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**CHAPTER-1**  
**INTRODUCTION**

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## **CHAPTER 1**

# **INTRODUCTION**

### **1.1 INTRODUCTION**

The relationship between employers and employees is called industrial relations. The present large scale enterprise results in the concentration of economic power compelling the workers to realise the truth of the often mentioned phrase "United we stand divided we fall". It gives an incentive to workers as to realise significance of freedom of association and collective bargaining to protect their legitimate rights and interests. On the other hand employers suppressed the demands of the workers. This has led to labour unrest and friction between the interest of employer and employees. Industrial unrest reflects "The failure of basic human urges, a motivation to secure adequate satisfaction or expression which ultimately burst forth in the form of industrial dispute". Strikes, lockouts, go slow tactics, increased absenteeism and labour turnover are some of the reflections of labour unrest which requires proper diagnosis for creating conditions for industrial peace and prosperity. Industrial unrest is sympathetic to a disease that demands cure and prevention rather than suppression. Better production and distribution is possible only in the atmosphere of peace and industrial discipline to realise the social justice and welfare of masses. If social justice is to be achieved, harmonious relationship between management and employees is a must.

"Industrial relations are an integral aspects of social relations arising out of the employees interactions in modern industry which are regulated by the state in varying degrees in conjunction with organised social forces and existing by the existing institutions" <sup>1</sup>

The concept of industrial relations has become a part and parcel of

the management which is concerned with man power of enterprise. As a matter of fact the process of industrial relation aims at ensuring maximum involvement of workers for the achievement of the corporate objectives with a view for yielding maximum results. "*Industrial Relation*" pose one of the most delicate and complex problem of modern industrial society with growing prosperity and rising wages. Workers have achieved at higher standard of living. They have acquired education, sophistication and greater mobility. The government has stepped in and plays an important role in establishing harmonious industrial relations, partly because it has itself become an employees of millions of industrial works. Rapid changes have taken place in the techniques and methods of the production.

Labour employers relationship have become more complex than they were in the past. In circumstances a clear understanding of the factors which makes for this unrest and which are likely to elimination it would be a rewarding experience for any one who is interested in industrial harmony

## **1.2 IMPORTANCE OF STUDY**

The cordial and healthy industrial relations are the key to the progress of any industrial concern. It has a great importance to the employees as well as to the employers.

- 1.2A 1. The employees:** benefits it by training facilities, welfare facilities, better payscales etc.
2. Good Industrial relations improve the morale of the employees.
3. Good industrial relations helps promoting cooperation and increasing production.

**1.2B The employer :** benefit it by improved work and co ordial relation. The study will be helpful to the company management and specially to personal (HRM) department. The conclusion and suggestions drawn by the study will be more useful to the company.

**1.2C The utility of research:** The study will be helpful to the company in following ways,

1. Useful for decision making.
2. The research will provides a basis for innovation.
3. The research will help in the process of analysis, evaluation, interpretation of working conditions, working environment Unit.
4. The research will gives an idea about the workers participation in management.
5. The research will be useful in the formulation of policy and strategy to the Unit.

### **1.3 RATIONAL OF PRESENT STUDY**

**1.3A** Good industrial relation is the basis of higher production with minimum cost and higher profits. It also results in increased efficiency of workers. New and new projects may be introduced for the welfare of the workers and to promote the morale of the people at work.

**1.3B** Manugraph India limited, formerly known as "Machine fabric polygraph (India) limited" was established in the year 1972. Manugraph India Ltd., the only public ltd., company in India successfully floated for development and manufacture of various letter presses and offset printing machines. It is an export oriented industry having regular export market. Thus to run the organisation effectively and to develop it, cordial relation between employee and employer is important.

**1.3 C** Manugraph India Ltd. is working from last 30 years. Even though it is a growing firm many times strikes, lockout happened. Researcher want to study the reason behind this.

