

A Survey on Employee Relationship Management

Priya Minocha*, Raghavendra Prasad**

*(Department of Information Science and Engineering, Rashtriya Vidyalaya College of Engineering, Bengaluru
Email: priyaminocha24@gmail.com)

** (Department of Information Science and Engineering, Rashtriya Vidyalaya College of Engineering, Bengaluru
Email: r_ghavendrap@rvce.edu.in)

Abstract:

The Employee Relationship Management plays a very important role in social, economical and cultural growth of the company and hence for a country. Traditional manual practices are being driven by technology based services as both employees and company embrace automated processes across the organization in multiple domains. Employee Relationship Management is considered to be a field of Human Resource Management and is the process of adopting controlling methods and practices to regulate employee relations. This paper reviews various technology based solutions proposed for the process automation in the companies.

I. INTRODUCTION

Worker Relationship Management or ERM is the way toward overseeing connections in an association. The relationship can be between the association and representatives just as laborers working at a similar level. For representatives to be useful , they need to have a workplace that permits them to be inventive. At the point when representatives have a nice connection with others around them at work, it will show in their presentation and usefulness. There will be more correspondence , joint effort and collaboration.

A portion of the difficulties that workers face are:

- Time Management
- Mechanical Advancements
- Working environment Ethics and Integrity Issues

- Dread of globalization Improvement in hardware use are-

A portion of the difficulties with digitizing are:

- Protection concerns
- Representative Reluctance
- Inflexible Infrastructure
- Obsolete Systems

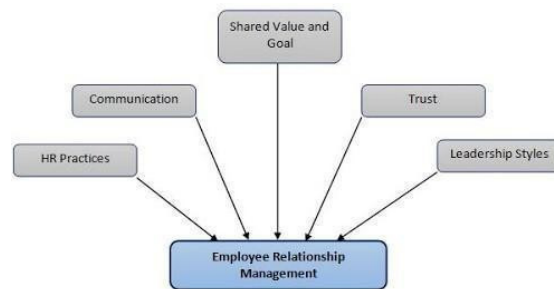


Fig 1. The Elements of ERM

II. SEGMENTS OF ERM

The following are the components of ERM -

- **HR Practices :** HR Practices is an urgent capacity of Human Resource Management which can change the situation with ERM in the association as this capacity could be evaluated and brought about factual information to improve its significance in upgrading ERM status in the association. Henceforth improved quality and usefulness connected to inspiration can be accomplished through preparing, position turn, execution evaluation, arranging and advancement.
- **Trust:** Trust is a basic variable impacting the exhibition , adequacy and productivity of the organization. Trust may develop, decay or even remerge throughout a relationship. Trust comprises two segments: honesty and unwavering quality. Trust is considered as the most powerful factor in hierarchical execution.
- **Correspondence:** Communication fills in as a coordination interface among individuals and hierarchical capacity. Correspondence with workers fortifies their distinguishing proof in the organization and makes institutional fortitude because of trust among representatives and various offices. Correspondence between colleagues can be as eye to eye gatherings, e-mails, telephone calls and others.
- **Authority Styles:** Leadership is viewed as a factor that impacts the exhibition of the associations , administrators and workers. Authority style regularly called 'the executives style' depicts the methodology directors use to manage their colleagues. Undertaking pioneers set the vibe and help establish the climate inside which hazards the board is done. They additionally go about as good examples, characterizing what's generally anticipated of the more

extensive group through their activities as much as their words.

- **Shared Goals and Values:** Shared qualities is characterized as the degree to which accomplices share convictions practically speaking about the practices, objectives, and strategies that are significant or irrelevant, suitable or unseemly and right or wrong. The pith of a common objective is that it is the association among representatives and the board towards a significant endeavor. Sharing shared objectives can emphatically affect representatives ' execution and authoritative results.

III. LITERATURE SURVEY

The section reviews various technology based solutions proposed for addressing the objectives of ERM and the issues faced by the employees .

In the paper “Analysis of Employee Relationship Management and its impact on Job Satisfaction”[1], authors described the employee relationship management has emerged as one of the important tool for motivating employees and enhancing their satisfaction. The study aims to find out the perceived relationship between relations management practices and job satisfaction among the employees working in small selected and medium enterprises in Uttarakhand state.

