

Employee Employer Relationship Practices in Samara Logia City Administration

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Abstract

The main objective of the study is to assess employee employer relationship practices in Samara Logia city Administration. Building an effective employee employer relationship is the core concern of every organization to increase productivity, efficiency and quality of the product as well as the achievement of long ran goal of the organization. In this study both primary and secondary sources of data were used. Primary sources of data collected from by means of open and close ended questionnaires to collect data from the employees of the organization. And also interview with managers. Secondary sources of data collected from written manuals, documents and annual report of the organization. As well as the researcher used qualitative and quantitative approaches. The researcher used census technique and the researcher used descriptive methods of data analyzing. And also the research contains data analysis and interpretation by using tabulation and percentage. Based on the study the researcher concludes that Samara Logia City Administration doesn't have convenient working environment.

Key Words: - *Employee, Employer, Labor Relation, and Labor Relation Policy*

Introduction of the Study

In an organization there are a group of individuals who have different interest and attitude toward the organization goal.

Labor management relation is to ongoing economic social interaction between labor union and management in the organizations. As with employer union are facing many challenge due to global competition and technological advances union also have to deal with challenges pertaining to privatization and unionization employees and managers as well as innovators work practice that have the potential decrease employee interest in unionization (Dessler,1994).

An organization can achieve its objectives only its member coordinates their efforts toward a common end. To have this individual and group in an organization must establish working relationship across organizational boundaries between individual and among groups. Individual and groups may depend on one another for information assistance of the coordinated action. Such coordinated behavior is not achieved. However, without good labor management relation in the organization (Martin J. 1998).

Good labor management relation involves providing fair and consistent treatment for all employees. So, they will responsible to the organization goals. Organization with good labor management relations is likely to have a human resource strategy that place a high value on employee who are treated as stockholder have certain right with good employee management relations. Managers have to listen and understand what employees saying and experiencing keep them informed about what management is planned to do and tell them how those plan may affect their jobs. (Ivancevich; 1998). Labor management relation is living wages and business stability benefit for the employee. The business and economy as a whole demand for experts in labor management relation continues to grow as a new registration and court ruling continuously update standard for employment condition (Dessler, 1994).

Managing employee relation is the responsibility of all managers. Effective management employee relation requires cooperation between employee and managers although analysis and evaluation of the past performance of labor management relation.

Employment is a; contract between two parties one being the employer and the other being the employee. An employee is defined as “A person in the service of another under any contract of hire, express or implied, or written, where the employer has the power or right to control and direct the employee in the material detail of how the work is to be performed. The employment relationship is the legal link between employers and employees. It exists when a person performs work or service under certain conditions in return for remuneration. The labor manager is a continuous relationship between a defined group of employees (represented by union or association) and an employer. (Http:// small business. Com / employee employer relationship 6737. Html Monday @t 12:20

The relationship includes the negotiation of written contract concerning pay hour and other conditions of employment and interpretation and administration of this contract over its period of coverage. (Kebede, 2004). Since the negotiation includes the issue of work condition namely the entire field of relation between employers and employees, as hour of work, leave wage rest period payment to dismissal, work health and safety and prevention of accident grievance procedure disciplinary measure and their implementation as well as other condition of work. (Invancuich, 1989)

Regardless of quality of manager’s leadership and well planned organization structure. The labor management relation problems concessionary arise within an organization. This research was looked the diverse relation problems among employees and management in the city administration. This situation result in adverse effect in the main problem of every organization to increase productivity, efficiency and quality of product as well as the achievement of the organizational goals.

An employee employer relation activity includes developing communication system through which employee can address their problem upset over how a co-worker has been disciplines. Union members and managers may have disagreement issue include complaints if work rule being violated or worker being treated unfairly in particular siltation. A formal grievance produce is typically solve this problem. (Neo et al, 2011)

Conflict management refers to the long term management of intractable conflicts. It is the label for the variety of ways by which people handle grievances standing up for what they consider to be right and against what they consider to be wrong. Counseling, Open discussion and fair treatment and collaboration are one of the conflict management mechanisms which used in Samara Logia City Administration. Therefore, the researcher was tried to assess the employee and employer relation in the selected study area.

