

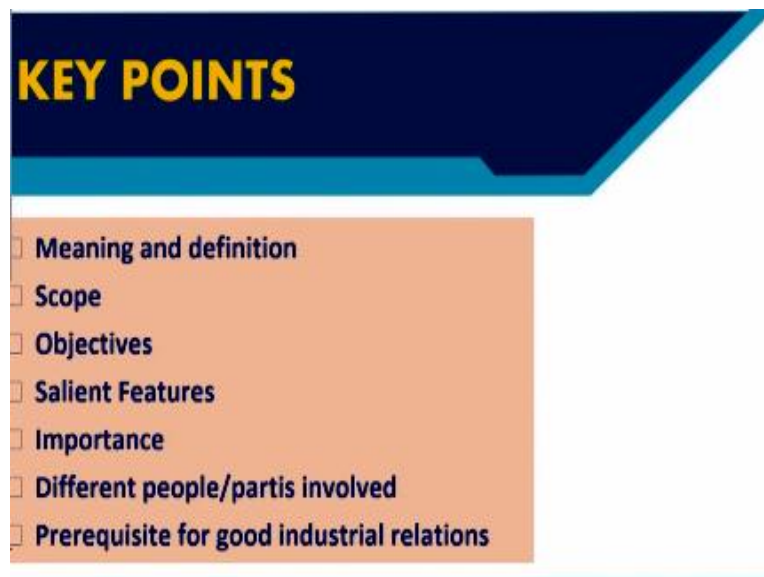
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**Lecture - 37**  
**Industrial Relation**

Welcome to lecture 37. This is the second lecture of the last module which is module 8. And in the previous lecture, we introduced the concept of industry, various type of industries and why industrial relations, what is the significance of industrial relations, why everybody has to be concerned about maintaining peace and harmony in industry.

In this lecture, we are going to understand more on industrial relations because that is a precursor to understand how do we manage the harmony and rest at the industrial workplaces.

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So today's lecture we are going to discuss about meaning and definition of industrial relations. What is industrial relations and the scope, objectives, salient features of industrial relations, importance of industrial relations and we also talk about different people or parties involved in the industrial dispute and some of the prerequisite for a good industrial relation, what does it require to maintain a good industrial relation.

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**Industrial Relations**

**Meaning and Definition**

**Meaning**

The term 'Industrial Relations' comprises 'Industry' and 'relations'. Industry means any productive activity in which an individual is engaged and 'relations' means 'the relations that exist in the industry between the employer and his work-force.'

"Industrial relation is that part of management which is concerned with the manpower of the enterprise whether machine operator, skilled worker or manager." ----- Bethel and Others

*Handwritten note:* "Employment Relationship" → I need your services ← Emp. Safe working

Okay, now let us start with understanding the, you know concept of industrial relations. So what is industrial relations? We are going to look at various definitions so that we will have a larger understanding about industrial relations. The term industrial relations comprise two important words. One is industry and another is relations.

So industry here it refers to a productive activity, which we refer to the previous lecture, we have talked about a systematic activity for the production of a goods or a service. Similarly, here also industry means any productive activity in which an individual is engaged, right? So in which individual we are referring to employee or a workman.

And relation means, the relation that exists in an industry between employer and his workforce. So the industrial relation talking about, yes industry is where certain systematic activities is being carried out either to produce goods or a service and relations we are referring to the relation that exists between an employer and his workman. There is an employment relationship, okay.

So this is an employment relation. What is this employment relationship? Yes, I am, I need a, I need your engagement in the producing a product or a service and you are requested to produce, give your inputs. In return I as an employer, I will be offering you certain services in terms of wages and I will be providing better working condition, safe working condition, health and safety are secured.

So that is what you know the employment relations comes into picture. So both the party gets into an agreement that yes I put in my effort in producing good or service that you are wanting to have and in return, I expect you to provide me wage, safe working condition, whatever other requirements that I expect, when I am being employed in a particular relationship, relationship between an employer and employee.

Now let us look at the another definition. So industrial relation is a part of a management which is concerned with you know manpower of the enterprise, which were essentially management of the manpower. Meaning that management of employees.