2. In the paper “Employee Relationship Management (ERM) and its Significance- A Systematic Review”[2], the study incorporates a critical review of literature ranging from a wide range of countries and industries. From the human resource point of review , research on employee engagement and development has gained high relevance in recent years. The study simply attempts to gather information to provide academics regarding the different

trends in Employee Relationship Management practices.

3. In the paper, "A Study on analysis of supportable employee engagement model in McDonalds"[3], the authors discussed that employee engagement has turned out to be a key segment in today's business environment. Success of any organization in a globalized economy can be accomplished by building an organization that draws in, connects and connects with the employees.

4. In the paper, "The effect of ERM on Employee Performance"[4], the paper shows ERM as an advantageous approach that offers manual values for employees and employers. It can be defined as a strategy to effectively manage current and former employees. ERM maintains the work environment that satisfies the needs of employees and firm management.

5. In the paper "Employee Relations in Micro, Small and Medium Enterprises in India"[5], the study focussed on salary across the firms involved in manufacturing. The study identified collective bargaining as this determined the wages of the majority of the employees. The availability of cheap manpower in India has changed the way employees are viewed by the firms as a tool to reduce cost of their companies. The liberalization made employee relations more of an employer's desecration.

6. In the paper "Employee Relations and Law for the Human Resource Arena"[6], the paper shows the certain laws that facilitates or constrains human resource practitioners in the management employment relations or labour law for that matter. The practice of human resource management is concerned with all aspects of people are employed and managed in organizations. It covers activities like

strategic human resource management, human capital management, knowledge management, organization development, resourcing, performance management, reward management, development and learning, employee relations and employee well-being.

7. In the paper "The Integrated Relationship Management Framework"[7], the creators talk about the relationship between the board which is seen as a heap of techniques and strategies committed to fortifying steadfastness and lessening working expenses of deals, advancement and procurement. The center qualities of relationship plans of action are: long haul viewpoint, correspondence of inside and outside relations, accomplice exchange and direction on esteem creation measure.

8. In the paper, "Fostering a 'culture of consistence' to forestall Sexual Harassment"[8], the examination shows that the businesses ought to guarantee that its chiefs and directors comprehend their obligations under the association's enemy of provocation strategy. Intermittent preparation of those people can help accomplish the results. Such preparing ought to clarify the direct that abuses the business' enemy of badgering strategy, the duties of chiefs and directors when they learn of supposed provocation and the forbiddance against counter.

9. In the paper, "Representative Relation Management Report for World Link Communications"[9], the creator portrays World Link Communication which is a pioneer IT Service Provider in Nepal with broad aptitude in Data Communication and Internet Connectivity. Human Resource arranging is the assignment of evaluating and expecting the ability. It comprises four variables: Quantity, Quality, Time and Space. Human Resource arranging at World

Link is a ceaseless interaction. It has its own activity plans by which it endeavors to get the certified staff. The arranging is finished by directing half-yearly gatherings of the high level administration.

10. In the paper, "Modern Relations (IR) changes in China-an unfamiliar manager's perspective"[10], the paper directed an exploratory, inductive investigation of the Chinese auxiliary of one global organization. The information was gathered through the creator's broad hands on work at its base camp and Chinese auxiliary. This paper shows that the association for unfamiliar firms in China serves three significant capacities: an aggregate voice, a restraining infrastructure and an outside issues capacities - and that the association's translation of these capacities has changed inside China's dynamic IR climate.

11. In the paper, "Employability and execution an examination of children of post war America and veterans in the Netherlands"[11], the paper inspects how both the age sees their employability and how this identifies with self-detailed occupation execution. The investigation recognizes two ages that are important for the gathering of more established laborers. Also it shows that a positive relationship exists between one's perception and one's own employability and self-detailed execution.

12. In the paper, "Work environment otherworldliness and the worker's well-being"[12], the paper focussed on four types of representative prosperity: enthusiastic prosperity, mental well-being, social prosperity and profound prosperity. It indicated and observationally tried, utilizing an overview plan, four speculations, each proposing a positive connection between work environment otherworldliness and the one of the types of

worker prosperity.

