



## **A STUDY ON EMPLOYEE RELATIONSHIP TOWARDS THE MANAGEMENT CUMI CARBORUNDUM UNIVERSAL LIMITED, HOSUR**

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### **Abstract:**

This study examines the employee relationship towards management at CUMI Carborundum Universal Limited, Hosur. The main objective is to determine the overall satisfaction and health and safety of employees in the company. A comprehensive analysis of the Human Resource department's working methods and functions was conducted. A sample size of 102 was selected, and data was collected through a structured questionnaire, analyzed using Percentage Analysis, Correlation, and Chi-square techniques with the aid of SPSS software. The study reveals the importance of effective employee-management relationships, communication, and health and safety measures in enhancing employee satisfaction and performance. The findings suggest that regular feedback, employee engagement, and a positive work environment are essential for improving employee relationships with management. The study recommends organizations prioritize employee relationships and health and safety to enhance overall performance and employee well-being.

**Key Words:** Employee Relationship, Management Communication, Health and Safety

### **Introduction:**

The employee-management relationship is key to organizational success. It requires effective communication, trust, and shared goals. Leaders who communicate empathetically, involve employees in decision-making, and foster a culture of inclusivity and open communication build stronger relationships and trust. Fair conflict resolution, recognition, and support for work-life balance and career development also strengthen employee engagement and commitment. When employees feel valued, heard, and supported, they are more productive, motivated, and loyal, leading to better organizational outcomes.

### **Government Initiatives:**

The Indian government aims to increase steel production from 81 MT (2013-14) to 300 MT by 2025. To achieve this, the Ministry of Steel is:

- Investing in modernization and expansion of SAIL and RINL steel plants
- Setting up an industry-driven Steel Research and Technology Mission of India (SRTMI)
- Auctioning coal blocks to steel and cement firms
- Creating Special Purpose Vehicles (SPVs) with iron ore-rich states to set up new plants
- Facilitating investments through a Project Monitoring Group (PMG)
- Increasing duty on iron ore exports to 30% to promote domestic value addition and availability for the steel industry.
- SAIL plans to invest \$23.8 billion to increase production to 50 MTPA by 2025.

### **Definition of Employee Relationship:**

#### **Communication:**

Open, transparent, and two-way communication channels between employees and management are essential. This includes providing clear expectations, regular feedback, and opportunities for dialogue and discussion.

#### **Trust:**

Trust is the foundation of any relationship, including those in the workplace. Employees need to trust that management has their best interests at heart, respects their contributions, and will act fairly and transparently in all matters.

#### **Respect:**

Mutual respect between employees and management is vital for fostering positive relationships. This involves valuing each other's opinions, recognizing individual strengths and contributions, and treating everyone with dignity and professionalism.

#### **Supportive Leadership:**

Effective leadership that provides guidance, support, and mentorship is crucial for building strong employee relationships. Managers who are accessible, empathetic, and invested in their team members' success tend to cultivate more positive and productive working relationships.

#### **Recognition and Rewards:**

Acknowledging and rewarding employee achievements and contributions is essential for boosting morale and reinforcing positive behaviors. Whether through verbal praise, tangible rewards, or opportunities for advancement, recognition from management demonstrates appreciation and fosters a sense of value and belonging.

#### **Conflict Resolution:**

Conflicts are inevitable in any workplace, but how they are handled can significantly impact employee relationships with management. Establishing fair and effective conflict resolution processes that address issues promptly and impartially helps maintain trust and harmony within the team.

### **Organizational Culture:**

The overall culture of the organization, as shaped by management, influences employee relationships. A culture that values transparency, collaboration, and inclusivity tends to foster stronger connections between employees and management.

### **Positive effects of Stress:**

Stress is valuable under certain circumstances, such as sports, making speeches and taking examinations. The stress response puts people on their mettle, increase alertness, improves sight, strengthens muscles and reduces reaction times. The stress response increases our ability to stand and fight or turn and flee and to mobilize all our resources to achieve whatever we decide to do. Another positive is the zest that stress adds to life by stimulating the stress and the passions. Many people need challenge in their lives and would be unhappy without it.