So either this manpower we are referring to either a machine operator, skilled worker, manager, whoever it is, here the industrial relations, primarily this definition says that yes it is a management, the part of a management which are concerned about their employees. So how do you manage your employees?

Manage you are referring to the same example of referring to all the conditions we are talking about; wages, salary, benefits, health benefits, other services you provide to your employees, that you manage the employee in a better health and a better condition.

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**Industrial Relations**

**Meaning and Definition**

**Definition**

"The term 'Industrial Relations' should be understood in the sense of labour-management relations as it percolates into a wider set of relationship touching extensively all aspects of labour such as union-policies, personnel policies and practices including wages, welfare and social security, service conditions, supervision and communication, collective bargaining etc., attitudes of parties and governmental action on labour matter." -----T. N. Kapoor

Industrial Relations  
Worker Union  
Management  
Employee

Then let us also look at the another definition which is a very broad in this you know Mr. T. N. Kapoor has given his definitions, where the term industrial relations should be understood in a sense of labor management relations. So as we said industry and relations, industry refers to activity and relation refers to the relationship exists between an employer and employee.

Here, it should be understood in the sense of labor management relations. So employee or workman and management, it is reciprocity or it is a bidirectional relationship, it is not one way, it is always a two-way relationship. So and in all aspects it is you know in a wider set of relationship in touching upon all aspects of labor such as union policies.

When a factory or a company has a union, what are the policies which are going to be governing the set of union activities in terms of selection of the members, how do you communicate to the management, what are your needs are, how the any disputes or conflicts arising can be settled down. Then similarly personal policies.

Personal policies we are talking about hiring policy or performance appraisal policy, increment policy, bonus policy, all has to be listed down. Then practices including wages. What type of wages, how are you fixing the wages? What is the division of wages? How the increment will happen? What is the proportion of increment to different sections of the employees in an organization?

It will also govern about welfare and Social Security benefits. We are talking about labor welfare or Social Security we are talking about, providing health insurances, provident fund or in a long term also we are talking about other social security benefits in terms of payment of gratuity, bonuses, all that comes into Social Security.

And other service conditions, what are the conditions which I have been hired in terms of leave policy, earn leave policy, vacations, leave travel concession, other benefits you provide to the childcare leave or you know family, governing certain policy with respect to family of the employees. Supervision and communications, okay.

So how do you ensure the communication happens within the organization setup. We always see that you know many of the industrial conflict or a dispute are resultant of the communication happens between the employee and management. Sometimes there is, there should be, a system should be developed that healthy, that promote the healthy communication between the employee and the management.

Unless there is no communication system developed for the employee to communicate their needs or their expectations to the management which will eventually result in the generation of a conflict or a dispute. And also you should also provide a collective bargaining wherein, bi-party or a tri-party; when I say bi-party, it is between employee and management. If I say tri-party, wherein worker, union, management and employee.

So all can also enter into an agreement, collective bargaining. They collectively decide upon certain things which may be with respect to wages, maybe with respect to working conditions, maybe with respect to service condition, all that can happen. That actually you know results in attitude of parties in government action on labor matter.

So industrial relations, if you want to understand which is a very broader term to understand it is focusing on various aspects about personal policies, union policies, practices, and other service conditions, Social Security benefits, collective bargaining, all that come into, comprehensively come into the concept of Industrial Relations, okay.

So now we have learned the definition of Industrial Relations, understood what are the key elements in Industrial Relations.

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**Industrial Relations**

**Scope**

- ❖ Ensuring harmonious relationship among employees, between employees and their superiors or managers.
- ❖ Managing collective relations between trade unions and management. It is called union-management relations.
- ❖ Promoting collective relations among trade unions, employers' associations and government.



CITU  
AICTE

Now let us understand the scope. The primary scope of this industrial relation is to ensuring harmonious relationship among employees. It is not only about between employer and employee, among employees, between employees and between their, between employees and the managers or supervisors. It also so it is three types. It is among employees, between employees.