IV. RESULTS

Bunch examination is a factual technique that recognizes a gathering of overview respondents with comparable reaction designs. Both progressive and k-bunching strategies were attempted. The two techniques yielded comparable outcomes. For definite groupings, k-implies bunching was utilized. Exploration discoveries dependent on measurable examination of worker commitment overview results from in excess of 18,000 representatives across in excess of 150 associations, with an attention on the base 10% (separated) workers.

The above investigation, there is an absence of welcoming connection between the representatives and organizations should make essential moves to make the workers share a decent relationship.

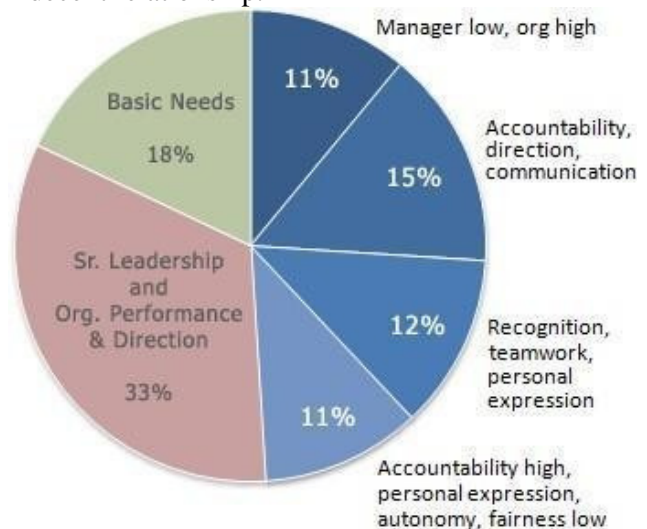


Fig 2. Survey Results

The above analysis it is clear that there is a lack of cordial relationship between the employees and companies should take necessary actions to make the employees share a good relationship.

The survey also included the work satisfaction which employees had with the

tasks that were given to them.

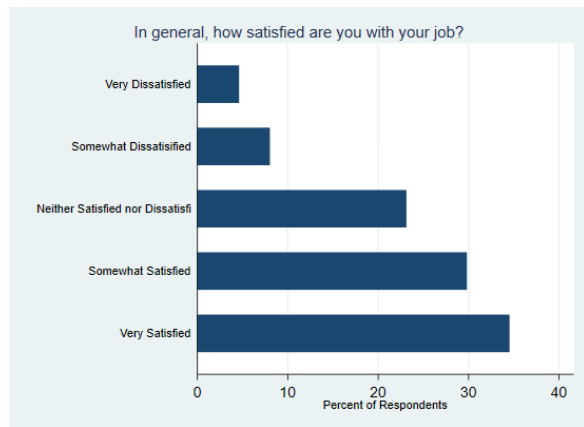


Fig 3. Job Satisfaction Statistics

Figure 3. shows that the employees have less influence and satisfaction in the task that they perform in the organization. Some amount of autonomy needs to be given to the employees in order to make them satisfied. Most of the employees have the opportunity to have individual development. This will help them feel the organization takes initiative to support its employees. It is very important to build good relations with employees which in turn makes them feel that they are an asset to the organization.

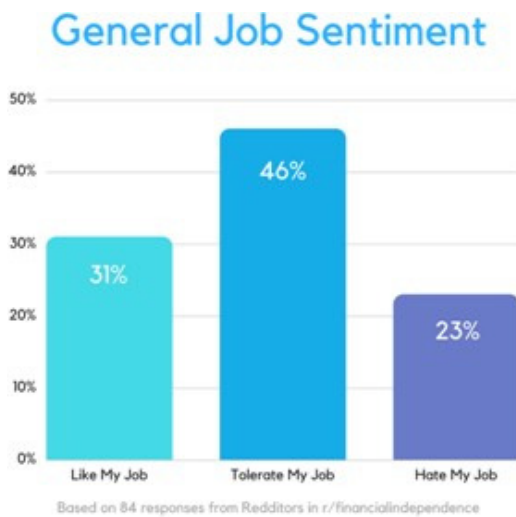


Fig 4. General Job Sentiments Survey

The above statistics display the general job sentiments of the employees. The organization needs to follow certain steps in order to boost engagement in the workplace. Most of the employees should be involved in the decision making process, which helps in improving the relationship with the organization.

