

PROJECT REPORT (17MBAPR407)

**A STUDY ON EMPLOYER AND EMPLOYEE RELATIONSHIP AND
ITS IMPACT ON EMPLOYEE PERFORMANCE AT TRANSORION
LOGISTICS SERVICES PVT LTD**

BY
N S MANASA
1AZ17MBA30
Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI



In partial fulfilment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION
Under the guidance of

INTERNAL GUIDE

Mahak Balani
Assistant Professor
Dept. of MBA
AIT, Bengaluru.

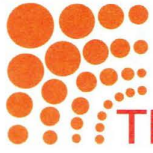
EXTERNAL GUIDE

Sujithira S
HR Manager
Transorion Logistics Services
Bengaluru.



Department of MBA
Acharya Institute of Technology, Soldevanahalli,
Hesaragatta Main Road, Bengaluru

March 2019



TRANSORION LOGISTICS SERVICES PVT LTD

Dated:16/02/2019

CERTIFICATE

This is to certify that Ms. N S Manasa bearing USN 1AZ17MBA30 student of Acharya Institute Of Technology Soladevanahalli, Hesaragatta main road, Bangalore-560107 who is studying MBA course has carried out -her project work from 3rd January 2019 to 16th February 2019 in our Organization under the guidance of Smt. Sujithira S, HR Manager of Transorion Logistics Services Pvt ltd @ Hennur and submitted a report on "A study on employer and employee relationship and its impact on employee performance at Transorion Logistics Services Pvt ltd, Bangalore"

With Warm Regards,

Sujithira.S

Manager - HR & Admin.,



Registered Office

New No. 206, (Old No. 230), 3rd Floor, Thambu Chetty Street
Above Indian Overseas Bank, Mannady, Chennai - 600 001
Ph: + 91 44 25212273 Fax: +91 44 25212283

Branch office

Room No. 7, Ground Floor
Building No. 1 Inland Container Depot
White Field, Bangalore - 560 066



ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 23/03/2019

CERTIFICATE

This is to certify that **Ms. N S Manasa** bearing USN **1AZ17MBA30** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **“A Study on Employer and Employee Relationship and its Impact on Employee Performance at Transorion Logistics Services Pvt Ltd, Bangalore”** is prepared by her under the guidance of **Prof. Mahak Balani**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

Signature of Internal Guide

Signature of HOD

1/4/19
Department of the Department
Department of MBA
Acharya Institute of Technology
Soladevanahalli, Bengaluru-560 107

Signature of Principal/Dean Academics

Dr. Devarajaiah R.M.
Dean-Academics

ACHARYA INSTITUTE OF TECHNOLOGY
Bengaluru-107.

DECLARATION

I, **N S MANASA**, hereby declare that the Project report entitled “**Employer And Employee Relationship And Its Impact On Employee Performance**” with reference to “**Transorion Logistics Services Pvt Ltd, Hennur main road, Bengaluru**” prepared by me under the guidance of **Prof. Mahak Balani**, faculty of M.B.A Department, **Acharya Institute Of Technology, Soldevanahalli, Bengaluru** and external assistance by **Sujithira S, HR Manager in Transorion Logistics Services Pvt Ltd**. I also declare that this Project work is towards the partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of six weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore
Date: 05/04/2019

Signature of the student

Manasa N.S.

ACKNOWLEDGEMENT

I wish to express my sincere thanks to our respected Principal, **Dr. Prakash M R**, beloved Dean-Academics, **Dr. Devarajaiah R M**, and deep sense of gratitude to **Dr. M M Bagali**, HOD, Acharya Institute of Technology, Bengaluru for their kind support and encouragement in completion of the Internship Report.

I would like to thank **Prof. Mahak Balani**, Asst. Professor, Department of MBA, Acharya Institute of Technology, Bengaluru and external guide **Mrs. Sujithira S**, HR Manager, **Transorion Logistics Services Pvt Ltd**, Bengaluru, who gave me golden opportunity to do this wonderful Project in the esteemed organization, which helped me to learn various concepts.

Finally, I express my sincere thanks to my Parents, Friends and all the Staff of MBA department of AIT for their valuable suggestions in completing this Project Report.

Place: Bangalore

Date: 05/04/2019

N S Manasa

USN: 1AZ17MBA30

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EXECUTIVE SUMMARY

One of the most pressing problems facing many companies nowadays is improving the performance of employees. It is generally agreed that performance gains can only be achieved through a significant improvement in the relationship between employer and employees. It is believed that not only organisational and organizational changes are important, but also how employees are trained, rewarded and inspired.

A strong relation among employer and employees creates a favourable working environment, and employees are satisfied and contented. They work hard daily and work hard to create teams and want organizational goals and objectives.

It is important for employers and employees to maintain close relationships with the organization, providing the best resources for organizational development.

Current research study focuses on understand the importance of employer and employee relations, recommend ways of improving employer-employee relations and analyse the impact of employer-employee relationships on employee performance.

Organisational data collection and information analysis to achieve research objectives.

Regarding the research methodology of this study, we selected random samples for the most appropriate study. In this sampling method the researcher selects a sample based on what they considers appropriate for the study. This is used mainly when small number of employees have experience in research.

Data was collected from primary and secondary sources of information. Responses to surveys sent to employees of the organization are the basis for the sources of data. Books, articles and journals about the relationship between employer and employee are provided as secondary data. The result of this study show that the relationship between the employer and employee has a substantial impact on employee performance, as shown by the rise in the number of employees, performance quality and quantity. Other results include various challenges encountered in the workplace, and various ways to strengthen strong relationships between employers and employees in an organisation. The study also contains valuable recommendations for improving the relationship between employer-employee at the organization.

CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION TO PROJECT:

This project was undertaken for a period of 6 weeks in” TRANSORIAN LOGISTICS SERVICE PVT LTD”, Bangalore. This project brings out the importance of “Employer and Employee relationship and its impact on employee performance”.

The employee relationship is a very significant relationship in the Organization and employees performance also effects the company future. The performance of employees includes key areas of activity, efficiency, compensation management and collective bargaining, helping to control employee satisfaction as well as the nature of the work.

The high performance and satisfaction of the strong employees who need the relationships of employees with employers. Relationships between employer and employees generally deal with avoiding and solving the problems of those who may be affected by the work situation.

This project proves to be a key to provide a practical exposure and experience to learn as a student or recent graduate. It is a proven way to gain related knowledge, experience and skills while establishing real time connections in the field. It also gives an opportunity to learn more about management profession. This project course is also a wonderful opportunity to prepare for a more competitive work environment. The project teaches that working life is very challenging as it requires great efforts, commitment, and abilities to build better professional ethics.

1.2 INDUSTRY PROFILE

INTRODUCTION: LOGISTICS INDUSTRY

The word logistics is derived from the Greek and Roman word 'Logistikas' which allotted the responsibilities of providing services related to supply and distribution of resources. This was done to allow the soldiers to move from basic to advanced positions, which could be an important factor in the war. This includes a transport hub and protecting its own supplies. Starting with the logistics history is part of the development of a system that can connect to the logistics management systems at the moment.

International logistics serves to foreign trade wherein movement of goods is involved between two parties located in two different countries, India primarily focusing into manufacturing sector and promoting export of Indian manufactured goods has turned out to be a huge potential for big players in this market.

This sector includes work primarily related to the transportation and storage of goods, as well as the provision of logistics services. These include postal services, courier and messenger funds, storage as well as four modes of transport, such as trucks, railways, aviation and water.

The main goals of international logistics is to combine and link various types of national trade barriers to minimize transaction cost and risks. The international logistics is a process developing in space and time together. Specifically the conditions, rules, and suggestions that you want to consider to achieve the expected results. In particular, the appropriate location, good quality and the distribution of goods from the time to quantity.

CATEGORIES OF LOGISTICS INDUSTRY

It can be divided into 3 sub categories freight forwarding, customs clearing, inland transportation.

1. FREIGHT FORWARDING

When a company decides to export or import a product, it quickly becomes clear that it faces a number of problems that must be overcome in delivering products to end users.

Delivery service may vary depending on customers and buyers. However, the main task of the freight forwarder is to act as an intermediary between the recruitment of customers and many vehicles regarding the transportation of international customers to carriers, customs services and customer operators.

Depending at the ultimate vacation spot and the character of the implements shipped there may be many transportation groups concerned in the movement of the goods and services from the seller to the clients.

2. CUSTOMS BROKERAGE

Customs brokerage companies facilitates the shipments and delivery of goods covering geographical boundaries for persons and organizations.

Permission to transfer provided by the customs authorities of a particular country for imported goods. The role of the customs officer is to help the client settle the goods at the border.

3. INLAND TRANSPORTATION

Customs House Agents(CHA) aims to provide good service to their customers with the best one stop solutions(multiple services) in relationship with its ocean freight or air freight services.

This means that besides the company of customers ocean freight or air freight shipments, custom agents also take care of the entire inland transportation in case of door to door quotations.

OVERVIEW OF GLOBAL LOGISTICS INDUSTRY

Strong competition in modern and universal markets, reduction of output, higher customer expectations and cost-cutting measures have led the company to focus on the logistics industry. The historical logistics industry is clearly separated and limited for transportation and storage. However, today global logistics management covers all aspects of the value chain by integrating value-added services such as efficient transportation, distribution, reverse logistics, export, packaging, certification, customer service, restructuring of knitting and repair management. To evaluate the logistics as a percentage of the total performance, a lot of research

was carried out, and it was found that 12%-20% of the current retail price is associated with the cost of logistics.

The logistics industry is an important part of the economy and usually accounts for 10%-15% of the national gross domestic product. The European logistics market can be considered matured and overloaded by many logistics companies with strong positions around the world. The 3rd Party Logistics in a European country are also rated 10% higher. It is estimated that there are about 1.1 crore jobs in logistics sector in the region, and this market in Europe has a limited number of new comers. In USA, European players began to build a strong US network. The United States is a leader in global logistics giants with 8% penetration by 3rd party suppliers. In 2000, the total cost of business logistics exceeded \$ 1 trillion, or 10.1% of gross domestic product.

OVERVIEW OF LOGISTICS INFRASTRUCTURE IN INDIA

Transportation is an important component of the logistics infrastructure. Competence and confidence in the relevant transport infrastructure and services is an important factor contributing to an increase in a country's competitiveness in international trade and to attracting foreign direct investment. In the case of indigenous peoples, policies should be developed that will stimulate prices and coordination between different modes of transport in order to create an integrated transport system that provides product flexibility with maximum efficiency and minimum cost.

India's infrastructure can be seen as a serious problem for the logistics business. India is a large country of 3.29 crore square km, but the infrastructure of India, including roads, railways, ports and airports, is considered very poor compared to other developed and developing countries. Poor infrastructure and inefficient transportation services can take a lot of time due to inefficient mobility and delays in transportation. Due to inefficient exporting countries is lower than in other developing countries in 59 countries.

In terms of infrastructure, road is the main mode of transport which accounts for 68% of freight movement in India. Trucks are the most used mode of transportation in India. At present, around 15 lakhs trucks operate on the Indian roads and the number of trucks increases around 10% a year. Railways are considered a relatively low-priced mode of transport and are used

mostly for transporting bulk materials over long distances. About 89% of its freight traffic is contributed by main commodities such as coal, fertilizers, cement, petroleum products, food grain, finished steel, iron ore and raw materials to steel plants. The balance 11% is other commodities moving in bulk and containers.

The logistics industry in India evolved from the efforts of its employees in the 60s to modern technology-oriented systems that provide a variety of logistics services . The concept of 3rd Party Logistics is an Indian culture that has traditionally developed in the past. Since then, India has gradually developed at a stage when the organisation of labour must avoid labour problems. In addition, important facilities such as transportation and storage are provided to various service providers, which are called 2nd party logistics service providers. As demand grew, service providers began to offer integrated services with other value added services, and organisations focused on key business area and streamlined logistics network.

The Indian Logistics industry has the mix of large internal players such as Aegis logistics Ltd, Agarwal packers & Movers Ltd, All cargo Logistics Ltd, Blue dart Express Ltd, Container Corporation of India Ltd, DHL Express India Pvt Ltd and Transorion logistics services Pvt ltd. Companies trying to satisfy clients overcome the competition.

BUSINESS LOGISTICS

The business logistics says of "having the right thing in the right quantity at the right time at the right place for the right amount in the right condition to the right customer". Business logistics covers all industries and aims to control the end of the project life cycle, supply chain and production efficiency. In the case of business logistics, there may be a logistics or outbound logistics. This includes the flow and storage of material from the sampling point to the point of consumption. The main functions of qualified agents of personalized agents include inventory management, procurement, shipment, storage, consultation, customization and planning of these actions. Logistics includes the specific knowledge of each function to coordinate resources within the organization.

NODES OF A DISTRIBUTION NETWORK:

- Plan for the production/ assembly of the product.
- Depot/ deposit is a standard warehouse for warehouses (high stock level).
- Order processing in the distribution center and order processing(inventory reduction) and receiving a return from the customer.
- Passing points are designed for cross-docking. This includes the reassembly of the load unit based on the planned shipment(transfer only).
- There may be intermediaries who are responsible for common problems between nodes, such as trading brokers or agents.

GROWTH AND DEVELOPMENT OF THE LOGISTICS INDUSTRY:

EXISTING SCENARIO AND FORTHCOMING OUTLOOK:

Logistics and freight forwarding are considered the backbone of the rapidly growing global logistics industry in Indian economy, as they protect the flow of efficient and cost-effective goods and other trade sectors. This is a new type of service provider that determines whether telecommunications infrastructure, technology and logistics can help customers save money and provide efficient services. Although the response was weak, the logistics industry followed the development of retail, e- commerce and manufacturing. Increasing e-commerce logistics and increasing domestic consumption will overlay the way for industrial development. With the promise of stable growth and improvement, the service industry is preparing to grow over the past 5 years.

FRESH SCENARIO:

The Indian logistics sector includes those that have recently entered into production and service chains. In recent years, the logistics infrastructure has received a desire for commercial buildings and politicians. Infrastructure management to effectively compete with other industries was not burdened. Inadequate logistics infrastructure can obstruct economic development. Logistics management processes can overcome difficulties and at the same time

ensure long term competitiveness. There many problems and industrial opportunities in the Indian economy.

FUTURE PROSPECTS OF LOGISTICS INDUSTRY:

Logistics companies integrate information and technology into operations to reduce costs and return to outdated services to meet service needs. The development of the logistics sector in India is largely dependent on simple infrastructure, such as educational conditions, and also strict infrastructure. The logistics industry is very important to support the rapid economic development of India. The industry is expected to continue healthy growth of 10%-15% per year.