### **Negative Effects of Stress:**

The negative effects of stress show particularly when a person allows stress to remain in the body, usually when a person allows stress to remain in the body, usually when there is no chance to take the necessary steps to release a stress response that is too strong or lasts too long. The negative effects of stress show up in three ways in particular:

- Unsuitable behavior
- Lower energy and performance levels
- Poorer health

### **Workplace Stress:**

Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual's performance and/or overall well-being of the body and mind. One or more of a host of physical and mental illnesses manifests job stress. In some cases, job stress can be disabling.

### **Job in Security:**

Organized workplaces are going through metamorphic changes under intense economic transformations and consequent pressures. Reorganizations, takeovers, mergers, downsizing and other changes have become major stressors for employees, as companies try to live up to the competition to survive. These reformations have put demand on everyone, from a CEO to a mere executive.

### **Stress Management at Workplace:**

Workers contribute directly to the productivity of a company and in order to be productive they should not be stressed. Chances are that a stressed worker will contribute negatively to a company's productivity and a group of stressed workers can result in erosion of profit margins. Hence, stress management at workplace assumes a significant role. A company's management should have advance plans and strategies to help its employees manage stress. One of the biggest causes of workplace stress is the job itself

### **Statement of the Problem:**

Employee-management relationships significantly impact productivity, morale, and organizational performance. However, challenges like poor communication, lack of transparency, ineffective leadership styles, misaligned organizational culture, inadequate conflict resolution, and insufficient recognition of employee contributions can lead to misunderstandings, distrust, disengagement, and decreased productivity. Addressing these issues requires a comprehensive understanding of the factors involved and proactive strategies to foster open communication, supportive leadership, a positive organizational culture, effective conflict resolution, and recognition of employee contributions. By doing so, organizations can cultivate stronger relationships and enhance performance and success.

### **Objective of the Study:**

#### **Primary Objective:**

To find out the strategies and practices employed by CUMI Carborundum Universal Limited to maintain and enhance the relationships between the employer and its employees.

#### **Secondary Objective:**

- To identify the employees attitudes towards the management
- Examine the difference management styles in employee relation
- Relationship management centers on work life balance

### **Need of the Study:**

The need of study to understanding the dynamics of the employee-management relationship is imperative for organizational success and employee satisfaction. This relationship forms the backbone of workplace culture and directly impacts productivity, employee engagement, and retention rates. However, when conflicts or misunderstandings arise between employees and management, they can lead to decreased morale, higher turnover rates, and hindered organizational growth. By conducting a thorough study of the challenges within this relationship, organizations can identify areas for improvement, implement effective communication strategies, and foster a more collaborative and supportive work environment. Ultimately, investing in research focused on enhancing the employee-management relationship is essential for cultivating a positive workplace culture and achieving long-term success.

### **Scope of the Study:**

The study examines employee relationships with management, focusing on key areas like engagement, motivation, communication, leadership, conflict resolution, empowerment, organizational culture, recognition, and development opportunities. By analyzing case studies and best practices, the study aims to provide recommendations for improving employee-management relationships, ultimately enhancing workplace harmony and productivity.

### **Hypothesis of the Study:**

The hypothesis set for the study is

- H0-Employees are satisfied with the management

- H1-Employees are not satisfied with the management

**Research Design:**

Research design is a plan structure and strategy of investigation conceived so as to answer research question and control variance. The research design adopted for the study is descriptive research design. It is the information needed to structure or solve the research problem.

**Research Methodology:**

Research is a careful investigation or inquiry epically through search for new factors in any branch of knowledge. Research methodology is the process of systematic investigation of any management problems and deals with research design data collection method such as sampling plan and sampling method.

**Population:**

The study will be carried out among employees, working CUMI universal ltd.

**Sample Size:**

Employees CUMI Universal limited is included in the survey. The survey consists of a total no of 101 people.

**Method of Data Collection:**

Data collection is a term used to describe process of preparing and collecting data .Systematic gathering of data for a particular purpose from various sources that has been systematically observed, recorded, organized. Data are the basic inputs to any decision-making process in business. In this survey in order to meet the objectives of the study both primary data and secondary data were collected.

**Primary Data:**

The primary data are those which are collected for the first time and thus happen to be original characters in primary data do not already exist in any publications. In this study the primary data is collected by questionnaire. The questionnaire was handed over to various respondents and the data is collected.