V. CONCLUSION

The reason for this examination was to decide the connection between representative relations, the executives practices and occupation fulfillment. The discoveries of the examination showed that there is a moderate degree of occupation fulfillment in regard to how disciplinary issues are dealt with albeit a degree of disappointment is proof in various variables. The investigation uncovered that there is additional work fulfillment on issues in regards to peace making, worker's guild and correspondence between the representative and business.

The work connection is the best way to deal with overseeing boss worker relations. Through the rise of human assets and the executives capacities, the business relations have gotten better. The administration angle is the center mover of mechanical and work relations.

VII. FUTURE ENHANCEMENT

Upgrading correspondence directs and inspires workers is an extraordinary base for solid representative relationships with the executives . As future improvement in Employee Relationship Management , representative strengthening, association and support of worker ideas are carried out. In this manner, it underscores the execution, development and advancement of workers for making an upper hand.

Embracing a few stages to upgrade the relationship at the working environment invigorates representatives to accomplish and make progress toward a seriously remarkable degree of execution.

This thus reels to new business openings, improves client relations and draws in new customers.

REFERENCES

- [1] Dhani Shanker Chaubey, Ms. Navita Mishra, Rajat Praveen Dimri, "Analysis of Employee Relationship Management and its impact on Job Satisfaction", Swami Rama Himalayan University, Uttarakhand University, 2014.
- [2] Girish Prasad Das, Dr. Nihar Ranjan Mishra, Narayana Maharana, "Employee Relationship Management (ERM) and its Significance- A Systematic Review", Dept. of Business Administration, Berhampur University, Odisha, 2020
- [3] Prof. Avinash Pawar, "A Study on analysis of supportable employee engagement model in McDonalds", Research Scholar, University of Pune, 2018.
- [4] Md. Sahedur Rahman, Rabeya Khatun Taniya, "The effect of ERM on Employee Performance", Department of Management Studies, Comilla University, Comilla, Bangladesh, Department of Accounting & Information Systems, Jahangirnagar University, Savar, Bangladesh, 2017, doi:10.5923/j.hrmr.20170702.03.
- [5] Iqbal Thonse Hawaldar, Mithun S. Ullal, Vishal Samartha, "Employee Relations in Micro, Small and Medium Enterprises in India", The Kingdom University, Sahyadri Educational Institutions, August 2019 International Journal of Scientific & Technology Research 8(8):117-121
- [6] Martin Wandera, "Employee Relations and Law for the Human Resource Arena", Ministry of Gender, Labour and Social Development, The Republic of Uganda, 5th Africa Public Sectors Human Resources Managers Network, Conference, 27th - 31st August 2018.
- [7] Bartosz Deszczyński, "The Integrated Relationship Management Framework", Poznan University of Economics, Conference: 9th International Conference on Applied Economics Contemporary Issues in Economy At: Toruń Volume: 23, June 2017.
- [8] Teresa A Daniel, "Developing a 'culture of compliance' to prevent Sexual Harassment", 2003.
- [9] odie L. Hertzog, David Wright, Debra Beat, "There's a Policy for That: A Comparison of the Organizational Culture of Workplaces Reporting Incidents of Sexual Harassment", 2008
- [10] Dr. Shikha Rai, "Management of Employee Relations in Hotel Industry: a case study of Crowne Plaza Surya", Journal of Communication Studies Vol.4, No.2, April-June 2005, 2005.
- [11] Jackson Subedi, Sarvesh Mainali, Neha Joshi, "Employee Relation Management Report for World Link Communications", 2018.
- [12] Sun Wook Chung, "Industrial Relations (IR) changes in China- a foreign employer's perspective", Economics, Employee Relations, 2018, DOI:10.1108/ER-06-2015-0120
- [13] Sophie Hennekam, "Employability and performance- a comparison of baby boomers and veterans in the Netherlands", Employee Relations, 2017, DOI:10.1108/ER-10-2015-0186
- [14] Badrinarayan Shankar Pawar, "Workplace spirituality and employee well-being", Employee Relations, ISSN: 0142-5455