While India is beginning to doubt the recession, it is expected that the outlook for the world economy and the Indian economy will increase significantly. It is expected that the new government will carry out a series of policies that will stimulate the growth of India, especially in the business and small and medium business sectors, which in turn increases the demand for logistics companies.

Due to the introduction of taxes on goods and services in many countries, you can easily create a small warehouse in many countries to follow an evil model and move goods from a warehouse to several factories, retail stores and various point of sale. These events have been supported by an e-commerce boom and the expansion of fast-growing consumer goods companies.

1.3 COMPANY PROFILE



Transorion Logistics India Private Ltd is an unlisted private company incorporated on 01 May, 2009. The registered office of the company is at 184/D, 2nd Floor, Hennur Main Road, Opp Indian Academy Group, Kasaba Hobli, Kalyan Nagar Post, Bangalore, Karnataka.

The overall paid-up capital is INR 1832000. The firm also has secured loans in the sum of INR 5000000.

Transorion logistics, a company established by professionals who have over 20 years of experience in customs clearance and value addition services. Established in the year 2009, Transorion had developed as one of the main player on the custom clearance and value addition front.

In the last few years, Transorion is one of the leading custom house agents in south India and the major activity of Transorion logistics is customs clearance further they have started logistics service few years ago to maintain good time in deliveries.

1.3.1 PROMOTERS

Promoter is an individual, organisation that helps increase money for some type of investment activity In Transorion logistics company directors are the promoters.

Directors of this company are

DIN/PAN	NAME	BEGIN DATE
01972059	Mariadoss Bernadshaw	06/08/2012
02598792	Logiah Jai Ganesh	06/08/2012
02598819	Raghunath Rao Prashanth	06/08/2012

JAIGANESH LOGIAH NAIDU

Designation : Director

Qualification : B.Com



PRASHANTH RAGHUNATH RAO

Designation : Director

Qualification : B.A



MARIADOSS BERNADSHAW

Designation : Director

Qualification : MBA



1.3.2 VISION, MISSION AND QUALITY POLICY

VISION:

To emerge and stabilize as a leader in logistics through innovative approach.

MISSION:

To implement best service levels with consistency and integrity.

QUALITY POLICY:

We strive for excellence by providing customised solutions, & services that best satisfies the requirements of our customer and continuously improve quality, reliability & service with the help of an effective quality management system, encompassing all statutory, regulatory, health, safety & environments at our work place.

QUALITY OBJECTIVE:

- Maintaining improving trend of customer satisfaction
- To implement best service levels with consistency and integrity.
- Adherence to applicable statutory & regulatory requirements
- Adherence to environment, health & safety(EHS) requirements at
- To provide safe, clean, hygienic & congenial work environment for effective contribution by every employee

1.3.3 SERVICE PROFILE:

Transorion adopt a flexible and healthy approach to meet the ever changing and rising needs on the clearance front and compliance activities. Their expert team and practice build systems approve that you are 100% fulfilled with the logistics .

- **CUSTOMS CLEARANCE:**

The past mile distribution of any product in the whole supply chain process is **customs clearances** which do has more challenges and also contracts with statutory and regulatory bodies.

At Transorion, know this and are healthy equipped with capable human resource along with essential infrastructure with process motivated and improved cost.

A CHA typically supports their customers with the subsequent facilities:

- Price and costing concession
- Estimate problems
- Custom credentials
- International duties clearance instructions and regulations
- Excises and responsibilities and many more.



- **VALUE ADDITION:**

At Transorion deliver the subsequent facilities:

- Recording of several import & export licenses, scheme import agreements.
- Recording of 100% export oriented elements(EOU & SEZ).
- Bonding and debonding method of consignment and assets.
- Additional premises licencing method.
- Complete facility packages for STPI, SEZ elements along with human resource.
- SVB Finalisation procedure.
- Inter elements handovers.

Provisional Elimination of goods for Displays/ Protests etc



- **TRANSPORTATION:**

Transorion delivers transference support with completely contracted vehicles for cargo movements from Airports to customers locations at a modest prices.

Interstate transportation facilitates between -Karnataka-Tamilnadu are commonly served.

National transportation of consignment through commercial airline and by rail, at reasonable prices.



- **WAREHOUSING:**

Public bonded warehousing services at Bangalore, Chennai and Hyderabad.

Current Equipment's used for operative handling.

Having contracted space with extremely reputed warehousing managers within and around Bangalore.



1.3.4 AREAS OF OPERATION:

There are 12 units of Transorion logistics services operated in India.

BRANCHES:

- Bangalore
- Chennai
- Mumbai
- Coimbatore & Tirupur
- Hyderabad
- Hosur
- Oragadam
- Vizag

AFFILIATES:

- Kolkata
- Delhi
- Cochin
- Tuticorin

1.3.5 INFRASTRUCTURE FACILITY:

Transorion logistics services Pvt ltd is located at Hennur main road, Bangalore. The company has number of facilities provided namely

- Creche facility
- Washroom facilities
- Canteen facilities
- Transportation facilities
- Medical facilities
- Training facilities
- Covering cold chain and warehousing facility

1.4 COMPETITORS INFORMATION:

- **OM SRI BHAVISHYATH LOGISTICS PVT LTD:**

#2884,Bhavishyath mansion,2nd main, HAL 2nd stage, Kodihalli, Bangalore-560008

Om Sri Bhavishyath logistics Pvt Ltd earlier known as Bhavishyath forwarders was started their work in 1996 by Shri B.N. Manjunath skilled and active individual who has a 25 years involvement in this trade, committed to deliver you bother-free and fast services for all your import-export deliveries from group of the documents to supply of the consignment. They are certified CHA and provide import, export and cargo clearance services from any point to point.

- **COUNTRYWIDE LOGISTICS INDIA PVT LTD:**

No D 39, D D U T T L Yeshwanthpura 2nd STG, Industrial Subrub, Yeshwanthpur, Bangalore-560022

As the name advise Countrywide spread its arms across the country by covering all main towns with strength of 80 own branches and more than 4000 service locations and still growing.

With more than 15 years experiences in rapid cargo and logistics services Countrywide become One stop solution for its clients as nationwide providing modified facilities as per essential of the client.

- **BHORUKA ROAD LINES LTD:**

B-148, Dduttc,2nd stage, Yeshwanthpur, Opposite Kanteerava studio, Yeshwanthpur, Bangalore-5600222

Bhoruka road lines ltd a top cargo, transportation and logistics company, serving breadth of the country since three and half years, was established in 1972 with one objective: To modify the cargo transportation industry in India.

Bhoruka Road Lines owns well-prepared and secure godowns, offices and warehouses having an occupied space of lots of square feet.

SAVINO DEL BENE FREIGHT FORWARDERS PVT LTD:

No.409, 1st Floor, Sawera Apts, 5th cross, 1st stage,3rd BLK,HBR Layout Bangalore-560043

SDB is an international freight forwarding company providing clients with efficient, cost-effective solutions and one stop solution services around the world.

- **HERPORT LOGISTICS PVT LTD:**

5C/ HRBR LAYOUT, KALYANNAGAR, BANGALORE,5th Cross Rd, HRBR layout, Kalyan Nagar, Bengaluru, Karnataka-560043

Herport Logistics private Limited is a private company established on 16 September 2011. It is categorised as NGO and is registered at registrar of companies.

- **OM FREIGHT FORWARDERS PVT LTD:**

No.8, Sns Arcade, A-wing, Airport road, Konen Agrahara, Bangalore-560017

Om Freight Forwarders Pvt Ltd is a third generation company international logistics and freight forwarding company with over four years of domain expertise. OFF Pvt Ltd is an India agent present whole import and export customs clearance services at all main air and sea ports in India.

1.5 SWOT ANALYSIS:

STRENGTH

- Experienced staff and skilled labour
- Effective communication
- Good management relation
- Optimum price offer

WEAKNESS

- High cost of operation
- Over dependence on people
- Poor customer contact
- Chances of huge capital outlay

OPPORTUNITIES

- Development of infrastructure
- Improvement in technology
- Increasing demand
- Rapid growth rate of target market in the area

THREATS

- Maintaining Customer satisfaction
- Government regulations
- Traffic situation management
- Changing competitive landscape

STRENGTHS:

- **Experienced staff and skilled labour:**

The Transorion is having skilled labour and experienced staff who can perform multi tasks in different situation. Experienced and skilled labour is as crucial to a business success and limited number of resource can compete favourably with the biggest companies.

- **Effective communication:**

Effective communication system is one of the key elements in making a smooth operations in logistics industry. If the communication is effective then there will not be any necessity for repeated communication. There will not be any need for clarifying often and wasting time.

- **Good management relation:**

Good management is the important to success, especially in logistics company. Management is successful to keep employee inspired by have strong coordination and good organizational relationships.

- **Optimum price offer:**

Pricing services is one of the most significant decisions entrepreneurs make for their business. Transorion charges best price from their customers to increase their customers and also for attract their competitors customers.

WEAKNESS:

- **High cost of operation:**

Logistics costs are reflected in labour and labour consumption, financial expenses and other adverse events. They are caused by the flow of important business in business and the maintenance of stocks.

- **Over dependence on people:**

Since the logistics industry is a labour intensive industry, it must be people to provide better service. Due to the company's overdependence on employees, regular training, regular performance reviews and regular pay rises are dull.

- **Poor customer contact:**

The company is primarily focused on economic growth in areas with high infrastructure, especially in remote areas. Remote areas delivery and customer relationships are often insufficient for absorbency, causing discomfort and leading to commercial losses.

- **Chances of huge capital outlay:**

Logistics is a balance between people, machines, technology and growth depends on how you place your order. The right technology added to all of these technologies also plays an important role. Transorion invests a lot in the right system

OPPORTUNITIES:

- **Development of infrastructure:**

The logistics infrastructure of roads, railways, water and aviation networks is an economic pillar. Ideally, with sufficient infrastructure capacity, the transport chain of the maritime sector can be provided with fewer goods and services through various types of transport.

- **Improvement in technology:**

Technology has improved it necessity to be executed in logistics of Transorion for higher productivity.

Significant business acquisitions were achieved by optimizing the supply chain through new developments in logistics technologies, including GPS tracking solutions route optimizations applications and electronic fees.

- **Increasing market demands:**

The population and demand in the market are concurrently increasing so the logistics have more opportunities and even more challenges. The logistics have to response to a big measure

cyclical difference, new fashion, trends and new tastes has brought new demand for a customised product and logistics can positively give reply in these situation.

- **Quick growth rate of target market in the area:**

The current government strategy now has a strong position in the development of Transorion logistics. Transorion taking place in the target market through continues growth rate.

The government has introduced paper less transaction for customs related activities it helps to provide the quality service in a limited time.

THREATS:

- **Maintaining customer satisfaction:**

Customer satisfaction is a serious threat to a logistics company, because customers now have very specific needs.

- **Govt regulations:**

The bigger threats of logistics industry is political system and increasing of duty and fuel prices ensure to utilize all the available space in containers to overcome these regulations.

- **Altering competitive site:**

Surprisingly, the situation with competition is changing. With the growing popularity of online retailers and 3rd party logistic providers logistics companies such as merchants, must be attentive to maintain their daily activities.

- **Traffic management:**

Logistics services faces many challenges in handling traffic. The company expanded met new challenges in monitoring, as well as the invoicing of orders. The margins of logistics decreased significantly due to the costs for traffic management.

1.6 FUTURE GROWTH AND PROSPECTS:

Challenging the total competition the change of logistics outline should be developed by both privately owned businesses and government.

- **Air & Ocean focuses:**

Transocean focus can reduce costs by successfully overcoming differences between generations, vertical advertising and the same adjustment of other companies. Governments can provide unique storage and logistics areas that can facilitate the use of new opportunities for administering online marketing and creating new business opportunities.

- **Growth of global products transport:**

The increase in total freight transport contributes to many components. First, E-commerce is growing in the global economy. Also, the change of generation system needs global participation, e.g. importing the semi-completed things from countries with less expensive Human Resource to those with higher innovation to collect the last product.

- **Freight transport:**

The union between centers little size conveyance organizations is a dynamic pattern later on. The procedure could help to develop administration zones and expand administration quality, and in the interim raise the heaps of single excursions to less.

- **Specialized logistics conveyance:**

One of the striking designs of logistics commercial enterprises is specific conveyance administration. Case in point, conveying fresh sustenance from the spot of home needs low temperature-holders. Register chips gases and petroleum need exact transports to carry these requests are ascending subsequent to the items got to be more sensitive.

- **Channel collaboration between organizations:**

With a exact end goal to spare the logistics costs, a key idea is to increase the use of available transport limit. Coordinating the logistics requests between several divisions advisors attain to this reason by and by an aggregate could add to its own specific logistics administration for the branches. For some medium size organizations they might participate transport channels with others.

1.7 FINANCIAL STATEMENT:

TRANSORION LOGISTICS SERVICES PVT LTD					
COMPANY FINANCIAL REPORTS FOR LAST 4 YEARS					
SL. NO	PARTICULARS	2014-15	2015-16	2016-17	2017-18
1	Revenue from operations	148219506	222789156	275636580	368881055
2	Less: cost of freight & other direct expenses	124700873	182945902	218392588	262947139
	Gross profit	23518633	39843254	57243992	105933916
3	Less: employee benefits expenses	16675349	27587859	36804066	64659773
4	Less: finance cost	94819	647138	956171	10073608
5	Less: depreciation and amortization expenses	541733	1166048	1703623	4384359
6	Less: other expenses	3675064	8362738	15547355	25788791
	Net profit before tax	2531668	2079471	2232777	1027385

CHAPTER-2

CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORETICAL BACKGROUND OF STUDY:

INTRODUCTION – EMPLOYER AND EMPLOYEE RELATIONSHIP:

When an employer recruits a new employee, they are not just taking a new member of the workforce aboard, they are also starting a new relationship with new employee.

As employer and employees frequently work in close quarters, they basically improve relationships. Managing this relationship is important to enterprise fulfilment as excellent relationship can cause more employee happiness or even elevated overall performance. To acquire these blessings the organizations ought to work on the dynamics in their organisation employee relationships.

Employer employee relations discuss with the statement that take area between the representatives of employees and employers. Most of the corporation and employee relationship contain employees and employers running together. The intention of social coverage today is to create a device of shared responsibility of employers and personnel for working practices situations and other regions of running existence.

Employer and employee relations industrial members of the family and labour relation are all phrases that refers to the ones features of human useful resource control wherein employees are dealt with has institution through collective agreements with alternate unions. It covers all the dating among employees and employers in industry. Some students however see business enterprise and worker members of the family which might be a greater recent time period as broader and contain worker overall performance in control selections communications policies for enhancing cooperation and control of complaint and discount of conflicts. The philosophy of human aid control has led to a shift closer to individualism as opposed to collectivism because of extended competition consequently learner and greater green agencies restructuring the market economy and free business enterprise are altering trade union legislation. Employer and employee courting is complex and multi -dimensional.