**Secondary Data:**

The secondary data is the data that have been already collected by and read available from other sources. Such data are cheaper and quickly obtained than the primary data. The secondary data are collected from the company records and magazines, journals, internet etc., problems and deals with research design data collection method. Sampling plan, sampling method

**Tools for Data Collection:**

Among the various methods, which can be used to collect the primary data, the researcher has adopted questionnaire method. The researcher has prepared structured questionnaire, which contained predominately multiple-choice questions. The respondent's opinion is gathered with regard to the problem with the help of the questionnaires

**Analytical Tool for the Study:**

The commonly used statistical tools for analysis of collected data are

- Percentage analysis

**Period of the Study:**

The study was done in the period of 4(four) months from 18.03.2023 to30.06.2023.

**Area of the Study:**

The research on the title was done in the area of management where the Employees perception about the employee relationship towards the management in CUMI Carborundum universal limited.

**Limitation of the Study:**

- No genuineness of the answers given by the employees.
- Less time and not taking seriously the question
- Few employees and executives were not responded very much because of their busy of work schedule.
- This study was conducted 100 employees of the industry

**Company Profile:**

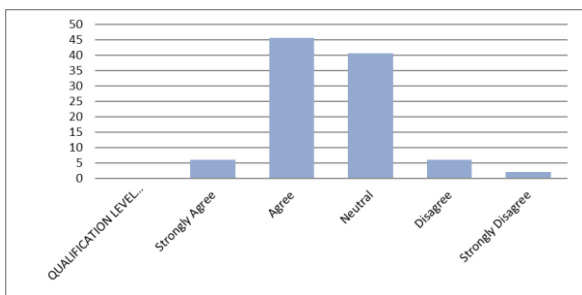
CUMI was founded in 1954 as collaboration between the Murugappa Group, USA, and the Universal Grinding Wheel Co. Ltd., UK. The company has grown to become a leading manufacturer of abrasives, refractory products, and electro-minerals in India. Over the years, CUMI has expanded its product range and capabilities through various acquisitions and investments. Some notable milestones include:

- 1964: Commissioning of Brown Fused Alumina Plant in Kalamassery, Cochin
- 1965: Establishment of Bauxite Mines and Calcination plant in Okha, Gujarat
- 1984: Production of Silicon Carbide in Koratty, Thrissur
- 1992: Commissioning of White Fused Alumina Plant in Kalamassery
- 2004: Modernization of Micro Grit Plant in Koratty
- 2006: Commissioning of AzureS (Sol-Gel) Plant in Kalamassery
- 2007: Acquisition of Volzhsky Abrasive Works in Russia
- 2008: Acquisition of Foskor Zirconia in South Africa
- 2010: Establishment of Microgrit plant in Kochi
- 2013: Commissioning of Alumina Zirconia Plant in Kalamassery
- 2016-2017: Expansion of Heat Treatment Plant, BFA Plant, and commissioning of Bubble Zirconia Plant in Edappally, India. Today, CUMI is a leading player in the Indian steel industry, with a range of over 20,000 different varieties of abrasives, refractory products, and electro-minerals manufactured across ten locations in India.