Basic Research Questions

- What are the factors affecting of employee and employer relationship practices in Samara Logia City Administration?
- What is the effect of the employee conflict on organizational performance?
- What is the conflict management mechanisms that employees of the organization to solve their problems?

Objectives of the Study

The overall objective of the study is to assess the condition of employee employer relation in Samara Logia City Administration.

Scope of the Study

This study has been conduct in Samara Logia City Administration and has tried to assess the practices of employee and employers practices. The scope of this study has been confined to show the labor relationships problem process and possible solutions in Samara Logia City Administration. The study ranges from identifying employee and employer relation problems and observing the effect on organizational performance or final output of the product primary data has gathered by distribution of questionnaires to selected sample of employees and by interview.

Significance of the Study

The proposed study have the following significances for different parties; it were used as reference for other researchers who intend to further investigation in a similar title, it also helps managers of the case organization and other similar organization to recognize the factors affecting result oriented performance appraisal and take corrective measures to improve the problems related with the investigated title.

Methodology

Method of data collection

In the study both primary and secondary data has been used simultaneously for the purpose of collecting information for investigating the problem. The study populations were workers of Samara Logia City Administration. The source primary data was collected from managers and employees through interview and questionnaires. The secondary source of data was extracted from both published and unpublished materials available in the City Administration.

Questionnaires were prepared based on questions regarding the various aspects of the topic of the study. Questionnaires are used when the study is very wide and also used to gather definite, concert and better information concerning the problems under the study.

In interview the researcher needs managers and discusses the problematic issue with them. The questionnaires were both open ended and closed form. Open ended questions are questions that allow someone to give a free-form answer. An open ended question is designed to encourage a full and meaningful answer using the subject's own knowledge and feelings. Open ended questions also tend to be more objective and less leading. Closed ended questions can be answered with either a single word or a short phrase. Closed ended questions are easy to answer, give facts, they can be more specific in large scale survey they take less time and they are quick to answer. For open ended questions the respondents were asked to suggest their own judgments and for closed ended ones respondents were asked to select their own response from list of provided questions.

The researcher was used census method to collect data from employees because the number of employees in Samara Logia City Administration is small in number which accounts 30 therefore in order to increase the reliability of the data the researcher was used census method.

After collecting data through, questionnaires and interview and from other secondary sources the collected data were processed and it was further described by table. So, the findings were easy to be understood by everyone. Finally, the outcome of the research was presented or written material and detail description and interpretation is given under each of table and also described by detail oral presentation.

In order to this above data analysis the researcher has been used descriptive type of data analysis. Descriptive research refers to set methods and procedures that describe research variables in which the research method in order to answer who, what, when and how. Because the major purpose of descriptive Research is description of the state of affairs as it exists at present. Then this study was described and critically to assess the employee employer relationship practices in Samara Logia City Administration.

Results

General Condition of Labour Management Relation

Item	Alternatives	Respondents	
		No	Percentage
General Condition of labour Management Relation	Excellent	9	30%
	Very good	9	30%

	Good	12	40%
	Bad	–	–
	Total	30	100%

Source: Own Questionnaires, 2019

As we can see from table implies that the general condition of labour management relation in the city administration among 30 respondents 9 (30%) were excellent, 9 (30%) were responded very good and the remaining 12 (40%) were responded that the general condition of labour management relation in the city administration were good. There is no one responded that the general condition of labour management relation is bad in the case organization.

According to the above table we can conclude that the general condition of labour management relation in the case organization were good. This involves providing fair and consistent treatment to all employees. So they will be made responsible to the organization's goals. Therefore, there is a fair possibility of productivity in the organization. Because to good employee management relations manager listen to and understand what employees are saying and experiencing.