EMPLOYER AND EMPLOYEE RELATIONSHIP COVER THE FOLLOWING ISSUES:

- Growth interplay and application of formal structures of guidelines and guidelines for collective bargaining, coping with quarrels and grievances and regulating employment.
- Concerned with the formal and casual techniques which take the form of continuous interactions among employers and shop stewards labour unions and many others.
- The bargaining structures recognition of labour unions and procedural contracts and practices i.e. The collective relations between employers and labour unions.

ADVANTAGES OF EMPLOYER-EMPLOYEE RELATIONSHIP:

- **A BALANCE IN THE EMPLOYER AND EMPLOYEE RELATIONSHIP:**

The relationship between an employer and an employee need to be reciprocated and humble Since it is an enterprise who brings in employee into business enterprise corporation utmost responsibility to make the employee comfortable and glad whilst at work. A being concerned attitude of an company will result in worker happy with a view to spark off suitable and fruitful result. However a few employers wishes to hold a distance with employee to be able to preserve up with the hierarchy among the employer and worker.

- **INTERDEPENDANCY:**

In a courting among an organization and an employee, there ought to be a mutual interdependency among business enterprise and worker. One depends on the other for the easy implementation of work. An agency will stay up for his employee for the delivery of projects on time and undertaking different tasks in their absence. Likewise an worker will count on their manager to assist them in their executions and make themselves available whenever needed.

- **SOCIAL APPROACH:**

Employer and employee genuinely understand the form of courting the two holds Since the association is solely company there need to but the area among employer and employee wherein they may be friendly and social. Besides the business oriented communications, there should additionally be active and fun along with subjects protected in their topics of

conversation. The bond between the employer and employee must be candid enough in order that except being co-employees they also experience the wave of amity at work.

- **LIBERTY TO COMMUNICATE:**

An employee have to be suitable the authority to talk freely. In a scenario wherein an employee fails to talk with their employees it consequences in a growing a void of data and ill-will. This creates the experience in an employee of now not being taken into consideration as an imperative asset to the organization. Therefore make sure the comfort degree in their employee with the aid of conversing their company's effectiveness and approximately its sports through which you will entice the employee further into the circle of relatives of their corporation.

- **MUTUAL RELIANCE RELATIONSHIP:**

The agency and employee courting must be considered one of mutual consider. The agency is trusting upon the worker to perform their job and in doing so maintain the commercial enterprise walking easily. Conversely, the employee is trusting upon the agency to pay their and allow their to help themselves and probably their family financially.

- **RELATIONSHIP BUILDING OVER TIME:**

Just as with any relationship the organization and employee relationship is one which need to enhance through the years. Employers can sell the constructing of dating by using talking openly with their lives asking employees approximately their households and studying about their hobbies. Likewise, personnel can encourage the constructing of organization and employee courting via being open with their employer and sharing data approximately themselves and their lives.

- **SET RELATIONSHIP BOUNDARIES:**

Though the form of employee and organization relationship that is taken into consideration appropriate varies from employer to agency borders exist at nearly all groups. Generally, it's miles unwise for employers to broaden robust relationships with their personnel. Develop sturdy courting between organization and employees' employers need to exercising care to personnel isn't always especially closer than the relationships they increase with others as this will result in concerns concerning favouritism or comparable troubles of unfairness within the organisation.

LEGAL TESTS TO DETERMINE EMPLOYEE AND EMPLOYEE RELATIONSHIP:

They are several checks adopted by the courts to select whether an man or woman has he real reputation of an employee. So, there are lawbreaking tests which are naturally utilized by the courts as given:

- **CONTROL TEST:**

The control test is refers to the extent of manipulate of the supervisor over their personnel. The manipulate tests is used to modify whether someone is able to direct or want now not best what paintings is to be executed and the way it's far to be accomplished.

- **ORGANISATIONAL TEST:**

The organisational take a look at refers to the fact that employees are an essential institution for an organisation. The organisation take a look at check whether the duties carried out by way of an person form are an essential a part of the commercial enterprise as opposed to simply being accent to the enterprise.

- **MULTIPLE TEST:**

Multiple test is greater broader than manipulate take a look at and organisational test so the multiple take a look at refers back to the entire situation. In order phrases all of the related and appropriate factors are considered. It is used to modify whether a worker is an employee.

- **MUTUALITY OBLIGATION TEST:**

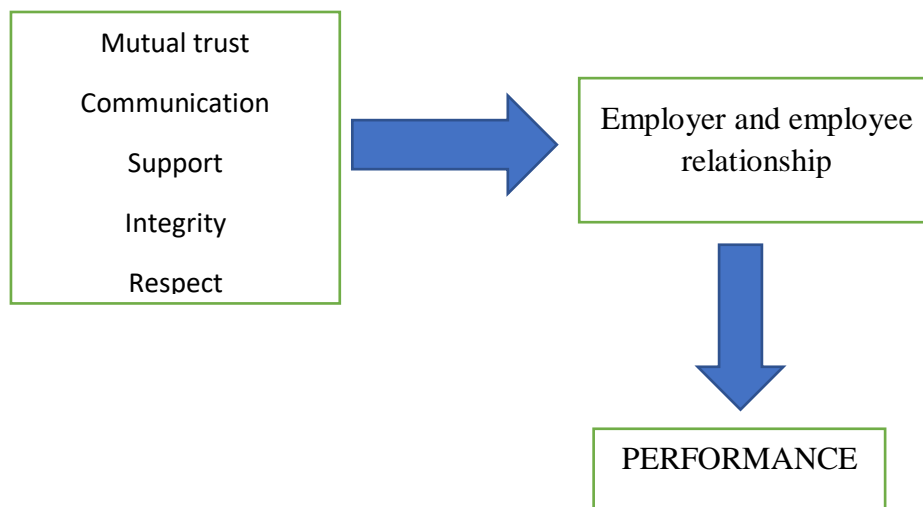
Mutually duty test wishes that the business enterprise feels obliged to provide and worker feels obliged to get hold of it while provided. This state of affairs is typical of most corporation and worker relationships in which the personnel paid with the aid of the their company each week and month

OBJECTIVES OF EMPLOYER AND EMPLOYEE RELATIONSHIP:

1. To develop and keep harmonious members of the family between employers and employees so vital for better overall performance of employer or commercial progress within the country.

2. To protect the interests of workers and employers through mutual understanding and goodwill in all sectors.
3. To establish and support industrial democracy based on the performance of the employee in organisational and industrial sectors, so that the identity of each person is fully recognized and encouraged.
4. To ensure the working world, avoiding all sorts of industrial disputes, improving the working living standards of workers.
5. To improve overall job performance by increasing staff turnover and reducing absenteeism..
6. To bring time to gain national control over industrial units that regulate losses, to protect jobs, or to control good profits for the public.
7. To recognize human rights in industry and combine complex social relationship and technological development to ensure a healthy and balanced social order.

THEORETICAL FRAMEWORK:



Mutual trust, respect, support, integrity, communications are major factors to improve the relationship between employer and employees.

The mutual trust, respect, support, integrity and communication is good between the employer and employees it improve the performance of employees. If the mutual trust, respect, support, integrity and communication is not good between the employer and employees it decrease the performance of employees.

2.2 LITERATURE REVIEW:

Author/ Researcher	Title of the Article/ Study	Objectives, Outcome or Findings	Gap Identified
Ahamad F (2019)	Impact of word of mouth, job attributes and relationship strength on employer attractiveness	<p>Objectives: To examine the differential impact of traditional word of mouth and social media WOM on employer attractiveness along with different in the job attributes and relationship strength with the information sources.</p> <p>Findings: The outcome shows the differential influence of traditional WOM and social media WOM to attract employers. Moreover, traditional WOM from strong relation source found to have a high impact on employer attractiveness than social media WOM.</p>	The present study advise only on the traditional-word of mouth and social media-word of mouth to appeal talented job searchers.
Bohatko-Naismith, J James C, Guest M, Rivett D A & Ashby S(2019)	An exploratory study of the injured workers experience and relationship with the workplace return to work coordinator	<p>Objective: This topic gives an idea of the employees point of view on the affected employees and explores some of the obstacles encountered when returning to work..</p> <p>Findings: The result gives an impression of the employees experience and relationship with the coordinator when returning to work.</p>	This topic only focus on the injured workers and the employer didn't consider this in the selection process. Organisation have to prefer on PPE (personal protective equipment's)

Diamantidis A D & Chatzoglou P (2019)	Factors affecting employee performance	<p>Objective: To find out the relationship between the business/environmental factors, business related factors, and their impact on employee performance.</p> <p>Findings: The studies have shown that the working environment and managerial direct support and indirect support have had the greatest impact on work.</p>	The possible limitations of this study are not aimed at specific areas of the. It differs sector to sector.
Guan X & Frenkel S (2019)	Perception of training impact employee performance	<p>Objective: To investigate the influence of firm training on the job performance of mainly semi-skilled manufacturing employees to ensure the competitiveness of contemporary Chinese manufacturing.</p> <p>Findings: Work place interaction provides a link between learning, role playing and participation in the workplace.</p>	This topic focuses on training but it have to involve new techniques in the training and employer must be give motivation to the employees for good performance.
Sahoo R & Sahoo C K (2019)	Organizational Justice, Conflict Management And Employee Relations	<p>Objective: To examine the impact of organizational justice and conflict management on employee relations through the mediating role of climate of trust.</p> <p>Findings: The findings disclose that climate confidence plays a role in the partial transfer of the relationship between organizational definition and staff relations, conflict management and personnel.</p>	It is limited to public transmission equipment in the Indian country, which limits the total .

<p>Mohammad J, Quoquab F, Halimah S & Thurasamy R (2019)</p>	<p>Workplace internet leisure and employees productivity: The mediating role of employee satisfaction</p>	<p>Objective : To examine the effect of workplace internet leisure on workplace outcome variables such as employee satisfaction and employee productivity in the Malaysian context.</p> <p>Findings: Findings disclose that orientation to leisure on the internet, the policy of workplace internet leisure policy and the autonomy of work have affected the satisfaction of employees. This also proved to be important for the mediating role of employee satisfaction.</p>	<p>These results can benefit only to the managers of the organisation the complete study highlights and supports to managers, not for every individual in organisation</p>
<p>Li J, Zhang Y, Chen S, Jiang W, Wen S & Hu Y (2018)</p>	<p>Demographic diversity on boards and employer/employee relationship</p>	<p>Objective: To explore the relationship between demographic diversity on boards and EER and to test the moderating effect of contextual factors such as a firms financial situation.</p> <p>Findings: Demographic diversity of organizations, such as ethnic diversity and gender diversity, should have positive effects on the relationship between employer and employee.</p>	<p>The study has been conducted on overall performance of employees not on individual the performance. the employee performance differs from one to one.</p>
<p>Kiruja E K & Mukuru E(2018)</p>	<p>Effect of motivation on employee performance in public middle level technical</p>	<p>Objective: To establish the effect of motivation on employee performance in the public middle level technical training institutions.</p>	<p>This topic focus on motivation to familiarize employee with technical activities at the community</p>

	training institutions	Findings: According to this study employees were not satisfied with their salary and working environment.	level, which not only conveys low level.
Suen H Y (2018)	The effects of employer SNS motioning on employee perceived privacy violation, procedural justice, and leave intention	Objectives: To propose a model to understand how and when employees professed privacy violations and procedural injustice communicate to predict intent to leave in the context of the use of social networking sites(SNSs) monitoring. Findings: The results show that if an employee believes that he can control more information through a social networking site, his personal information is less likely to be at risk.	Users need to learn how to manage information on social networking sites and view privacy settings for their social networking sites.
Davies G, Mete M & Whelan S (2018)	When employer brand image aids employee satisfaction and engagement	Objectives: To test whether the characteristics of employees affect the image of the employer, the warmth and ability of employees, as well as the degree of satisfaction commitment. Findings: Employee engagement was developed, illustrating the linkage between leader, team, perceived organizational support and organizational culture that is being mediated by employee motivation.	Characteristics of the employer and employee and image segmentation are different.

<p>Al Mehrzi N & Singh S K (2016)</p>	<p>Competing through employee engagement: a proposed framework</p>	<p>Objective: To provide a framework for understanding, predicting and controlling factors affecting the participation of the UAE in the public sector workforce.</p> <p>Findings: Employee engagement was designed to illustrate the relationship between leadership, team, organizational support awareness and organizational culture provided by employee motivation.</p>	<p>Only Competition based work it might be effect on the performance of the employees work.</p>
<p>Huang L C, Ahlstrom D, A Y P Lee, S Y Chen, & Hsieh M J (2016)</p>	<p>High performance work systems, employee well-being, and job involvement: An empirical study</p>	<p>Objective: To provides an important social agency to explain the hypothesis of a correlation between highly efficient work and workplace participation systems.</p> <p>Findings: : This study highlights the importance of employee well-being by incorporating the theory of behaviour and positive psychology and provides empirical evidence for the cross-level influence of high performance work system on employee well-being and job involvement.</p>	<p>This study only identifies behaviour, positive psychology and cross level function of high level performance.</p>
<p>Supanti D, Butcher K& Fredline L(2015)</p>	<p>Enhancing the employer-employee relationship through CSR engagement</p>	<p>Objective: To understand how hotel managers perceive the benefits that may accrue to employees and hotels through their engagement in CSR activities.</p>	<p>The paper illustrates that corporate social responsible actions can be personalized to get a certain</p>

		<p>Findings: Hotel managers corporate social responsibility at all levels of life and level significantly improved the relationship between employer and employees.</p>	<p>effect and the topic only focus on hotel management employees not another professionals.</p>
Anitha J (2014)	<p>Determinants of employee engagement and their impact on employee performance</p>	<p>Objective: To identify the key determinants of employee engagement and their predictability of the concept.</p> <p>Findings: However, Employee participation, which is predicted by all factors identified, is the working environment and the relationship between the team and the employee.</p>	<p>The study highlights the influence of work environment and the relationship between the team and its employees. The study does not focus on the background cultures of organisation.</p>
Botha A, Bussin M & Swardt S D(2011)	<p>An employer brand predictive model for talent attraction and retention</p>	<p>Objective: To examines the current state of knowledge about employer brands and identifies numerous employer building blocks that are integrated into conceptually predictable models.</p> <p>Findings: The brand of an entrepreneur is influenced by the needs of the target group, providing differentiated value for the employer, employee strategy, brand consistency, corporate brand communication and an assessment of the entrepreneur brand efforts.</p>	<p>The study conducted based on the predictive model, based on the predictions is not possible to interpret the theory.</p>

