

# A study on existing challenges faced by Industrial Relations in Zuari Cement Plant, Yeraguntla

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## ARTICLE DETAILS

### Article History

Published Online: 30 July 2018

### Keywords

Industrial Relations, Organization  
association administration Environment

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## ABSTRACT

In today's dynamic business condition, each association needs to be a fruitful association. It can't be conceivable without Human Resource (HR). The most essential resource i.e. Human Resource (labor) is known as life blood of any association. The accomplishment of any association relies on the execution of their Human Resource. On the off chance that inquiry emerges to discover the most imperative contrast between standard association and fruitful association, the appropriate response would be their HR. The association additionally needs quality individuals. The best test before each association is to enlist ideal individuals in ideal place. HR is the variables. Worker and Employer both are essential. They are the two sides of a similar coin. One can't work without the administrations of the other. The primary reason for this examination is to watch the modern connection task and fulfillment level of the workers, to watch the diverse welfare plans gave by the business.

## 1. Introduction

Industrial Relations is a dynamic financial process. It an "assignment of an entire field of relationship that exists in view of the essential coordinated effort of people in the work procedure of industry". It isn't the reason however an impact of social, political and financial powers. Keeping in mind the end goal to comprehend the issues and issues related with industrial relations, it is attractive to consider its different transformative stages. For all intents and purposes, the development of Industrial relations in India is not the slightest bit not the same as that of different parts of the globe. The different phases of Industrial relations advanced from crude stage to plant or modern private enterprise arrange. The development of tripartite consultative framework and intentional and statutory way to deal with modern relations, massively added to the development of a specific arrangement of industrial relations in our nation. Additionally the quick changing innovative advancement, modern generation procedures, also, ideological qualities have delivered in the modern world an extraordinary sort of employer employee relationship. For a legitimate hypothetical point of view of industrial relations, it appears to be basic to have an authentic survey of modern relations in India. Market analysts have customarily distinguished four components of generation, viz., arrive work, capital and association. The part of work as a factor of generation is winding up progressively critical in the cutting edge society. Capital and common asset enrichments, presumably, are imperative components in the creation procedure however it is work which contributes most to the abundance of an organization. "People are the dynamic specialists who amass capital, abuse normal assets, manufacture social, monetary and political associations and convey forward national improvement". Developing industrialization and the quick extension of the administrations segment brought about the jogging interest for talented work after 50s. The rise of the idea of human relations, human asset administration (HRM) and human asset advancement (HRD)

added to the developing significance of work. The issue of Industrial Relations emerged from the issue of separation of the laborers from the possession and administration of the generation procedure. This has realized a feeling of hardship and loss of freedom with respect to specialists and is most likely the essential driver of modern debate. industrial work has definitely decreased the freedom of specialists and made them insignificant pinions in the machine – a sort of „second class citizens“. The disciplinary principles for work have turned out to be very brutal and discretionary. The heterogeneous idea of specialists, lack of education and politicization of exchange associations made it unthinkable for the laborers to expect their rights joined together. Every one of these variables have prompted developing turmoil among the rank of specialists. The term Industrial Relations alludes to connection amongst Management and Labor or among Employees and their Organizations that portray or become out of business. Hypothetically, there are two gatherings in the „employment“ relationship – work and administration. The two gatherings need to work in a soul of collaboration, modification and settlement. In their own common intrigue certain principles for concurrence are framed and clung to. Throughout the years, the State has additionally come to assume a noteworthy part in Industrial Relations – one, as and initiator of arrangements and alternate, as a business by setting up a greatly substantial open division.

There are focuses to examination of the Industrial Relations:

**1. Manager Employee collaborations:** Industrial Relations emerge out of business representative communications. These relations can't exist without the fundamental building squares, i.e., the business and on one side and the representatives on the opposite side.

**2. Web of principles:** Industrial Relations are a web of rules" shaped by the cooperation of the administration, the industry and the work". They incorporate the relations amongst

business and workers and between employers' affiliations, exchange association and also the State.

**3. Multidimensional:** Industrial Relations are reasonably multi-dimensional in nature as they are affected, by a mind boggling set of institutional, financial and industrial variables.

**4. Dynamic and changing:** Industrial Relations change with the circumstances, by and large keeping pace with the desires for representatives, exchange association, employers' affiliations, and other financial and social organization in a general public.

**5. Soul of bargain and settlement:** The Industrial Relations framework is portrayed by powers of contention and trade off on either side. In the huge interests of society, both the business and the representatives must put out flames agreeably and coexist with each other in a soul of trade off and settlement. The individual contrasts what's more, contradictions must be broken down through influence and even weight. The components in charge of contention circumstances should be settled through productive means.