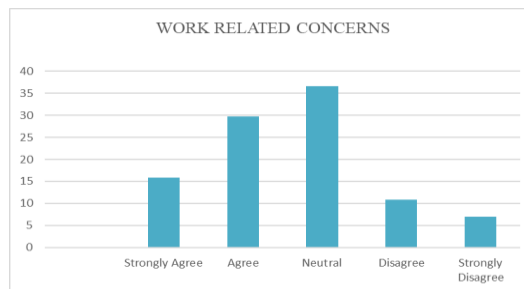
**Data Analysis and Interpretation:**

**Percentage Analysis:**

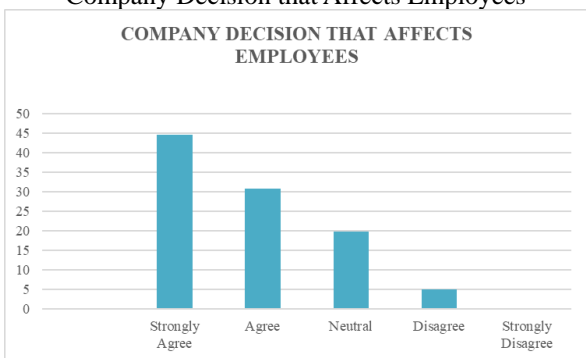
**Company Goals and Objectives**



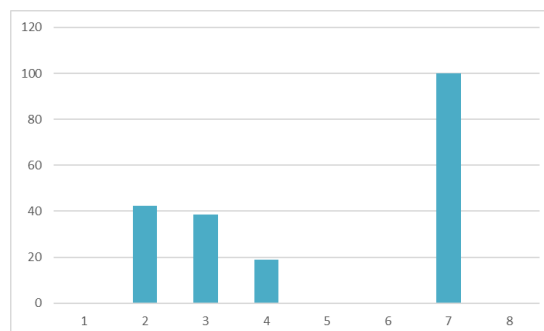
**Work Related Concerns**



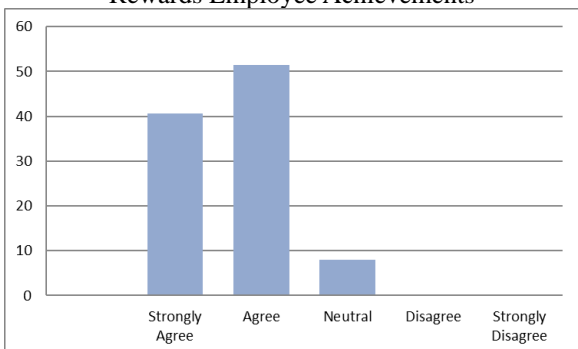
**Company Decision that Affects Employees**



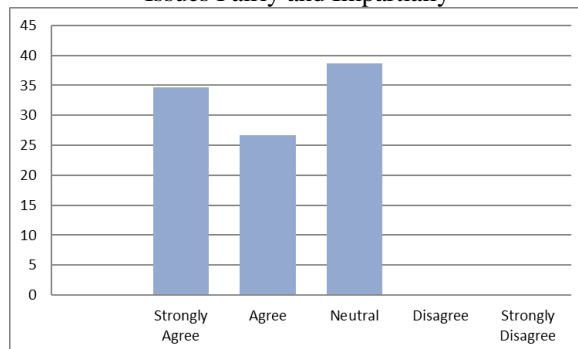
**Support from Manager**



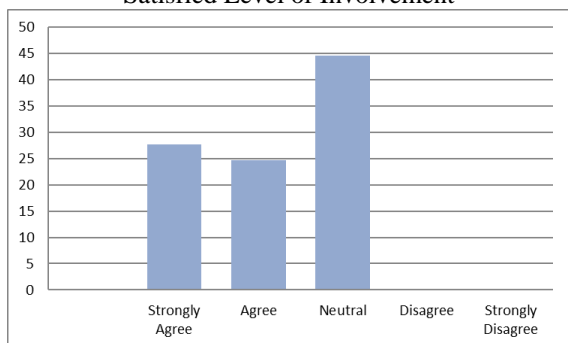
**Rewards Employee Achievements**



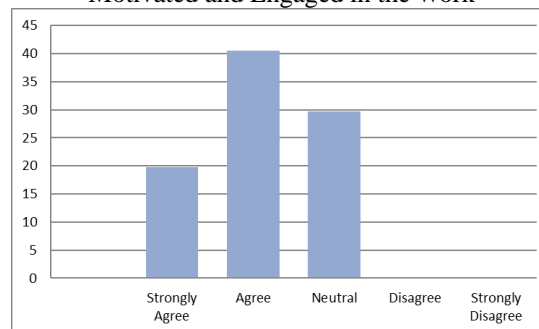
**Issues Fairly and Impartially**



**Satisfied Level of Involvement**



**Motivated and Engaged in the Work**



**Suggestions:**

- The organization should maintain an open policy with their employees.
- The organization enhances communication with the employees.
- Employers must collect regular feedback from employees.
- The company should accept worthy suggestion from the employees for better output.
- The company should maintain sound relationship between the management and employee to get better quality output.

**Conclusion:**

This study aims to investigate the relationship between management and employees at CUMI Carborundum Universal Limited. The research seeks to understand the behavior of management and the perceptions of employees. The findings indicate a high level of job satisfaction regarding disciplinary issues. The study recommends that reporting officers involve employees in the decision-making process, encourage their participation in all activities, and value their ideas and suggestions.

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