<p>Schlager T, Bodderas T, Maas P & Cachelin J L (2011)</p>	<p>The influence of the employer brand on employee behaviours relevant for service branding</p>	<p>Objective: To develop a framework that combines brand concepts with results that apply to company and branding services.</p> <p>Findings: First, the findings support the idea of a relationship between a recognised entrepreneurial brand and a service brand. On the other hand, the influence of individual drivers on the behaviour of employees is determined.</p>	<p>This study is based on data from single company. They need to continue research, studying service branding, employee attitudes and customer experience.</p>
<p>Foster C, Punjaisri K & Cheng R (2010)</p>	<p>Exploring the relationship between corporate, internal and employer branding</p>	<p>Objective: To internal branding and employer branding, which argue between the workers values and those of the corporate brand for a closer alignment.</p> <p>Findings: The study explores the significance of internal branding and employer branding.</p>	<p>The study supports only on employer and internal branding, the study needs to concentrate on over branding forecasts.</p>
<p>Hughes J C & Rog E (2008)</p>	<p>A strategy for improving employee retention and engagement within hospitality organizations</p>	<p>Objectives: To clarify what is meant by talent management and why it is important and to identify critical factors to its effective implementation.</p> <p>Findings: Talent management is a recognised and accepted commitment to implement an integrated, strategic and technically sound approach to HRM.</p>	<p>The study conducted only on hospitality organisations the study may not support to other industrial sectors.</p>

<p>Edgar F & Geare A (2005)</p>	<p>Different measures - different results</p>	<p>Objective: To test the relationship between human resource management practice and employee work-related attitudes and examine whether different approaches to measurement of human resource management gives different results.</p> <p>Findings: Statistically significant results were achieved between the practice of personnel management and employee relations..</p>	<p>Effective personnel policies and practices should be measured on the basis of perceived quality, and not just the number of practices presented.</p>
<p>Moorthy N K (2005)</p>	<p>industrial relations scenario in textile industry in Tamil Nadu</p>	<p>Objective : The study emphasized on new face of industrial relation ,which can be converted into better employee relations.</p> <p>Findings: The relationship between employers and employees can be improved by providing adequate measure of understanding of personality different and poor communication.</p>	<p>The gap identification is Communication between the management and employee through proper channel proper induction and training required for good relationship.</p>

CHAPTER -3

RESEARCH DESIGN

3.1 STATEMENT OF THE PROBLEM:

The company's success lies in maintain close relationship between employers and employee, the results are helpful. Employer and employee relations today are in crisis. In today's past faced economy , all organisations need to be aware of the needs of their employees, as satisfied employees for maintaining strong relationship between employers and employees to improve their performance .

Keeping this in mind, this study was undertaken in order to understand the importance of effective employers and employee relationship in today's scenario. Thus, this study is an attempt to give valuable suggestions to organisations in taking effective steps to maintain good relationship between employer and employees in a successful manner.

3.2 NEED FOR STUDY:

Good relationship between employer and employee is essential for the smooth operation of entire business. Good employer and employee relationships are crucial for building a advantageous way of life at place of business . In improve employee performance, employees must comment on all the fantastic and important issues. Gratitude and appreciation could be very essential. Management will deal with their personnel with respect and vice versa if all of them need to succeed and acquire goals. Spending a time with personnel, listening to employees is essential. The poor impact of agency worker relation, an company who fails to understand troubles regarding their employees might not achieve long term success in their agency.

Therefore this study focuses on employer and employee relationship and its impact on employee performance.

3.3 OBJECTIVES OF STUDY:

- To understand the importance of employer and employee relations.
- Analyse the impact of employer-employee relationships on employee performance.
- To critically evaluate the relationship between employer and employee in Transorion logistics services company.
- To recommend ways of improving employer-employee relations.

3.4 SCOPE OF STUDY:

The scope of the study of employer and employee relationship and its impact on employee performance will be limited to Transorion logistics services Pvt Ltd.

The study is based on various employer and employee relation practices. Analyse company performance, rating, dismissal, discipline, employee problems and other employer issue. In addition, this study provides feedback to senior managers to provide appropriate steps to maintain close relationships with employees, including employee satisfaction.

3.5 RESEARCH METHODOLOGY:

The type of research conducted for this study is descriptive. This study is a study to discuss scientific research, including an appropriate interpretation and explanation of the characteristics of the sample.

SOURCES OF DATA COLLECTION:

The task of data collection starts after the study problem has been defined and the research design strategy checked out. The two sources of data are:

- **Primary data**
- **Secondary data**

Primary data:

Primary data are data collected by a researcher for the first time. The data originally collected in this study is called primary data. Although this is a time consuming approach, the accuracy of the primary data is quite high. The basic data of this study was collected by sending questionnaire to 60 employees of the company.

Secondary data:

These are the ones records which have been previously collected for some purpose. Secondary records analysis saves time that might otherwise be spent on collecting records by the number one source. It offers larger and higher-great databases that could be unfeasible for any individual researcher to accumulate on their personal.

This data used for this research was collected from the company's brochure, journals, websites and text books.

Sampling techniques:

In sampling techniques random Sampling is used in the research. It is also known as probability sampling. This sampling method uses randomization, so that each element of the population has the same opportunity to become part of the selected sample.

Sample size:

The total population of the company is 200 employees; out of which 60 employees were selected in the sample.

Thus the sample size is 60 employees, which includes 05 managers from the middle level management.

Tools for data collection :

Questionnaire:

Gathering information from the respondents by set of questions is called questionnaire. Questionnaires do not incur much cost from the researchers' point of view. They frequently have consistent answers that make it simple to collect data.

The questionnaire used in this study contains 24 questions, which is framed keeping in mind the objective of the study. They are close ended questions, which require the respondent to select the most appropriate solution from the various choices available. The questionnaire is specifically designed for employees at all levels.

PLAN OF ANALYSIS:

The data was collected from 60 employees and was tabulated accordingly for the purpose of analysis to generate percentages. Graphs and Pie Charts were prepared for a better understanding of the data. A careful analysis and interpretation was done in order to derive meaningful results. Draw conclusions and recommendations based on information and research objectives.

3.5 HYPOTHESIS:

HYPOTHESIS STATEMENTS :

H₀ (Null hypothesis): Healthy employer and employee relationship does not have a positive impact on employee performance.

H₁ (Alternative hypothesis): Healthy employer and employee relationship has a positive impact on employee performance.

3.7 LIMITATION:

- Employees hesitate to respond to the questionnaire.
- The process of survey was time consuming.
- Limited information was given by the company as it is confidential.
- The results are given based on an assumption that the questions answered by the employees are true.

3.6 CHAPTER SCHEME:

Chapter 1-This chapter consists of introduction about topic “ employer and employee relationship and its impact on employee performance” followed by industry and company profile which includes promoters, vision, mission, quality policy, service profile and areas of operation and so on.

Chapter 2-This chapter gives information regarding conceptual theoretical background of study and literature review on employer and employee relation and its impact on employee performance.

Chapter 3- This chapter includes information of research design followed by explanation of issue, objectives of study, need and scope of study, research methodology with hypothesis and limitation.

Chapter 4-This chapter explains analysis and interpretation of data and statistical tool result using chi-square.

Chapter 5-This chapter consists of summary of findings, conclusion and suggestions.

CHAPTER-4

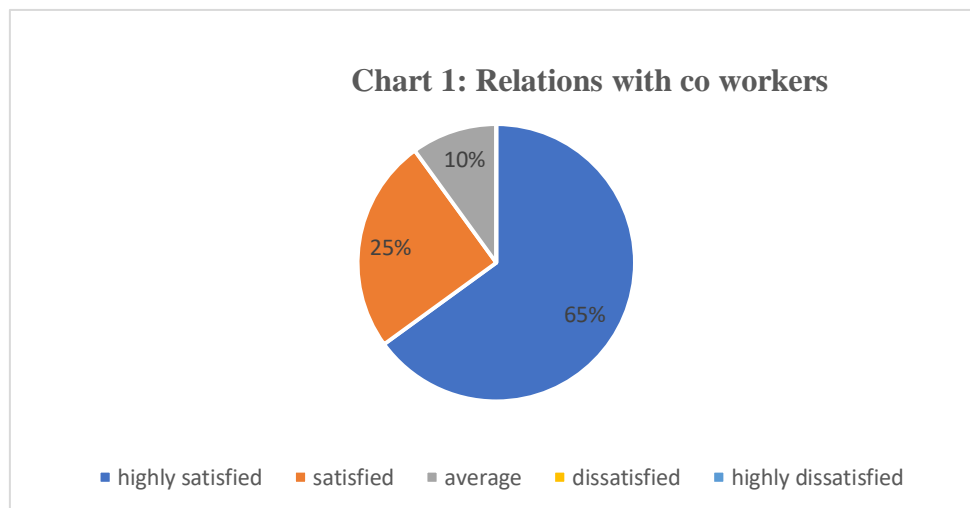
ANALYSIS AND INTERPRETATION

Table-4.1:Table showing Relations with co workers

SL No	Attributes	No. of Respondents	Percentage
1	Highly satisfied	39	65%
2	Satisfied	15	25%
3	Average	06	10%
4	Dissatisfied	00	00%
5	Highly dissatisfied	00	00%
Total		60	100%

Analysis:

It has been analysed that 25% of employees satisfied with working culture, 65% of employees highly satisfied with working culture and 10% of employees average with working culture.



Interpretation:

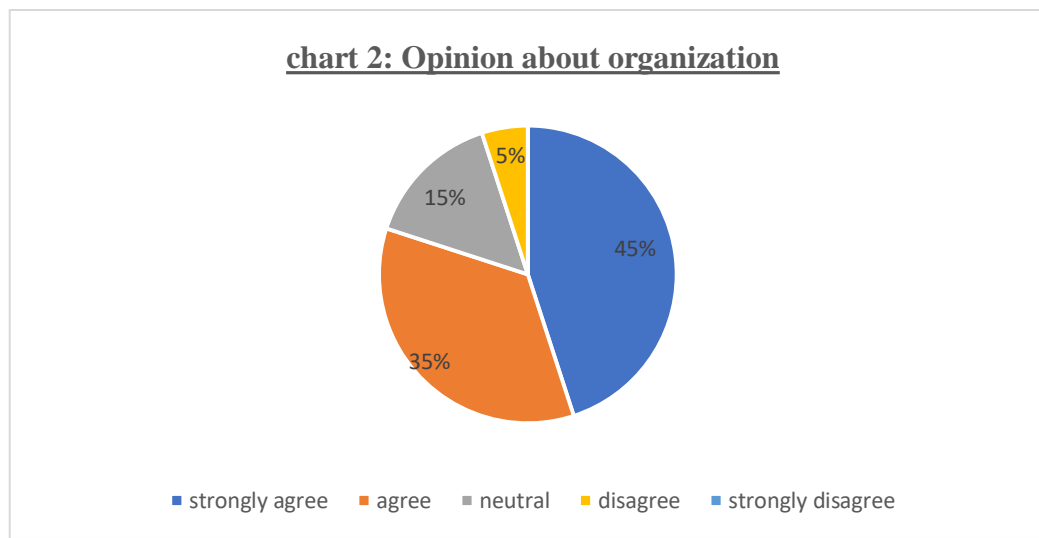
The interpretation from this graph is that most of the employees are highly satisfied with their relations with their co-workers. This indicates that the relations with co-workers is good and highly satisfying according to employees opinion.

Table:4.2: Table showing Opinion about organization

SL No	Attributes	No. of Respondents	Percentage
1	strongly agree	27	45%
2	Agree	21	35%
3	Neutral	09	15%
4	Disagree	03	05%
5	strongly disagree	00	00%
Total		60	100%

Analysis:

It has been analysed that 35% of employees are agree with working culture, 45% of employees are strongly agree with working culture, 15% of employees are neutral with working culture and 5% of employees are disagree with working culture.



Interpretation:

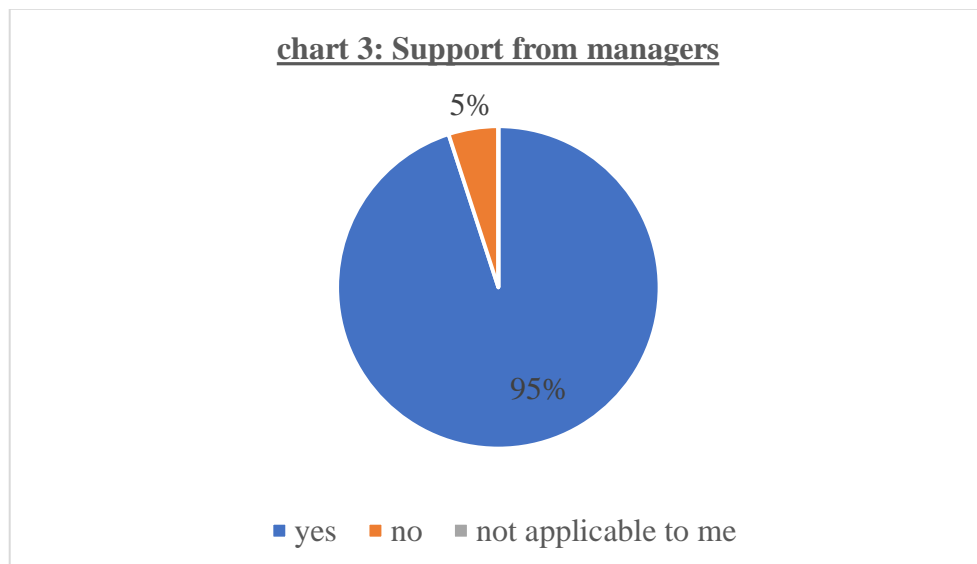
The interpretation from this graph is that most of the employees are happy with the work culture of the organization and they recommend this organization as the great place to work. It indicates that employees think that there is a opportunity to employees growth. Very few employees are not happy to recommend this organization as the great place to work.

Table:4.3: Table showing Support from Manager

SL No	Attributes	No. of Respondents	Percentage
1	Yes	57	95%
2	No	03	05%
3	Not applicable to me	00	00%
Total		60	100%

Analysis:

It has been analysed that 95% of employees are got support from the managers, 5% of employees are not got support from the managers.