And different group of employees, different sections of employees, we see that people who work in one in shop floor may not have a cordial relation with the other people in a different industry or a different unit. So it is also trying to promote yes, there is a harmonious relationship exists among between employees and also between employer and the supervisor.

So managing the relationship between the employer and supervisor is also very critical factor in employee industrial relations. And also managing collective relationship between trade unions and management. Yes, when trade union become a representative to discuss about the employee needs to the management, it has to manage the collective relationship between the trade unions and the management.

It is also called union management relationship. Say to ensure that yes union and management are in good terms so that the needs of the workers are communicated. Similarly, union also hear the difficulties and challenges of the management so that the industry runs in a harmonious situation. Then promoting collective relations among trade unions.

You happen to see one particular industry may have several trade unions within the company. For example, now you see you know there are political party associated trade unions. For example, CITU, AICTE like there are many trade unions are available. Sometimes within the industry, you will see several trade unions. For example, to take an example you say railways. Railways have several trade unions.

Among the trade unions, they will conduct the election and which union wins, they will become a, you know authorized trade union to discuss with the management. So it is also important that you do not have contract between the trade unions you have to ensure that, yes promoting a collective relationship among the trade unions, employer association and the government.

So government we are referring to either a state government or maybe central government or in terms of you know Labor Department inspectors also in place to ensure that yes, there is a you know proper relationship and no disturbance happens in the day-to-day activities of any business or an industry firms. That is the major scope of industrial relations.

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**Industrial Relations**

**Objectives**

- (i) To safeguard the interest of labour and management by securing high level of mutual understanding and goodwill between all sections in the industry which are associated with the process of production.
- (ii) To raise productivity to a higher level by arresting the tendency of higher labour turnover and frequent absenteeism.
- (iii) To avoid industrial conflicts and develop harmonious relations between labour and management for the industrial progress in a country.
- (iv) To establish and maintain Industrial Democracy, based on labour partnership, not only by sharing the gains of the organisation, but also by associating the labour in the process of decision making so that individual personality is fully recognized and developed into a civilized citizen of the country.

And what are the objectives of industrial relations? The primary objective safeguards the interest of labor and management. It is not directed toward or you know favoring only employee. No, the industrial relation scope is to safeguard interest of both the

parties, wherein we are talking about both employees and management. It cannot be always at the cost of management.

So it should be also, not always at the cost of the employee. So the employee industrial relations aim to protect the interest of both the parties. Not that you know, one of you are exploiting other parties. So here it tries to see okay both the parties' interests and rights are protected and safeguarded by you know securing high level of mutual understanding, goodwill between all section of industries, so that it helps in the process of production.

And to also raise productivity to higher level by arresting tendency of high labor turnover or absenteeism or any other issues which are coming in the industry, it also tried to promote better productivity, better efficiency in the workplace, you know. For example, any turnover attributed towards because of the poor working conditions or wages, wage practices or similarly absenteeism because of the, you know unfair labor practices or you know untoward incidents happening in an industry.

So this industrial relation promotes to have a better productivity. And also the industrial relations aim to avoid industrial conflicts and develop harmonious relationship between labor and management for the industrial progress that is the intention. So avoid conflicts, manage or settle the conflicts between the labor and management for the industrial progress.

Then to establish and maintain industrial democracy. Democracy meaning that yes, parties should be given a chance to be heard. That is what the democracy promotes. Either it can be an employee or it can be a management. So industrial relations promote that yes, everyone on the dispute are given a fair chance to be heard about their perspective.

And based on labor partnership, not only by sharing the gains of the organization but also associating the labor in the process of decision making so that you know both the parties are being heard and then the collective decision can be arrived at, which will of course, definitely be going to promote better industrial progress.

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## Industrial Relations

### Objectives

- (v) To enable government control over such units which are running at losses or where production has to be regulated in the public interest.
- (vi) To bring down strikes, lockouts, gheraos and other pressure tactics by providing better wages and improved working conditions and fringe benefits to the workers.
- (vii) To bring the gap, by the state, between the imbalanced, disordered and maladjusted social order (which has been the result of industrial development) and the need for reshaping the complex social relationships adaptable to the technological advances by controlling and disciplining its members, and adjusting their conflicting interests.