Labour Relation Policy in the Organization

Items	Alternatives	Respondents	
		No	Percentage
Existence of Labour relation Policy in the Organization	Yes	22	71%
	No	3	10%
	I don't know	5	17%
	Total	30	100%

Source: Own Questionnaires, 2019

The above table indicated that 22 (71%) of respondents said that there were labour relation policy in the case organization, whereas 3 (10%) responded that there were no labour relation policy in the case organization and the remaining 5 (17%) were responded that they didn't know if there is a labour relation policy or not. This implies that there were labour relation policies in the samara logia city administration.

Condition of Working Environment

Item	Alternatives	Respondents	
		No	Percentage
Is There Convenient working environment in the organization?	Yes	1	3%
	No	29	97%
	Total	30	100%

Source: Own Questionnaires, 2019

The above table shows that 29 (97%) were responded that there is no conducive working environment in their organization and only 1 (3%) of the employee responded that there is conducive working environment. When they

put their reason to say no there is existence of poor relationships and this poor relationships results high employee turnover. Based on the above information the working condition in the case organization were not conductive.

Labour Relation Policies Clear Communicate To Employees

Items	Alternatives	Respondents	
		No	Percentage
Labour Relation Policies Clear Communicate to Employees	Yes	29	97%
	No	1	3%
	Total	30	100%

Source: Own Questionnaires, 2019

The above table implies that among the total respondent 29 (97%) of employees said that the labour relation policies clear to communicate employees, and the remaining 1 (3%) were said that the labour relation policies were not clear to communicate employees. Based on the above information the labour relation policy is clear to communicate employees.

Degree of Proximity among Employees

Items	Alternatives	Respondents	
		No	Percentage
Degree of proximity among employees	Very High	11	37%
	High	7	23%
	Medium	12	40%
	Low	–	–
	Total	30	100%

Source: Own Questionnaires, 2019

As we can see from table the degree of proximity and connection among employees among 30 respondents 11 (37%) have very high degree of proximity, 7(23%) have high degree of proximity and the remaining 12 (40%) have medium degree of proximity and there were no respondent who have low degree of proximity. Generally we can conclude that majority of employees have medium degree of proximity among employees.

Administrative body is Responsible in their Work

Item	Alternatives	Respondents	
		No	Percentage
Administrative Body Is Responsible In Their Work	Yes	8	27%
	No	22	73%
	Total	30	100%

Source: Own Questionnaires, 2019

The above table indicated 22 (73%) were responded that administrative body are not reasonable in their work and the remaining 8 (27%) responded that administrative body is responsible in their work. The above information implies that the administrative body is not responsible in their work this is because the administrative body are not punctual; they did not control the activities of employees and did not give advice to employees.

About How Often conflict Arise in the Organization

Items	Alternatives	Respondents	
		No	Percentage
About How Often conflict Arise In The Organization	Always	1	3%
	Sometimes	9	30%
	Most of times	15	50%
	Don't Occur	5	17%
	Others	–	–
	Total	30	100%

Source: Own Questionnaires, 2019

The above table shows how often conflict arises in the organization. According to respondents 1(3%) were responded that conflict always arise in the organization, 9 (30%) were Sometimes, 15 (50%) were Most of times and the remaining 5 (17%) were responded that conflict don't occur in the organization. Due to the presence of poor administration system, absence of reward, recognition and salary increment in the case organization. From the above data we can conclude that conflicts were arise most of times in the organization.

The Mode of Communication in the City Administration

Item	Alternatives	Respondents	
		No	Percentage
Mode of Communication in the City Administration	One way	29	97%
	Two way	1	3%
	Total	30	100%

Source: Own Questionnaires, 2019

As we can infer from the above table about mode of communication in the city administration, according to the survey out of 30 employees 29 (97%) were responded that city administration uses one way mode of communication and 1 (3%) were two way mode of communication. According to the above table we can conclude that the Samara Logia City Administration uses one way mode of communication.

