget, personnel, or access to certain data sources may restrict the thoroughness of the job analysis proces

**VI.REVIEW OF LITERATURE**

**Preeti Malve (2023)** The value and importance of an organization's employees are high. This involves meeting management and employee demands at work. Create a business culture, motivate workers, and set expectations. Building great employee connections requires an engaged and successful staff.

**RENUKA DEVI (2023)** Using information technology to develop and sustain personalised and mutually beneficial employee relationships is an emerging trend in human resource management. An organization's greatest asset is its employees. Employees must work together and contribute equally to a single objective. ERM is fairly new, therefore little is known and agreed upon. The study clarifies the topic and draws research conclusions.

**REBACCAL (2023)** The National Bank of Oman cares about employee connections. This study examined staff connections that boost bank performance. The bank wants to retain and grow its personnel, so their relationships help improve organisational performance. However, workers' work-related elements that affect National Bank of Oman organisational performance are evaluated. Bank methods assist workers strengthen their relationships and bank regulatory performance.

**B. HEMALATHA (2023)** Using information technology to develop and sustain personalised and mutually beneficial employee relationships is an emerging trend in human resource management. An organization's greatest asset is its employees.

**VII. DATA ANALYSIS AND INTERPREATION**

1. Do you feel comfortable with the worker's safety at work?

Attributes	Number of Respondents	Percentage (%)
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Strongly Agree	17	34%
Agree	22	44%
Neither agree nor disagree	2	4%
Disagree	5	10%
Strongly disagree	4	8%
<b>Total</b>	<b>50</b>	<b>100</b>

**INTERPRETATION:** - From the above analysis, 78% of employees agree that they are comfortable with worker's safety at work, 4% of employees said neutral and 18% of employees are disagreed

2. Are workers satisfied with the facilities that their company provides at their place of employment overall?

Attributes	Number of Respondents	Percentage (%)
Strongly Agree	15	30%
Agree	19	38%
Neither agree nor disagree	2	4%
Disagree	11	22%
Strongly disagree	3	6%
<b>Total</b>	<b>50</b>	<b>100</b>

**INTERPRETATION:** From the above analysis, 68% of employees responded as agree with the amenities provided in the company, 4% of employees responded neutral and 28% of employees responded disagreed

3. Are you happy with your employer's problem-solving abilities?

Attributes	Number of Respondents	Percentage (%)
Strongly agree	10	20%
Agree	22	44%
Neither agree nor disagree	5	10%

Disagree	6	12%
Strongly disagree	7	14%
<b>Total</b>	50	100

**INTERPRETATION:** -From the above analysis, 64% of employees are responded agree with the problem-solving skills of employer's, 10% of employees are responded neither agree nor disagree with the problem-solving skills of employer, and 26% of employees are responded disagree with the problem-solving skills of employe

4. Do you agree with the nature or personality of the boss you work with?

Attributes	Number of Respondents	Percentage (%)
Strongly agree	18	36%
Agree	19	38%
Neither agree nor disagree	6	12%
Disagree	4	8%
Strongly Disagree	3	6%
<b>Total</b>	50	100

**INTERPRETATION:** -From the above analysis, 74% of employees are responded agree with the nature or personality of the boss they work with, 12% of employees responded neutral, and 14% of employees responded disagreed.

### VIII. FINDINGS

- Majority of respondents are satisfied with workplace safety in the organization.
- More than half of respondents are happy with the overall employer-offered facilities, indicating general contentment with workplace facilities.
- Most of the respondents feel professionally compatible with their employer, suggesting good job fit for most staff.
- Majority of respondents agree with their employer's problem-solving skills.
- Greater number of respondents agreed that conflict is a bad thing in an organization.

- Greater number of respondents are satisfied with the organization's response to statutory compliances.

#### IX. SUGGESTIONS:

1. **Workplace Safety:** While satisfaction is high, aim for 100% by conducting regular safety audits and encouraging employee feedback on potential hazards.
2. **Employer-offered Facilities:** To increase satisfaction, conduct a survey to identify specific areas for improvement. Consider upgrading common areas, introducing ergonomic
3. **Professional Compatibility:** Implement a robust onboarding program that clearly communicates job expectations and company culture.
4. **Avoiding of conflicts:** Provide clear explanations for any conflict that may seem restrictive to foster better understanding and compliance.
5. **Employer Behaviour:** Develop emotional intelligence and communication skills in leaders. Encourage regular feedback sessions between employees and managers. Implement a 360-degree feedback system to provide managers with comprehensive insights into their leadership style and areas for improvement.
6. **Statutory Compliances:** Maintain open communication about compliance matters. Regularly update employees on relevant laws and regulations.
7. **Issue Resolution:** While the employer effective in resolving issues, aim higher by implementing a structured grievance resolution system.

#### X. CONCLUSION:

The employee survey results reveal a generally positive workplace environment, with most aspects of employee satisfaction scoring above 60%. This indicates a solid foundation for employee relationships within the organization. Key strengths include workplace safety, alignment with company rules, consideration of previous job experience, and satisfaction with statutory compliances and leave policies.

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