And also this industrial relation trying to enable government control over such units which are running at loss or where the production has to be regulated for the public interest. Where we see you know continuously there are disputes which are happening.

Then sometimes there is a requirement for state government to intervene and take care of those industry so that that activities are happening for the greater good of the society in a larger sense. And to bring down strikes, lockouts, gheraos. So if we look at now the major purpose also yes, do not want, any industry has to run smoothly and do not want to have any of these strikes or lockout to ensure that yes, employees do not get into strike or employer do not sought out for a lockout.

Similarly, gherao is you know kind of, you know it is kind of a strike, type of a strike or a form of a strike wherein they will, the workers will you know forcibly encroach the or withhold the managers or the supervisors in an organization. So to reduce or to bring down any of such activities is also one of the interest of the industrial relations.

And also prohibit any power tactics used by the labor unions to you know the threatening the management to protect the management also. And to bring the gap by the state between the imbalance or disorder or maladjusted social order so reshaping the complex social relationship.

It is also aims to bring that yes, there is a fair opportunity provided to all parties in the industrial setup to promote better you know industrial progression and activities are happening without any hindrances from any of the parties, okay.

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The slide is titled "Industrial relations" and lists four types of industrial relations. To the right of the text is a photograph of an industrial facility at night. Handwritten notes in red ink are present on the right side of the slide, including "Worker Representatives", "Cement Production", and "Labour & Community".

**Industrial relations**

**Types**

- (i) Labour relations i.e., relations between union- management (also known as labour management relations);
- (ii) Group relations i.e., relations between various groups of workmen i.e., workmen, supervisors, technical persons, etc.
- (iii) Employer-employee relations i.e., relations between the management and employees. It denotes all management employer relations except the union- management relations;
- (iv) Community or Public relations i.e., relations between the industry and the society.

Worker Representatives  
Cement Production  
Labour & Community

Now we will also see different types of industrial relations. First is labor relations. What is this labor relations? Which are essentially talking about relationship between union and management. It is also otherwise called labor management relations, okay. This is one type of an industrial relations we are talking about. Wherein, it is trying to talk about managing a relationship between a union and management.

We are seeing that yes union or you can also refer to worker representative or employee representatives, okay. So it can be you know union or a worker representative in institutions or organizations. The managing the relationship between union and management is very important, because they will be discussing about key aspects of the wages or other practices, whether it can be welfare practices or maybe working conditions situations.

Managing this relationship is very important because otherwise unions are the one who used to drive the strikes or other activities which are happening or maybe resulting in an industrial dispute. Then group relations. So it is a relationship between various groups of workmen. That is, you know workman, supervisors, technical persons.

So in an organization setup, we always see different group of workers exist in an organization setup. It can be managers, supervisors and you know shop floor or assembly workers. So this classification is always existing in any industry you take. You know executives or senior executives, middle management, all there are different levels of employees or different sections of workers are working in an organization setup.

So the group relations are trying to promote a better relationship existing between these different sections of the workforces, we are talking about workman, supervisor or manager. Then, the next one is about employer-employee relationship. This is a relationship between management and employee. It denotes all management-employee relationship except the union management.

This is not covering on union management. It is covering about all employee-employer relationship. In a general term you are in a contract with your employee and as an employee of the particular organizations you have a relationship with your management. That is being talked about here. It is not talking about union-management relationship. Then the last one is about community or public relations.

So it is a relationship between industry and society. We see that you know the public relations officer are part of a larger organization. Why, because you see that any industry activities which are happening, which has larger impact on society. Give an example is that, let us say cement manufacturing, okay. Just to give an example, okay. So when they have a cement production industry, so they are acquired a land, right.

They would have taken the land of a people; that is one. Then they are operating in a community. So if you look at they are using the natural resources or other resources in and around. They are going to have a larger impact on the community. Now it is becoming the responsibility of the, you know industries or factories to ensure that yes, I also reciprocate in terms of providing you other support and services for the locality where I operate.

And also send out that yes, how are you operating through your corporate social responsibility activities or welfare measures to the community. Maybe we have seen

cement manufacturing companies used to have a hospital services for the people in and around the locality. So this is also important to you maintain a better public relation.