Interpretation:

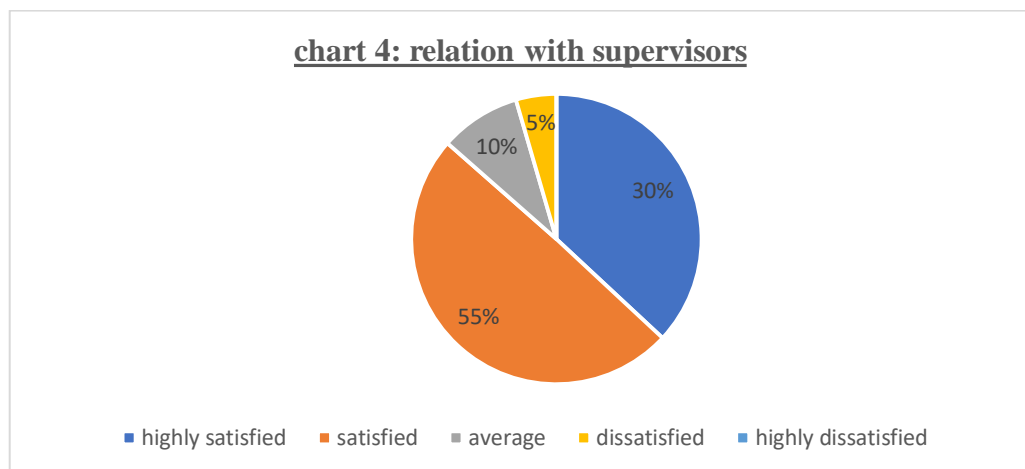
The interpretation from this graph is that the managers or supervisors of the organization are supportive for employees .It indicates that organization gives more support to employees work. Some employees are feeling they are not getting proper support from managers or supervisors of the organization on immediate basis.

Table:4.4:Table showing Relation with Supervisor

SL No	Attributes	No. of Respondents	Percentage
1	Highly satisfied	18	30%
2	Satisfied	33	55%
s3	Average	06	10%
4	Dissatisfied	03	05%
5	Highly dissatisfied	00	00%
Total		60	100%

Analysis:

It has been analysed that 55% of employees are have good relation with supervisor, 30% of employees are have better relation with supervisor,10% of employees are average relation with supervisor and 5% of employees are dissatisfied relation with supervisor.



Interpretation:

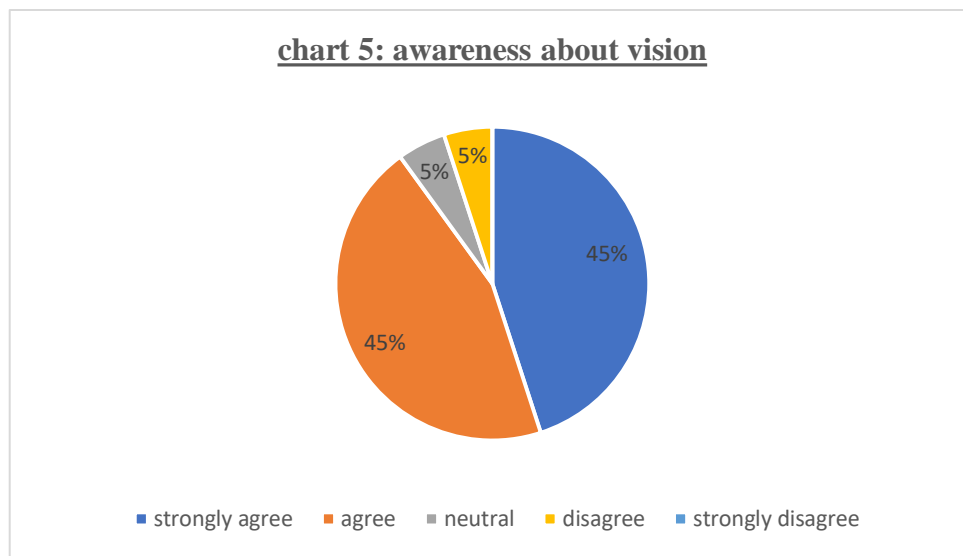
The interpretation from this graph is that the employees relation with their immediate supervisor is good. It indicates that organization have mutual relationship with the employees. Some of employees who are not satisfied with the relation with their immediate supervisor of the organization because of their irrational behaviour.

Table:4.5: Table showing Awareness about vision

SL No	Attributes	No. of Respondents	Percentage
1	Strongly agree	27	45%
2	Agree	27	45%
3	Neutral	03	05%
4	Disagree	03	05%
5	Strongly disagree	00	00%
Total		60	100%

Analysis:

It has been analysed that 45% of employees are strongly agree that they are part of company's vision and their role for that, 45% of employees are agree that they are part of the company's vision, 05% of employees are disagree that they are part of company's vision and their role and 05% of employees says neutral.



Interpretation:

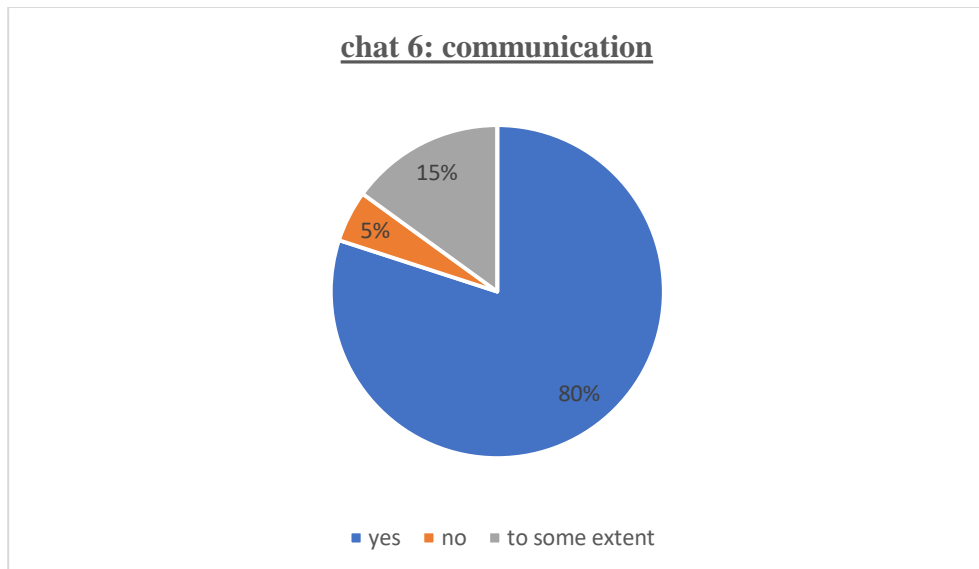
The interpretation from this graph is that employees who know how they are part of company's vision and their role for that . It indicates that employees works for achieve the mission and vision of the organization. Some of the employees don't have any clear idea about organization vision and their role for that because they are thinking that supposed to fulfilled by management.

Table:4.6:Table showing Communication between the employer and employees

SL No	Attributes	No. of Respondents	Percentage
1	Yes	48	80%
2	No	03	05%
3	To some extent	09	15%
Total		60	100%

Analysis:

It has been analysed that 80% of employees are saying yes, 5% of employees are saying no,15% of employees are saying to some extent.



Interpretation:

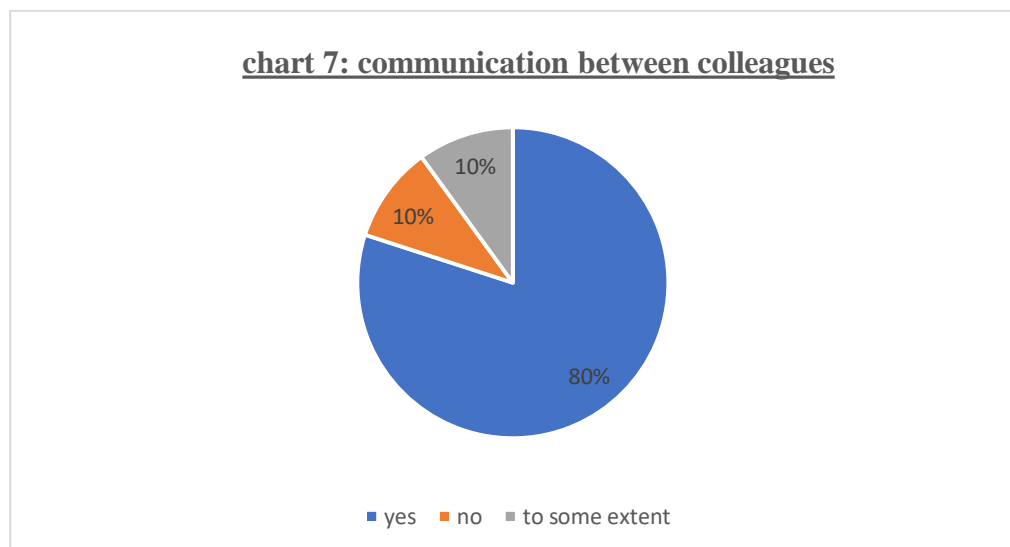
The interpretation from this graph is that some of employees think that there is no proper communication between the managers and employees in organization this happens because they may don't have proper communication skill or may be a personal conflicts in work place. most of the employees are satisfied with communication between employer and employee.

Table:4.7:Table showing communication between colleagues

SL No	Attributes	No. of Respondents	Percentage
1	Yes	48	80%
2	No	06	10%
3	To some extent	06	10%
Total		60	100%

Analysis:

It has been analysed that 80% of employees are have good communication between colleagues, 10% of employees are not have good communication between colleagues 10% of employees are saying to some extent.



Interpretation:

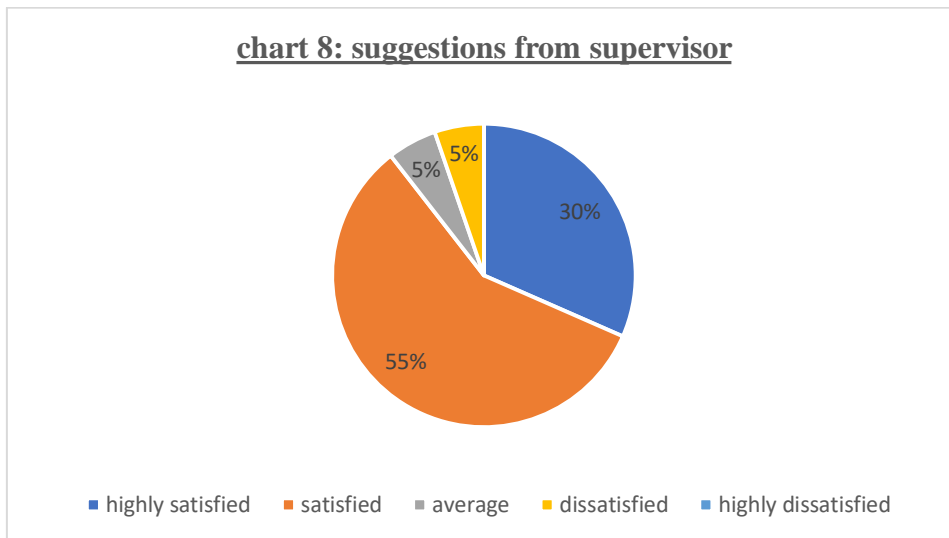
The interpretation from this graph is that most of the employees are confident that department communicates sufficiently with one another. It indicates employees have a mutual relationship with co-workers. Some of the employees are think that the department communicates sufficiently with one another up to some extent only.

Table:4.8: Table showing suggestion's from supervisor

SL No	Attributes	No. of Respondents	Percentage
1	Highly satisfied	18	30%
2	Satisfied	33	55%
3	Average	03	05%
4	Dissatisfied	06	10%
5	Highly dissatisfied	00	00%
Total		60	100%

Analysis:

It has been analysed that 55% of employees are satisfied with suggestions from supervisor, 30% of employees are highly satisfied with suggestions from employees, 5% of employees average with suggestions from employees and 10% of employees dissatisfied with suggestions from employees.



Interpretation:

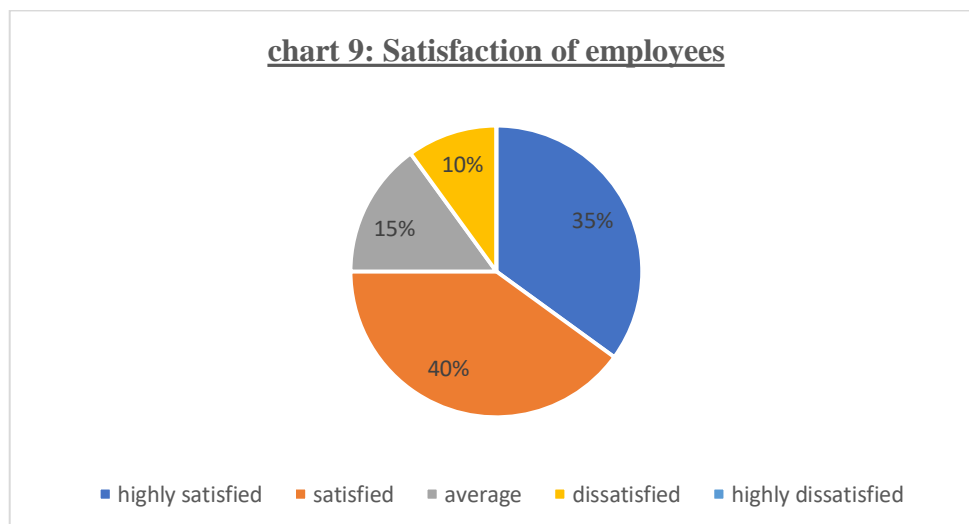
The interpretation from this graph is that the supervisor is active listener as in everyone is satisfied. It indicates that supervisor gives correct suggestion to employees for their work. Some of them are not satisfied with suggestions from supervisor because of over deployment of work to a particular employee in a group.

Table:4.9:Table showing Satisfaction of Employees

SL No	Attributes	No. of Respondents	Percentage
1	Highly satisfied	21	35%
2	Satisfied	24	40%
3	Average	09	15%
4	Dissatisfied	06	10%
5	Highly dissatisfied	00	00%
Total		60	100%

Analysis:

It has been analysed that 40% of employees are satisfied to work for the company, 35% of employees are highly satisfied to work for the company, 15% of employees average to work for the company and 10% of employees dissatisfied to work for the company.



Interpretation:

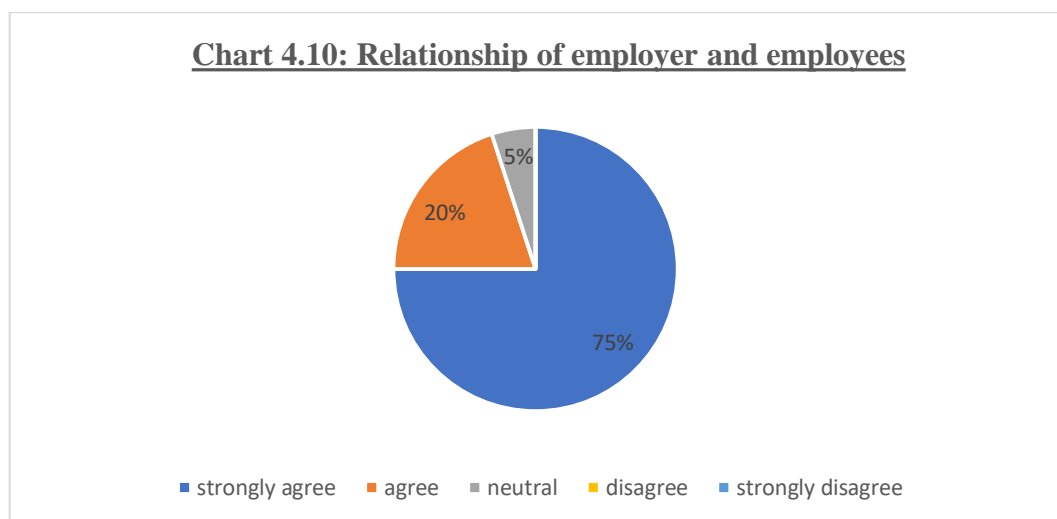
The interpretation from this graph is that most of the employees are satisfied by overall working condition of the organization. Which means that overall working of organization is satisfying for the employees.