**6. Governments part:** The administration impacts and shapes Industrial Relations with the assistance of laws, rules, assentions, honors of courts and accentuation on uses, traditions, conventions, and also the usage of its approaches and obstruction through official and legal hardware.

**7. Wide scope:** The extent of Industrial Relations is sufficiently wide to cover a huge region containing grievances, disciplinary measures, morals, standing requests, aggregate dealing, participatory plans, question settlement components and so forth

**8. Intelligent and consultative in nature:** Industrial Relations incorporate individual relations and joint meeting between work, administration.

Industrial relations manage the relationship that exists between the workers of an association and the administration. It is for the most part in reference with the shop floor and an ordinary processing plant condition. Changing Business condition because of Economic, technology, political and social viewpoints puts expanded weight and requests on the endeavor and its workforce to react to these fast changes. Furthermore, reaction to changing business condition causes pressure and strains on occasion among the gatherings to the Industrial relations. The specialists, the exchange association and the administration are the essential gatherings to it, and afterward it discovers its most imperative application if there should arise an occurrence of modern question. Modern relations exist as a multidisciplinary field which thinks about the business relationship in the associations. Modern relations are the vast majority of the circumstances called as business relations in light of the significance of work connections separated from industry. There are two perspectives on representative relations. One is that human asset administration considered as equivalent word of representative relations and another is that worker relations bargains just with non-unionized workers, where as work relations manages unionized laborers. Modern relations

inspect shifted business circumstances and not just unionized workforce. The legislature assumes a critical part mechanical relations, be it through its approaches or its delegates like the assuagement officer or the work magistrate. In the present day situation, Industrial Relations is losing its significance as a result of the approach of data innovation and the benefit division getting to be overwhelming. Its unimportance still can't be addressed as it unmistakably grandstands the accomplishment of HR strategies at the grass root level

### **Elements Impacting Industrial Relations**

Mechanical relations are affected with such a significant number of different factors other than the everyday working connection amongst laborers and administration inside the working environment and these elements are past the quick domain of them. The following are the principle factors affecting IR:

**1. Financial Factors:** Economic elements incorporate, monetary associations – entrepreneur competes, socialist approach and a blended of both and so forth the structure of labour compel, interest for and supply of labour constrain. Accessibility and interest for talented v/s untalented workforce.

**2. Innovative Factors:** the measure of robotization, motorization, labor defense and computerization are a portion of the reasons rolling out wild improvements in the business.

**3. Institutional Changes:** these establishments incorporate government approaches, work enactment, aggregate understandings, diverse representatives and businesses' alliances and like neighborhood network and so forth. Work is epitomized in people and it is anything but a ware. This is the accentuation on the hypothetical and approach establishment for the field of Industrial relations. Institutional-based meaning of mechanical relations is characterized as these are the whole of organizations and institutional procedures that build up and manage the standards controlling working environment relations. Social Psychology-based meaning of mechanical relations: These are the total of social mental associations between people. Class-based meaning of mechanical relations (Suzanne, 2000): These are the whole of organizations, connections and procedures that are a result of more extensive social and financial impacts, specifically the class divisions of contemporary free enterprise.

### **Critical Definitions of Industrial Relations**

Appropriately to the ILO "modern relations manage either connections between the state and the businesses and the specialists' associations or the relations between the word related associations themselves". The ILO utilizes the articulation to indicate such issues as opportunity of affiliation and the security of the privilege to arrange, the use of the standards of the privilege to compose the privilege to the aggregate bartering, aggregate assentions, appeasements and discretion and apparatus for partnership between the experts and the word related association at the different levels of the economy"

### **Current Scenario of Industrial Relations**

The present representatives or specialists are modernized and have changed desires out of work connections. The current changing period of Industrial relations is diverse in the time of "learning laborer" from that of "who just think about a living" In the field of academicians, mechanical relations customary positions is undermined on one side by the predominance of standard financial aspects and hierarchical conduct, and on the other by postmodernism. In approach making, the modern relations accentuation on institutional intercession is bested by a neoliberal accentuation on the free enterprise advancement of free markets (Osterman, 1987). In genuine practice now days, worker's organizations are declining and less organizations have modern relations capacities. In numerous organizations more concentration is being to human asset work all in all. The quantity of scholastic projects in mechanical relations is subsequently going down, and researchers are leaving the field for different territories, particularly human asset administration and authoritative conduct as well. In any case, the significance of work is more grounded than at any other time, and the investigation of modern relations stays imperative. The test has in front of modern relations are to restore these associations with the more extensive scholastic, approach, and business universes

## 2. Objectives of the Study

1. To study the industrial connection task and fulfillment level of the representatives in an organization.
2. To study the working conditions of the representatives.
3. To study the distinctive welfare plans gave to the representatives.
4. To study the grievance dealing with technique inside the organization.