#### **1.4 STATEMENT OF THE PROBLEM**

The present study is entitled as "A critical study of industrial relation in Manugraph Industries, Kolhapur."

#### **1.5 OBJECTIVES OF THE STUDY**

1. To understand the main element of Industrial Relation.
2. To study the present practice of management of the company regarding recruitment, training of workers and workers development programmes.
3. To study relationship between management and employee of the company.
4. To understand the grievance redressal procedure of the company.
5. To study the trade union and their role in grievance redressal procedure.
6. To study the Industrial relation practice of the company.

#### **1.6 SCOPE OF THE STUDY**

Industrial relations refers to the relations between the employees and employer in an industry. The Manugraph India Ltd. is working in last 30 years in Kolhapur city area. It has three branches which have been situated in at Shirolu M.I.D.C., GokulShirgaon M.I.D.C.and Warana Kodoli. The present research is concerned with only its Unit No.1 situated at Shirolu M.I.D.C. as it is the main Unit of the company. Though the company has historical study of industrial relations shows that in last few years there arrised many difficulties

in cordial industrial relationship between the employer and employees of the company. Hence the researcher has chosen only last five years period from 1998 to 2002 for the study.

## **1.7 RESEARCH METHODOLOGY**

The data for the study on Industrial relation has been collected by the researcher in following ways,

### **1.7A Sample size:**

There are 552 permanent workers in the unit working in various production department of which 60 samples (10%) were collected from the workers representing all kinds of them such as turner, filter machinist, store keeper, CNC operator. The department includes

1. Production Department
2. Maintenance Department.
3. Machine Shop
4. Quality Assurance.

#### **1.7A.1 Selection of Sample:**

In the research unit there are permanent 552 workers, from them 10% workers were taken as sample.

### **1.7B Collection of Data:**

**1.7B.1 Primary data:** The primary data was collected with the help of following devices,

- a) Questionnaire- Exastive questionnaire was prepared for collecting primary data from workers. The researcher personally contacted the workers and recorded their views and answers.

b) Discussion with the officers- of the different department at informal level were held. These department mainly includes Human Resource Development Department, Account Department etc.

**1.7B.2 Secondary Data:** Secondary data was collected from the company and its other publications such as manual, ledgers, paysheets, workers management agreements etc.

a) For information related to the history of the organisation the researcher has made the use of the company manuals.

b) For wage and salary scale, settlement provisions, incentives, allowances, fitments in basic etc., the data is taken from the memorandum of settlement signed by the company with the union.

c) For theoretical background researcher has made use of text books related to industrial relations.

On the basis of this data collected the total data was recorded classified and tabulated and after that it was interpreted. The conclusions were drawn on that basis only and suggestions were given.

#### **1.7C Data Processing:**

Data processing is done by using comparison and percentage technique wherever necessary graphical presentation is also made.

#### **1.8 LIMITATION OF THE STUDY**

While collecting primary data the workers opined vaguely about the management and no clear statement were made by them .hence there are limitations in drawing the conclusions.

## **1.9 Chapter Theme**

The study has been divided into following chapters.

### **Chapter I :**

#### **Introduction :**

This chapter deals with objectives, scope, limitations, importance of study & Research methodology, used by researcher.

### **Chapter II**

#### **Industrial Relations**

This Chapter includes definitions, scope, major factors, importance of Industrial relations.

### **Chapter III**

#### **Company Profile .**

This chapter deals with brief company profile, products, Departments, manpower etc.

### **Chapter IV**

#### **Present Management practice & Procedure :**

This chapter deals with information regarding attendance of workers, wage structure, retirement facilities, allowances, benefits, Training programme, grievance handling, procedure etc.

### **Chapter V**

#### **Presentation & Analysis of Data :**

This chapter includes tables & graphs of data collected through questionnaire.

### **Chapter VI**

#### **Conclusion and suggestions .**

This chapter deals with conclusion & suggestions based on data collected.