Table:4.10:Table showing relationship of employers and Employees

SL No	Attributes	No. of Respondents	Percentage
1	Strongly agree	45	75%
2	Agree	12	20%
3	Neutral	03	05%
4	Disagree	00	00%
5	Strongly disagree	00	00%
Total		60	100%

Analysis:

It has been analysed that 75% of employees are think that have healthy relations will be more effective, 20% of employees are think that have healthy relations will not more effective, 5% of employees are think that to some extent.



Interpretation:

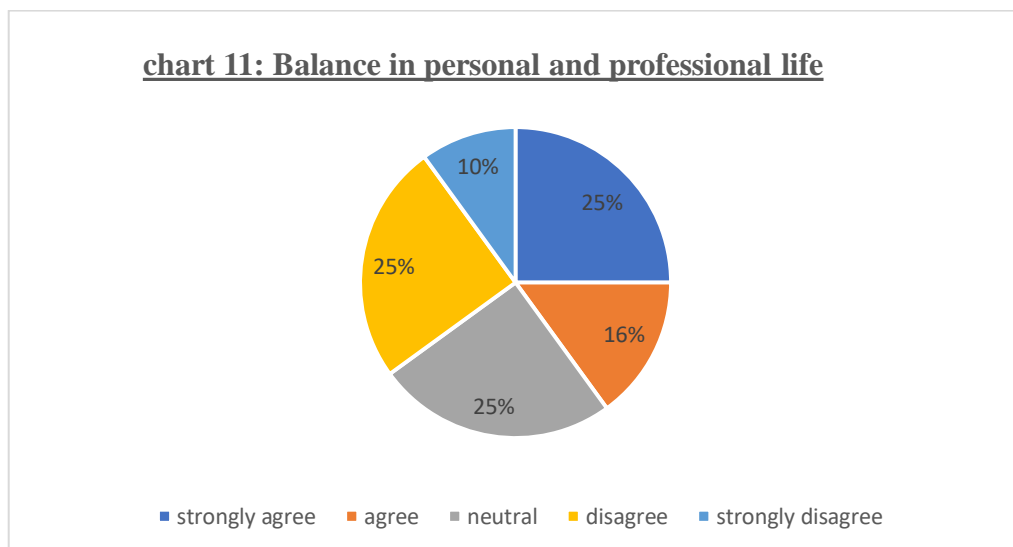
The interpretation from this graph is that the most of the employees are think that having healthy relationship between employer and employees in the organization improves the performance. It indicates that employer and employee relationship leads the performance of the organization.

Table:4.11:Table showing Balance in Personal and professional life

SL No	Attributes	No. of Respondents	Percentage
1	Strongly agree	25	25%
2	Agree	09	15%
3	Neutral	25	25%
4.	Disagree	25	25%
5	Strongly disagree	06	10%
Total		60	100%

Analysis:

It has been analysed that 25% of employees are strongly agree to balance their work and personal life, 15% of employees are agree to balance their work and personal life , 25% of employees say neutral, 25% of employees are disagree to balance their personal life with work, 10% of employees are strongly disagree to balance their work and personal life.



Interpretation:

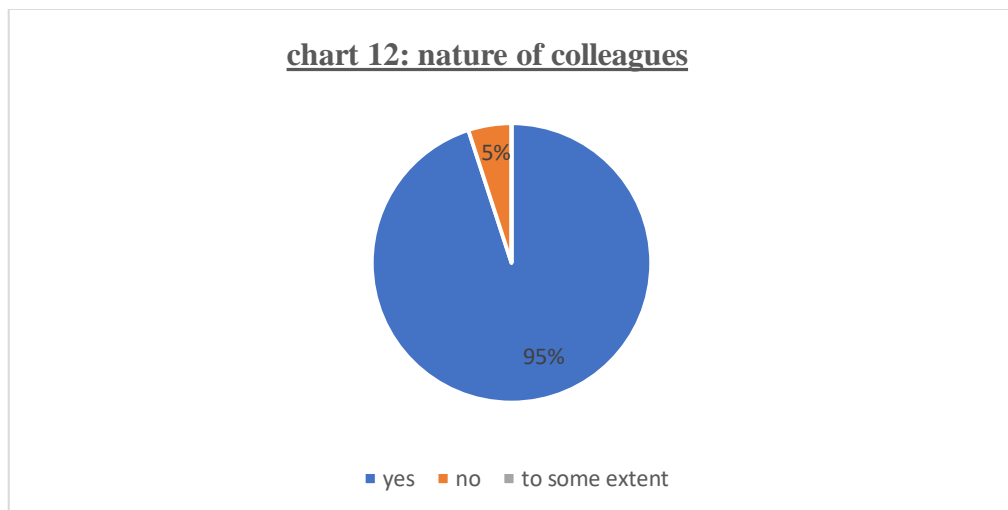
The interpretation from this graph is that some employees are able to balance their work and personal life. It indicates that the employees are balancing their work smoothly without any tension. Some employees are not able to balance their work and personal life due to work pressure they couldn't be able to reach home in time and some of freshers are facing shortage salary issue.

Table:4.12:Table showing Nature of colleagues

SL No	Attributes	No. of Respondents	Percentage
1	Yes	57	95%
2	No	03	05%
3	To some extent	00	00%
Total		60	100%

Analysis:

It has been analysed that 95% of employees are saying yes, 5% of employees are no.



Interpretation:

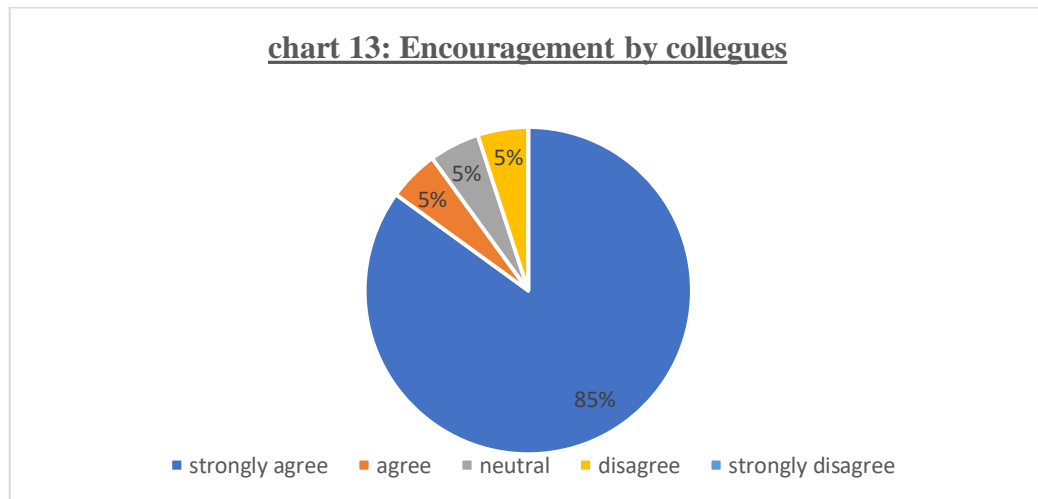
The interpretation from this graph is that most of the employees are pleasant and co-operative to work .It indicates that employees are happy to work for growth of the company. Few employees are not pleasant and co-operative to work because of their personal conflicts between co-workers.

Table:4.13:Table showing Encouragement by colleagues

SL No	Attributes	No. of Respondents	Percentage
1	Strongly agree	51	85%
2	Agree	03	05%
3	Neutral	03	05%
4	Disagree	03	05%
5	Strongly disagree	00	00%
Total		60	100%

Analysis:

It has been analysed that 85% of employees strongly agree that someone is trying to stimulate their own development , 01% of employees agree that someone is trying to stimulate their own development , 01% of employees disagree that someone is trying to stimulate their own development , 01% of employees saying neutral.



Interpretation:

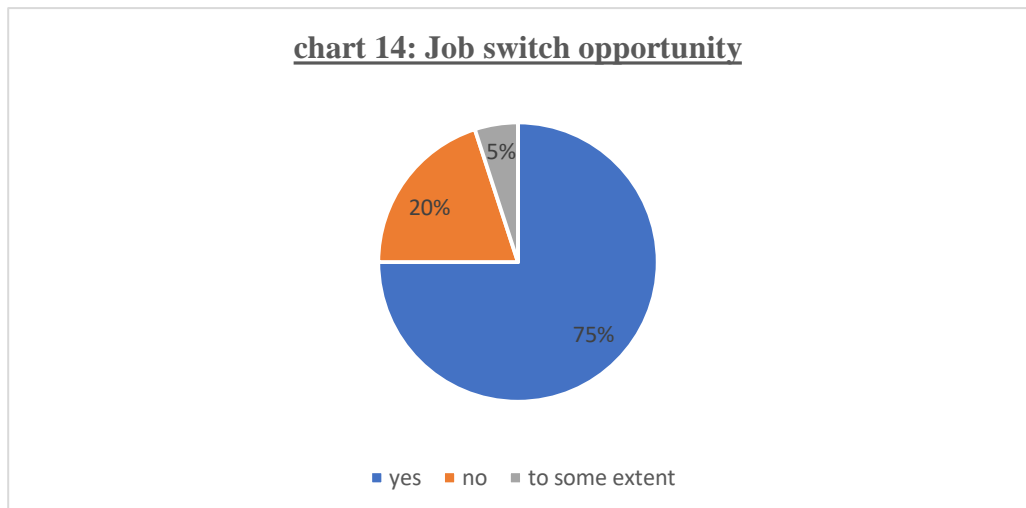
The interpretation from this graph is that most of the employees are encouraged by colleagues. It indicates that employees have good relationship between them. Few employees not encouraged by colleagues in the organization because of personals conflicts between co-workers .

Table:4.14:Table showing Job Switch Opportunity

SL No	Attributes	No. of Respondents	Percentage
1	Yes	45	75%
2	No	12	20%
3	To some extent	03	05%
Total		60	100%

Analysis:

It has been analysed that 75% of employees are saying yes, 20% of employees are saying no, 5% of employees are saying to some extent.



Interpretation:

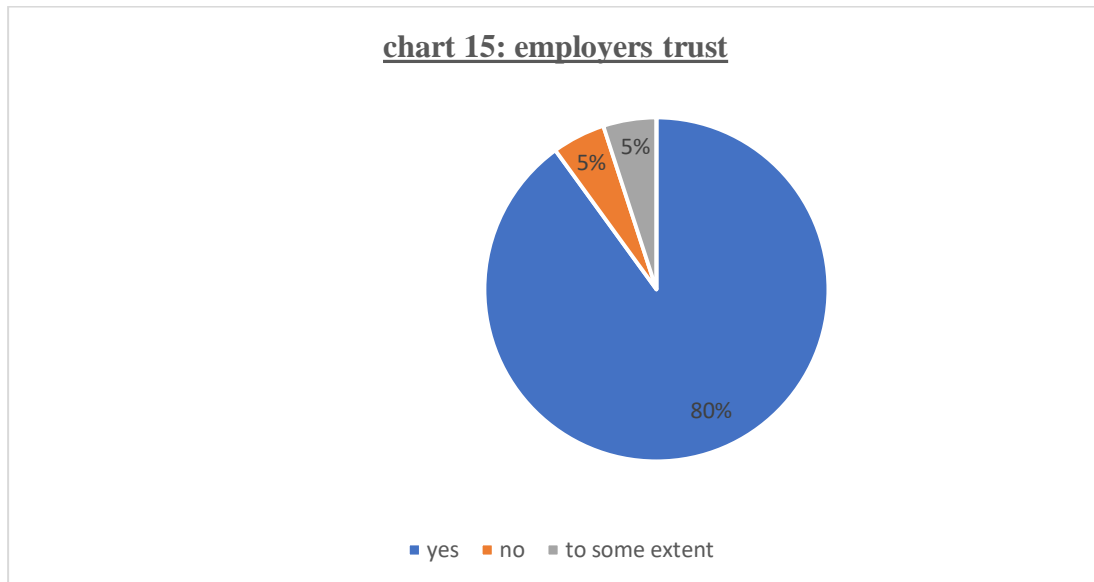
The interpretation from this graph is that most of the employees are would stay with present company if they get similar work in other company because they have adjusted for comfortness of the organisation. Few employees would like to leave the present company because of the opportunity and benefits provided by the offering company.

Table: 4.15:Table showing employers trust

SL No	Attributes	No. of Respondents	Percentage
1	Yes	54	80%
2	No	03	05%
3	To some extent	03	05%
Total		20	100%

Analysis:

It has been analysed that 80% of employees are saying yes, 05% of employees saying no and 05% of employees saying to some extent.



Interpretation:

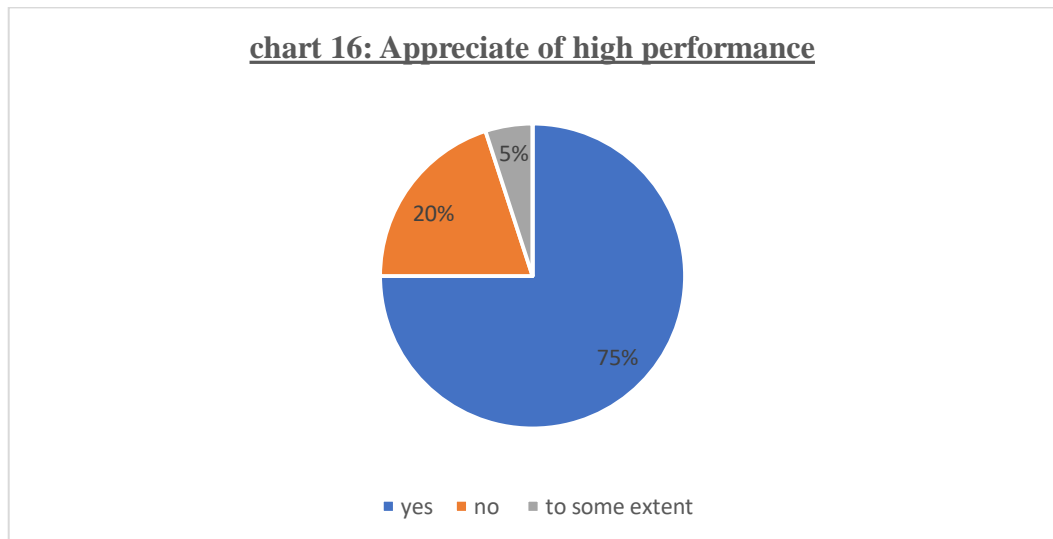
The interpretation from this graph is that there is good level of trust among members as employees work in a team and that trust level among each other is high. The staff who are introvert characteristic face that level of trust is low in the organisation.