### **Viability of Industrial Relation**

Modern relations are the connections amongst workers and bosses inside the hierarchical settings. The field of mechanical relations takes a gander at the connection amongst administration and laborers, especially gatherings of specialists spoke to by an association. Industrial relations are essentially the collaborations between bosses, representatives and the legislature, and the foundations and relationship through which such communications are intervened. The idea of modern relations has a wide significance and meaning. In the tight sense, it implies that the business, representative relationship limits itself to the relationship that rises out of the everyday relationship of the administration and the work. In its more extensive sense, mechanical relations incorporate the connection between a worker and a business over the span of the running of an industry and may extend it to circles, which may transgress to the territories of value control, promoting, value obsession and demeanor of benefits among others. Spreads industrial relations with its partners, exchange association arrangements, and settlement of modern question.

- To enhance the welfare exercises in the association.
- To distinguish representative grievances and review them proficiently and speedily.

- To enhance the present working states of the representatives in the association.
- To create and keep up representative help program in the association.

Modern Relations Environment Industrial Relations contemplates the connection amongst boss and representative in paid work: the manners by which representatives are compensated, roused, prepared and restrained, together with the impacts of these procedure on the significant foundations included, in particular: administration, exchange associations and the State. In its more extensive implication Industrial Relations implies the association and routine with regards to multipronged connections amongst specialists and administration, associations and laborers and the associations and administration in an industry. Dale Yoder characterizes

Modern Relations "Overall field of relationship that exists in view of the fundamental joint effort of people in the work procedure of an industry."(Edward, 1995) Industrial Relations condition, along these lines, is the resultant condition of communication among composites powers working inside and outside the associations. The requirement for taking a gander at Industrial Relations in a more extensive setting has been perceived in scholarly and in addition business circles. While nonattendance of strikes, lockouts, indiscipline, individual and aggregate grievances and prohibitive practices have been credited to presence of Industrial Relations framework in a venture, these constituted anyway the negative pointers of Industrial Relations condition. The positive pointers of solid relationship among different inward partners in the association should be profitability, assurance, duty, useful teach and uplifted feeling of belongingness and personality with the vision and estimations of the association among the workers.

**Challenges Concerns for Industrial Relations:** IR can't be constrained to the support of modern agreement at big business level yet additionally to winning issues of financial conditions winning in the nation at the full scale level. Modern Relations frameworks and practices consequently should be coordinated towards reacting significant difficulties surfacing in the new financial request. Sound modern connection can't be kept up except if more extensive formative issues are tended to. A portion of the difficulties affecting on Industrial Relation can be expressed as takes after: India figures at the base of the 10 newly industrialized nations as far as the intensity of its HR as indicated by the World Competitiveness Report. The World Competitiveness Report analyzes the upper hand of HR based on aptitudes, inspirations and adaptability, age structure and strength of the general population. The criteria incorporated into this factor are: populace, business, professional preparing, and open use on instruction, administration quality, wage levels and wellbeing actuality

### **Changing Profile of Workers:**

A social wave is clearing over our nation. The declining intensity of exchange associations, enhancing pay bundles, the readiness of administration to oblige clashing developing stature of specialists in the public eye, their expanded levels of training and the rise of process enterprises which has changed the plain meaning of work, have together caused an insurgency of

observation and yearning. The social profile of industrial laborers is evolving quickly. Dissimilar to in the early long stretches of our freedom, relatively few originate from a foundation of hardship and hardship. Specialists in the sorted out area acquire well and jump at the chance to live well. Their desires for their kids are the same as those of the working class. Their eyes are determined to upward portability. Inside industry itself, laborers are pushing towards status uniformity. With a changing social profile, specialists are ending up more emphatic with their association supervisors.

- They are additionally requesting more populist treatment at the work put.
- Executive lounge areas are offering approach to regular bottles.
- There is developing interest that supervisor at any rate the individuals who are remunerated in some frame for additional hours should check in.
- The hesitance to perform modest employments.
- The scan for extravagant status giving assignments - we have security guards" and sanitary staff" instead of chowkidars and sweepers.
- The craving for advancement as boss or officer even on bring down pay.

On a shallow plane, our associations are moving quickly towards status balance. Covered up underneath the surface, be that as it may, are class qualifications, which show themselves in ordinary relations and conduct? The adjustments in the rising universal and national business condition, challenges innovative changes prompting excess of workforce, change in nature of workforce, spell out another part for the exchange associations, the administration and the Government. The course of progress in the economy towards free market, puts new requests on inner and outer partners of the association and requires the creation another Industrial Relations condition.