Represent Complain or Grievance

Items	Alternatives	Respondents
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		No	Percentage
Respondents complain or grievance	Direct to manager	13	43%
	Indirect to manager	14	47%
	Written	1	3%
	Using all means	2	7%
	Other	–	–
	Total	30	100%

Source: Own Questionnaires, 2019

The above Table shows that from the total respondents who were asked 13 (43%) responded that represent complain and grievance direct to manager, 14 (47%) were indirect to manager, 1 (3%) were written and the remaining 2 (7%) were responded by using all means. From this we can conclude that employees of Samara logia city administration represent complain and grievance indirect to manager.

Healthy Relationship between Employees and Managers

Item	Alternatives	Respondents	
		No	Percentage
Healthy relationship between employees and managers	Yes	–	–
	No	30	100%
	Total	30	100%

Source: Own Questionnaires, 2019

The above table shows that all employees 30 (100%) were said that there were not a healthy relationship between employees and managers. From the above data we can conclude that there were unhealthy relationships in the case organization.

The relationship between managers and employees affect performance of the company

Items	Alternatives	Respondents	
		No	
The relationship between managers and employees affect performance of company	Yes	28	93%
	No	2	7%
	Total	30	100%

Source: Own Questionnaires, 2019

The above indicated that among the total respondent 28 (93%) were said that the relationship between managers and employees affect the performance of the company and the remaining 2 (7%) were said that the relationship between managers and employees does not affect company's performance. If there is smooth relationship between managers and employees the company can achieve their objective successfully. Generally, from the above data respondents feedback it is possible to conclude managers and employee's relationship affects the performance of the organization.

Result of Interview Questions to the Top Level Manager

According to interview made with (Ali, 2019) the general manager of Samara Logia City Administration the following interview question were analysed.

1. What the Factors Affecting Employee- Employer Relationship in the Organization?

There are a number of factors which affect employee-employer relationship in our organization disposition, workplace events, job characteristics, employee behaviour, unions, communication problems are among these factors and we have a mechanism to solve such situations.

2. What is the effect of the employee conflict on organizational performance?

Conflict highly affect organizational performance if there is a conflict employees didn't work or accomplish their task properly this may affect the profitability of organization and satisfaction of customer the other is employees will not motivate to work.

3. What are possible mechanisms solve problems in the organization

As I have mentioned above we have a mechanisms to solve problems that happened between managers and employees and also between employers and employees. The counselling service is one of the mechanisms which are given by the discipline committee, talking face to face each other on the cause and putting solutions and open discussion and fair treatment we have a meeting in our organization problems are rise and solutions are given there.

Conclusion

This study aimed at investigating the key problems in relation to employee employer relationship practice samara logia administration based on the research question. As we have seen in chapter four and summary the researcher can conclude the following things.

Although, there is a good proximity between employees, the future performance of the organization is within adhesive situation because of several reasons such as the relationship between employee and manager is bad these make that the communication between them difficult and they did not represent complain direct to manager.

The other is that manager is not responsible to his work that means he affects many activities and working situation, which can be caused for conflict in the organization.

Recommendation

The study was tried to examine the condition of labor management relationship between manager and their employees. According to the data collected in the employees of the organization, the researcher gives the following recommendations and guidelines:-

- ✓ The management should try to maintain the degree of proximity among employees because smooth relationships in the organization make employees work morally and satisfy by their work this make the organization profitable.
- ✓ The organization should use two way communications instead of one way communication to enhance the relationship between employee and employer because if the organization uses one way communication they are order receivers.
- ✓ The manager should be responsible to his work if the manager is not responsible there would be also unhealthy control it would be impossible to make the organization profitable and meet organizational goal.
- ✓ The management should use many mechanisms to solve the conflicts which rise in the organization and they have to work to minimize causes of conflict in the organization.
- ✓ Management should make the employees to use all means to represent there complain or grievance.

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