Table: 4.16:Table showing appreciate of high performance

SL No	Attributes	No. of Respondents	Percentage
1	Yes	45	75%
2	No	12	20%
3	To some extent	03	05%
Total		60	100%

Analysis:

It has been analysed that 75% of employees are saying yes, 20% of employees saying no and 05% of employees saying to some extent.



Interpretation:

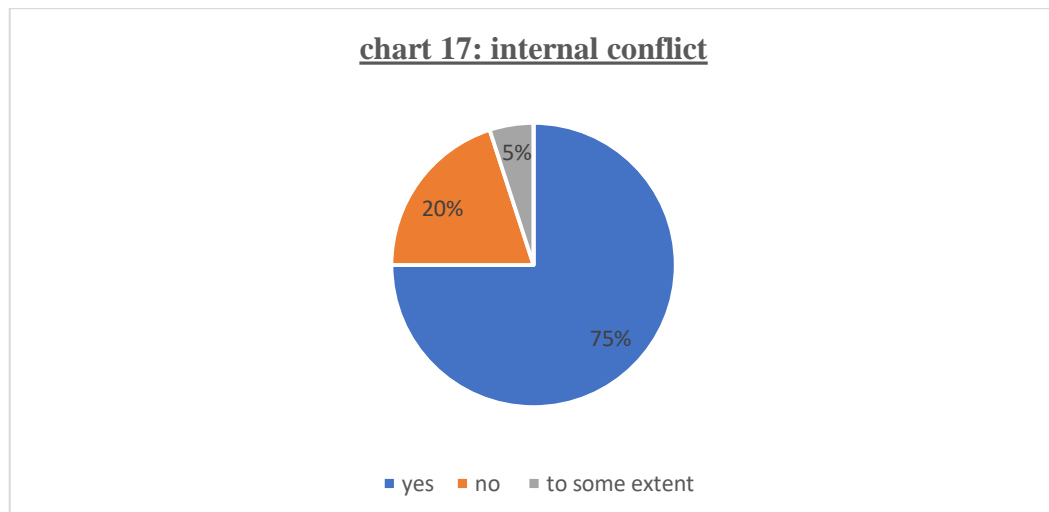
The interpretation from this graph is that most of the employees got appreciation for their higher performance .It indicates that employer identify high performance of employees. Few only not got appreciation for their performance because they don't have proper team to identify their performers the reason may be they are the member of active team are else they may not be projected their performance well.

Table: 4.17: Table showing internal conflicts

SL No	Attributes	No. of Respondents	Percentage
1	Yes	45	75%
2	No	12	20%
3	To some extent	03	05%
Total		60	100%

Analysis:

It has been analysed that 75% of employees are saying yes, 20% of employees saying no and 05% of employees saying to some extent.



Interpretation:

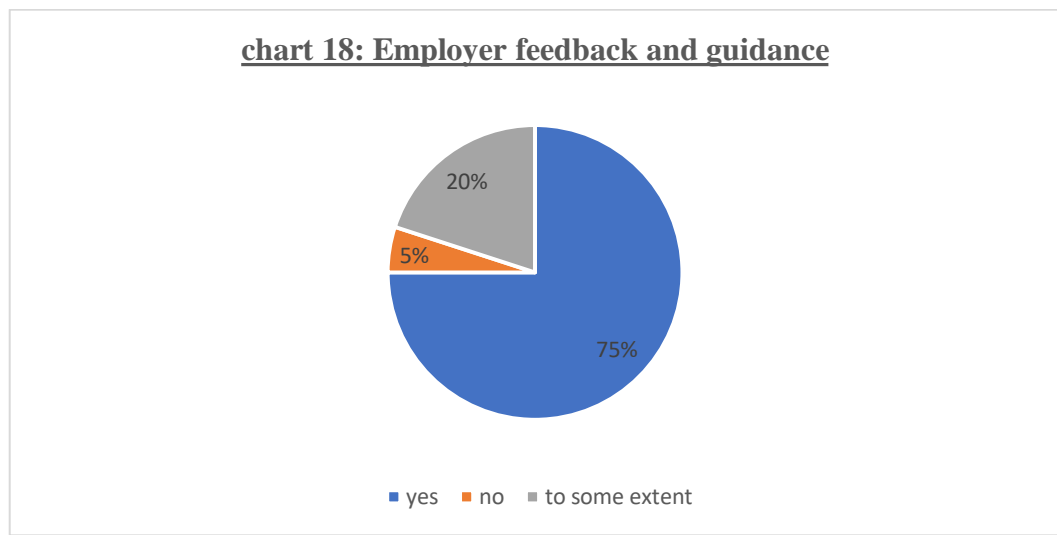
The interpretation from this graph is that most of the employees are satisfied with employers communication while in internal conflicts because the employers are the solve the conflict through their smooth communication. Few of the employees are not satisfied with employer communication while in internal conflicts because the employer will act as per the company internal HR policies.

Table: 4.18: Table showing employer feedback and guidance

SL No	Attributes	No. of Respondents	Percentage
1	Yes	45	75%
2	No	03	05%
3	To some extent	12	20%
Total		60	100%

Analysis:

It has been analysed that 75% of employees are saying yes, 05% of employees saying no and 20% of employees saying to some extent.



Interpretation:

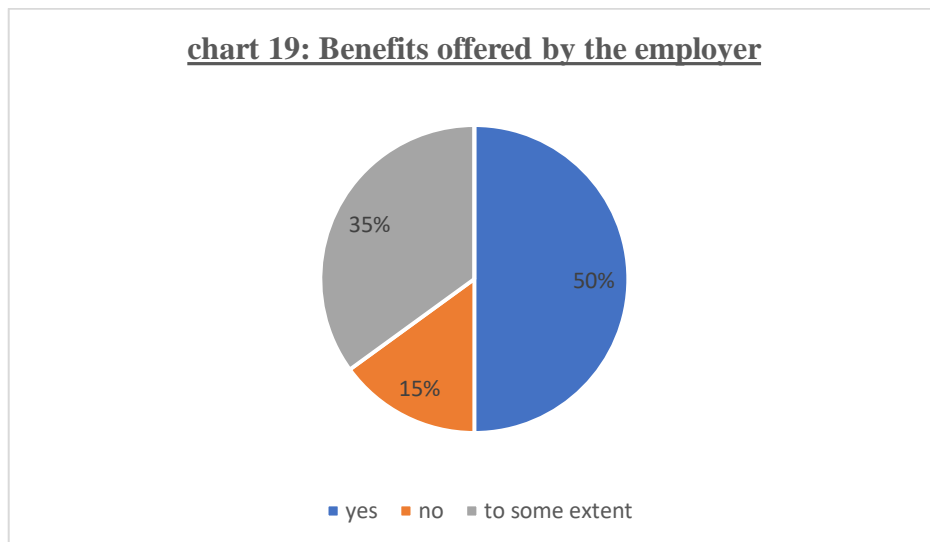
The interpretation from this graph is that most of the employees are satisfied with their employer feedback and guidance. It indicates that employers appreciate the work of employees. Some of the employees are not satisfied with their employer feedback and guidance because employer will organise the training for group of employees, in this case the knowledge of every employee differs one to other.

Table: 4.19:Table showing benefits offered by the employer

SL No	Attributes	No. of Respondents	Percentage
1	Yes	30	50%
2	No	27	15%
3	To some extent	21	35%
Total		60	100%

Analysis:

It has been analysed that 50% of employees are saying yes, 15% of employees saying no and 35% of employees saying to some extent.



Interpretation:

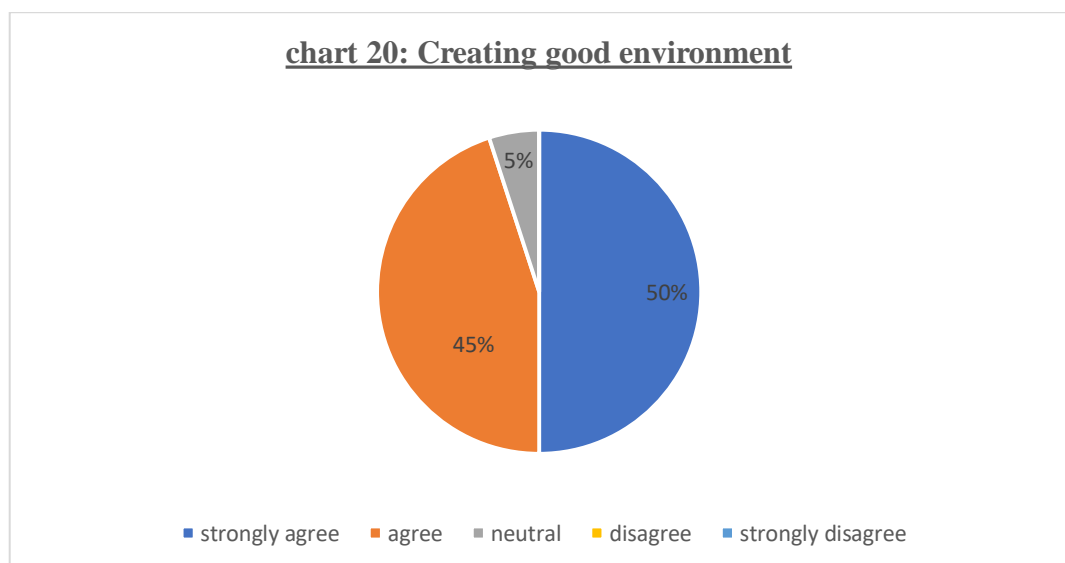
The interpretation from this graph is that Most of the employees are satisfied with the benefits offered by the employer. It indicates that organization provides good benefits to employees. Few of the employees are dissatisfied with the benefits offered by the employer the reason is the strength of family members differs every employee.

Table no 4.20: Table showing creating good environment

SL No	Attributes	No. of Respondents	Percentage
1	Strongly agree	30	50%
2	Agree	27	45%
3	Neutral	03	05%
4.	Disagree	00	00%
5	Strongly disagree	00	00%
Total		60	100%

Analysis:

It has been analysed that 50% of employees are strongly agree employers are creating good environment to work in pleasing mind , 45% of employees are agree employers are creating good environment to work in pleasing mind and 05% of employees saying neutral.



Interpretation:

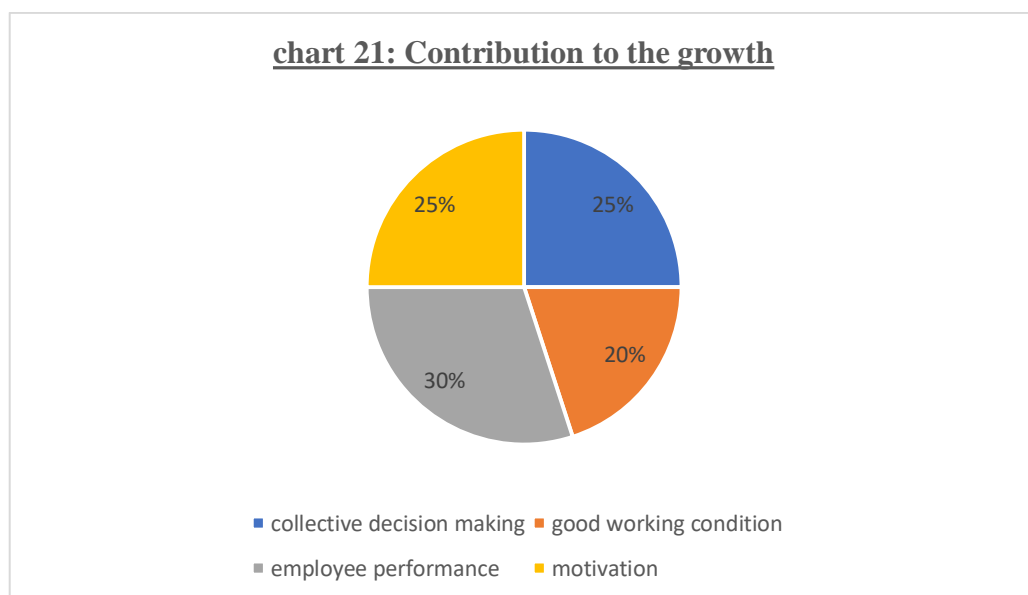
The interpretation from this graph is that most of the employees are agree that the employer are creating good environment to work in pleasing mind. It indicates that the organization provide good working environment in the work place.

Table: 4.21: Table showing contribution to the growth

SL No	Attributes	No. of Respondents	Percentage
1	Collective decision making	15	25%
2	Good working condition	12	20%
3	Employee performance	18	30%
4	Motivation	15	25%
Total		60	100%

Analysis:

It has been analysed that 25% of employees think that collective decision making is contributed to growth, 20% of employees think that good working condition is contributed to growth, 30% of employees think that employee performance is contributed to growth and 25% of employees think that motivation is contributed to growth.



Interpretation:

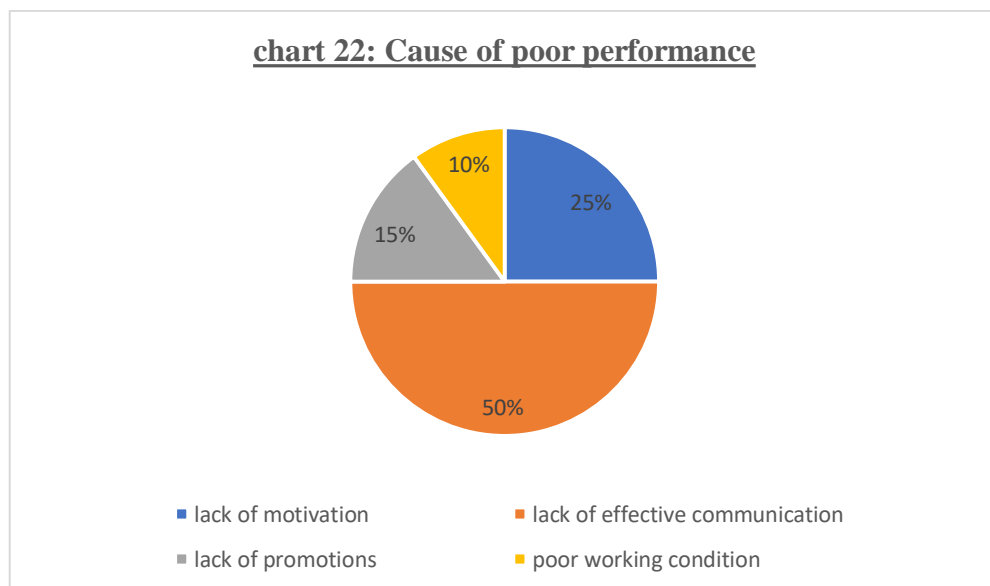
The interpretation from this graph is that some of the employees think that collective decision making is contributed to growth, some people think that good working condition, some people think that employee performance and some of the employees think that motivation is contributed to growth.