### 3. Research Methodology

An exploration strategy is an example system or an arrangement for think about that is utilized as a guide for leading examination. It is a plan that is followed in handling research work. In this way in great research strategy the line of activity must be picked precisely from different choices. An exploration configuration is the game plan of conditions for the gathering of information and examination of information. Actually inquire about outline is the theoretical structure inside which investigate is led. Descriptive Research Design has been utilized by the creators to solve each and every factor of given assignment. In the descriptive research study, the main purpose is that of formulating a problem for more precise investigation or of developing the working hypothesis forms an operational point of view. The real accentuation is on the disclosure of thoughts and in sights. According to the needed research for the study both the Primary and Secondary data collection methods. We have utilized company website, some publications organization site, a few distributions on the net and data identified with brochures for optional information accumulation. To ensure the accuracy of the primary data collection used is the structured interview method.

**Table No. 1 Welfare schemes/ plans provided for employees by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	30	87.5
DIS SATISFIED	10	12.5

Majority of Employees are aware about the welfare schemes provided by the zuari cement

**Table NO. 2 The wages and motivations gave by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	35	80
DIS SATISFIED	5	20

Majority of Employees are satisfied with the salary and incentives provided by the zc

**Table no.3 Provision of canteen facility at your working environment provided by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	25	62.5
DIS SATISFIED	15	37.5

From the table above 62.5% Employees are satisfied and 37.5% are not satisfied with the canteen facility provided by the ZC

**Table No.4 Quality of Drinking Water facility provided in Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	32	80
DIS SATISFIED	8	20

From the table above 80% Employees are satisfied and 20% are not satisfied with the drinking water facility provided by the ZC

**Table no.5 Medical Facilities gave by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	22	55
DIS SATISFIED	18	45

55% Employees are satisfied and 45% are dissatisfied with the medical facilities provided by the ZC

**Table No.6 Retirement advantages gave by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	32	80
DIS SATISFIED	8	20

80% Employees are satisfied and 20% are dissatisfied with the retirement benefits facility provided by the ZC

**Table No.7 Recreation facilities gave by Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	35	87.5
DIS SATISFIED	5	12.5

57.5% Employees are satisfied and 12.5% are not satisfied with the recreation facility provided by the ZC

**Table No.8 Transport facilities provide in Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	24	60
DIS SATISFIED	16	40

60% Employees are satisfied and 40% are dissatisfied with the transport facilities provided by the ZC

**Table No.9 Grievance handling method/ taking care method in Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	40	100%
DIS SATISFIED	0	0%

100% Employees are satisfied, with the grievance handling procedure provided by the ZC

**Table No.10 Are you happy with the Working Condition in Zuari cement**

Industrial Relations Ratings	Total Respondents	% of Respondents
SATISFIED	25	62.5
DIS SATISFIED	15	37.5

62.5% Employees are satisfied and 37.5% are dissatisfied with the working conditions of ZC

#### 4. Conclusion

The organisation has received a superior sort of welfare exercises which make a successful workplace and in this manner better efficiency. There is distinctive sort of welfare plans like therapeutic stipend; demise help subsidize, protection, transportation offices, amusement club and so forth are given by the organization to the workers to keep up the

modern connection better one .The premises and the divisions are looked after sound. Likewise legitimate security measures have been embraced in the association. All issues identifying with wellbeing, wellbeing and welfare of representatives are appropriately executed. A superior connection between the workers, exchange association and the administration has been taken after which lessens the issues in the organizations .It is obvious that great industrial relations is the premise of higher creation with least cost and higher benefits. It additionally brings about expanded proficiency of specialists. Great modern relations diminish the industrial relations debate. Industrial relations has turned out to be a standout amongst the most fragile and complex issues of current modern culture. Modern advance is outlandish without collaboration of works and amicable connections. Hence, it is in light of a legitimate concern for all to make and keep up great relations between workers (work) and businesses (management).Thus modern connection measures took after ought to be given prime accentuation which may prompt a powerful connection amongst administration and representatives. A compelling mechanical connection brings about the expansion of the profitability of the association. Better connection between the worker and boss is exceptionally fundamental for fruitful running of any association. Great relationship can dodge numerous unfavorable circumstances. With an immense labor, Zuari bond has made each move to keep up a friendly connection. It has given a push on interest of workers through numerous gatherings - both conventional and progressive. Organized Communication as an essential vehicle for conveying the workers and administration together has been received pleasantly by Zuari cement to encourage the stream of data, guarantee representatives duty and contribution in every single basic part of the activity. Obviously there are numerous extensions for development. Both administration and perceived organization should approach to reestablish the relationship of trust. The Joint for a should be more compelling. The administration additionally should be more dedicated to actualize the plans all the more appropriately.

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