Table: 4.22: Table showing cause of poor performance

SL No	Attributes	No. of Respondents	Percentage
1	Lack of motivation	15	25%
2	Lack of effective communication	30	50%
3	Lack of promotions	09	15%
4	Poor working condition	06	10%
Total		60	100%

Analysis:

It has been analysed that 25% of employees think that lack of motivation is cause for poor performance, 50% of employees think that lack of effective communication is cause for poor performance, 15% of employees think that lack of promotion is cause for poor performance.



Interpretation:

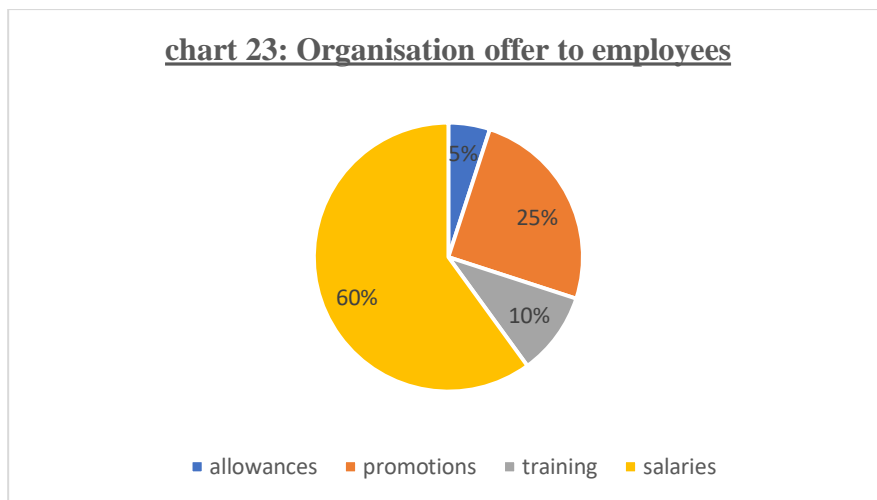
The interpretation from this graph is that lack of effective communication is the main cause of poor performance and some employees are think that lack of motivation is cause of poor performance and few think that lack of promotion poor working condition is cause of poor performance.

Table: 4.23: Table showing organization offer to employees

SL No	Attributes	No. of Respondents	Percentage
1	Allowances	03	05%
2	Promotions	15	25%
3	Training	06	10%
4	Salaries	36	60%
Total		60	100%

Analysis:

It has been analysed that 5% of employees think that organization offer allowances to influence the employees performance, 25% of employees think that organization offer promotion to influence the employees performance, 10% of employees think that organization offer training to influence the employees performance and 60% of employees think that organization offer salary to influence the employees performance.



Interpretation:

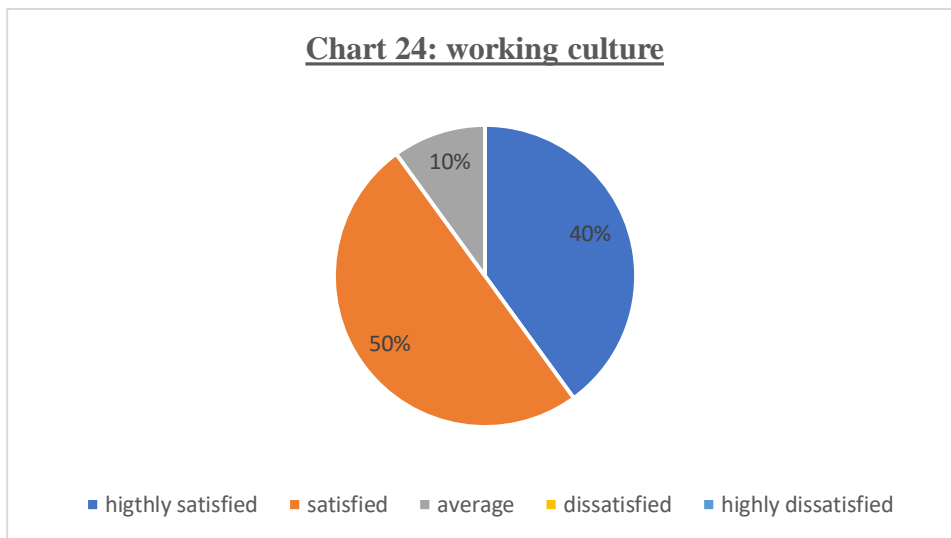
The interpretation from this graph is that most of the employees think that offering salary to employees in influence their performance. Some of the employees think that offering promotion to employees in influence their performance and only few employees are think that offering allowances and training is influence the employees performance.

Table no:4.24:Table showing Working Culture

SL No	Attributes	No. of Respondents	Percentage
1	Highly satisfied	24	40%
2	Satisfied	30	50%
3	Average	06	10%
4	Dissatisfied	00	00%
5	Highly dissatisfied	00	00%
Total		60	100%

Analysis:

It has been analysed that 50% of employees satisfied with working culture, 40% of employees highly satisfied with working culture and 10% of employees average with working culture.



Interpretation:

As graph shows more number of employees are satisfied/highly satisfied with the organization working culture. This indicates that the organisation working culture is good and satisfying according to employees opinion.

HYPOTHESIS TESTING:

Table no- 4.25 : Table showing hypothesis testing

One-Sample Test

	Test Value = 0					
	T	Df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Employees have healthy relationships the organization will be more effective and successful	37.249	59	.000	2.70000	2.5550	2.8450

INTERPRETATION:

It can be interpreted that healthy relationship between the employer and employees leads to better performance at workplace.

Mutual trust: Employers and employees are trustable at Transorion logistics services Pvt ltd. It leads to better performance at workplace.

Communication: The communication from the employer is good in all situation. It influence on employee performance.

Support: Most of the employees get support from the managers for their work it leads employees performance.

Respect: Respect of employees ideas and suggestions improves employees performance.

CHAPTER-5

SUMMARY OF FINDINGS , CONCLUSIONS AND SUGGESTIONS

5.1 FINDINGS:

1. It is observed that the employees are happy with the work culture of the company.
2. It is observed that most of the employees are satisfied with their relations with their co-workers.
3. The employees of the company recommend their company as good place to work.
4. It is observed that all the employees get support from the managers for their work.
5. It is observed that all the employees happy with their relations with their supervisors.
6. It is observed that some of employees are facing difficulties in balancing personal and professional life to some extent. This was impact on their performance.
7. All the employees have clear idea about the company's vision and their role for that vision.
8. The communication is good from the managers to employees in the organization.
9. Some of the employees are facing problem in communication with colleagues.
10. The supervisors of the company actively listens the suggestions of the employer.
11. It is observed that all the employees have to work for the company.
12. There are some employees who are dissatisfied with the relationship with their employers or immediate supervisor. So the performance of the employees getting affected.
13. The employees of the company are pleasant and co-operative to work.
14. It is observed that employers have on their employees.
15. It is observed that some of employees are struggling from work pressure due to unplanned work instructions from employer.
16. Some employees are looking dissatisfied with hiking procedure manual finalised by the management/employer.
17. Management facilitates yearly family get together to create trust between employer and employees family.
18. It is observed that employer have created good environment in work place.
19. Lack of effective communication and motivation is the cause of poor performance.
20. Organisations offer salaries to employees in influence their performance.

21. While in personal or organisational conflict employers reaction will be based on the company internal HR policies, sometimes it will not support well.
22. Individual decision may go wrong in some situation in this competitive world so collective decisions reduce the chance of failure.
23. Company is identifying the star performer for every month and provides the encouragement fund to respected employee.
24. Employer has provided good infrastructure which helps to improve quality of output in work .
25. Few employees are not satisfied with implementation of job rotation decision taken by the management/employer in the organisation.

5.2 CONCLUSION:

The results from this study observed and determined the employer and employee relationship as well as the its impact on employee performance. Employees are one of the most vital organizational assets. This includes maintaining a work environment that meets the requirements of individual workers and employer.

This study focuses on understanding the practices of employee relations, key factors, employees and their influence on the problem in Transorion logistics services Pvt ltd, Bangalore.

The study on employee and employer relationship purpose to explore the importance of the relationship between employer and employees and explain the function that these relationships play in business development. This study also highlights the function of job satisfaction in building good employer and employee relationship and provides the owner with guidance on how to manage relationships. Survey studies were conducted to study. The objective of the study is to determine the attitude of the owner to the relationship and determine whether they trust that they perform significant function in the success of the business.

The study also focuses on measuring employee satisfaction. The survey defines job satisfaction as an accurate indicator of the employer and employee relationship. And it shows that relationships play an important role in the business sector. The staff are very satisfied with the organisation. This study conclude with a description of the key factors and benefits of employee relationships management.

5.3 SUGGESTIONS:

- The company should hold regular meetings to discuss work-related issues, better communication with manager and employee could built a better solution for problems.
- The company should conduct programs such as seminars, lectures and professional advice to simplify the problem.
- The company should improve the quality of work environment by providing good equipment's, good seating and hiring the sufficient staff to avoid work pressure.
- The company should assign work to their employee based on the experience to get better output along with company should provide better healthy food sufficient time for relaxation and good salary.
- The contribution of the employee is very important, changing the attitude of employees and improving working conditions. Employers and employees need a system that conveys their views and needs.
- The company should maintain sound relationship between the management and employee to get better quality output.
- The company should provide incentives to trained staff can increase high returns through motivated work culture.
- The company should improving inspiration among employees.
- The company should have mutual understanding plays very important role between management and employee it creates healthy environment in the organisation.
- The company should be classified through consulting conferences and teamwork for difficulties.
- The company should accept worthy suggestions from the employees for better output.

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WEBSITES:

www.transorion.com

www.managementstudyguide.com

www.citehr.com

ANNEXURE:

Questionnaire

I am pursuing MBA from AIT Bangalore, under university of VTU, as a part of the curriculum, I am doing a project on selected topic “ study of employer and employee relationship and its impact on employee performance”.

You are requested to fill

Survey based on your own perception and judgement. This survey being done purely study purpose and will not be used for any other than for this study. Kindly spare some time for filling this questionnaire.

Thank you for your cooperation

N S Manasa

PERSONAL DETAILS(optional)

Name:

Designation:

Working experience:

1. Are you satisfied with your relations with your co workers?
 - a. Highly satisfied
 - b. Satisfied
 - c. Average
 - d. Dissatisfied
 - e. Highly dissatisfied

2. To what extent do you agree with the following statement: I would recommend this company as a great place to work ?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

3. Do you get support from manager/supervisor for your work?
 - a. Yes
 - b. No
 - c. Not applicable to me

4. Are you satisfied with your relation with your immediate supervisor?
 - a. Highly satisfied
 - b. Satisfied
 - c. Average
 - d. Dissatisfied
 - e. Highly dissatisfied

5. Do you agree you are part of company's vision and your role for that?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

6. Is there good communication from managers to employees in the company?
 - a. Yes
 - b. No
 - c. Not applicable to me

7. People in your department communicate sufficiently with one another?
 - a. Yes
 - b. No
 - c. Not applicable to me

8. Does your supervisor actively listens to your suggestions and enables you to perform at your best?
 - a. Highly satisfied
 - b. Satisfied
 - c. Average
 - d. Dissatisfied
 - e. Highly dissatisfied

9. how satisfied are you working for the company?
 - a. Highly satisfied
 - b. Satisfied
 - c. Average
 - d. Dissatisfied
 - e. Highly dissatisfied

10. Do you agree healthy relationships healthy relationship between employer and employee leads to better performance?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

11. Do you generally agree you are able to balance your work and personal relationships (such as marriage, partners, and friends)?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

12. The people here are pleasant and co-operative to work with.
 - a. Yes
 - b. No
 - c. Not applicable to me

13. Do you agree there is someone at work who encourages my development.
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree

14. Even if I had the opportunity to get a similar job with another organization, I would stay with my present company.
 - a. Yes
 - b. No
 - c. Not applicable to me

15. Do you feel your employers trust in you?
a. Yes b. No c. Not applicable to me
16. Do your employers appreciate your high level performance ?
a. Yes b. No c. Not applicable to me
17. Are you satisfied with your employer communication while in internal conflicts ?
a. Yes b. No c. Not applicable to me
18. Are you satisfied with your employer feedback and guidance ?
a. Yes b. No c. Not applicable to me
19. Are you satisfied with benefits offered by the employer ?
a. Yes b. No c. Not applicable to me
20. Do you agree employer are creating good environment to work in pleasing mind ?
a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree
21. What do you think have contributed to the growth?
a. Collective decision making b. Good working condition c. Employee performance
d. Motivation
22. What could be the main cause of poor performance in your organization?
a. Lack of motivation b. Lack of effective communication c. Lack of promotions
d. Poor working condition
23. what does organization offer to employees in influence their performance?
a. Allowances b. Promotions c. Training d. Salaries
24. Are you satisfied with the working culture of the organization?
a. Highly satisfied b. Satisfied c. Average d. Dissatisfied e. Highly dissatisfied



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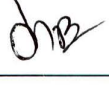


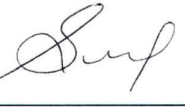



PROJECT (17MBAPR407) -WEEKLY REPORT

NAME OF THE STUDENT: N. S. MANASA

INTERNAL GUIDE: MAHAK BALANI

USN: 1A217MBA30

COMPANY NAME: Transition Logistics Services Pvt Ltd.


WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3 rd Jan 2019 – 9 th Jan 2019	Industry Profile and Company Profile		
10 th Jan 2019 – 17 th Jan 2019	Preparation of Research instrument for data collection		
18 th Jan 2019 – 25 th Jan 2019	Data collection		
26 th Jan 2019 – 2 nd Feb 2019	Analysis and finalization of report		
3 rd Feb 2019 – 9 th Feb 2019	Findings and Suggestions		
10 th Feb 2019 – 16 th Feb 2019	Conclusion and Final Report		



Company Seal



College Seal


HOD Signature 1/9/19

Head of the Department
Department of MBA
Acharya Institute of Technology
Bangalore - 560107