You are interacting with the society because society and community also one of the, you know important stakeholder for running a business. So sometimes the community if they are impacted, maybe environmentally or pollution all that can also impact your day-to-day operation of the business.

So it is also important, company also manages a better relationship with the external stakeholder which are community and society at large, they are also critical part of the business operations, okay.

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**Industrial Relations**

**Salient Features**

Parties in the Industrial Relations Activities:  
Basically, two parties-workers and management are involved in the process of establishing relations. However, the government agencies regulate /maintain industrial relations.

Interactive Process:  
Industrial relations arise out interactions between different persons/parties. They are supervisors, workers trade unions, employers' associations.

*Handwritten notes:*  
Teachia -> map ???  
Teachia Attraction  
Called Union  
Regulating Law Policies

Now what are the salient features of industrial relations? So it is actually talking about parties in industrial relations activity. So the industrial relation always talk about who are the parties who are engaged in this industrial relations. Primarily, if you look at two parties, one is about workers and management, they are essentially involved in the process of establishing relationship.

Because yes, primarily those are the two parties which are into the, you know formal relationship as an employer, employee. So government agencies will regulate and maintain industrial relations. So if we look at what is this government agency we are

referring to, either through law or through policies or through certain other regulations, time to time you know instructions are coming up.

So through these activities they will try and show that yes the relationship between an employee employer has been managed well, okay. Then it is also an interactive process. Industry relations is an interactive process. Why it is an interactive process? Because it arises out of an interaction between different persons or parties.

Let us say some section of the workers or some section of the industrial establishments are unhappy about certain services, maybe a wage, maybe working condition. Now how does it happen? How does it get settled down? So the parties who are unhappy about certain services will escalate or communicate to the management whoever is responsible in delivering this.

Now there is an interaction process, yes both the party discuss, debate and why you are not happy about the services provided. Then they will also say you know why we are providing the services. Then they mutually discuss about the possible way of settling out. Can they extend better services and will they be happy about the services? That is how it is an interactive process. Industrial relation is an interactive process.

The interactive process will happen between different parties. Here can be between supervisors and workers, trade union, employer association. When we talk about employer association, let us say as an example, textile manufacturer will have a text association. Say toy manufacturing may have a toy manufacturing associations or heavy industries will also have associations.

Sometimes there are you know key issues which are prevalent for all industries. For example, let us say talk about textile, okay. So let us say wage is an issue, which is a bigger issue coming up. Now this is applicable to, under textile industry you may have A to Z type of industry are operating. This is common for all industry.

The wage may be a problem for across you know type of companies, factories operating under the textile industry. So the textile association may get into an

interaction or try to interact with the unions, collective unions, unions from various groups. So they will discuss and interact and try to settle on the wage aspect. So that is how it is an interactive process, okay.

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The slide features a yellow header with the text 'Industrial Relations' and a green sub-header 'Salient Features'. Below this, an orange box contains the text: 'Two-Way Communication: IRs is a two-way communication process. One party gives stimuli, other party responds to the stimuli. So, the transaction occurring through such mechanism is either complementary or cross.' To the right of the text is a diagram showing a central atom-like structure with two arrows pointing towards it, labeled 'Emp' and 'Employer'. In the bottom right corner, there is a small video inset showing a man in a green shirt speaking.

Then it is also promoting a two-way communication process. It is not as I already said yes employee and employer. It is a two-way communication process okay; it is not one way. So here one party gives a stimuli other party responds. So the transaction occurs through such mechanisms either complimentary or cross. So you know as I said you know okay, the employee will say, we are unhappy about salary being paid, we are being underpaid or we are paying very low.

Then the employer will respond and reciprocate. Say no, we have been paying you fairly as per the regulations, as per the government instructions. We are not paying you low. So it is an interactive you know two-way communication. Then they will express their disagreement or unhappiness, where they do not like dislikes all that been discussed, then they are trying to arrive at a solution which will be favorable for both the parties, okay.

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**Industrial Relations**

**Salient Features**

**Approaches to IRs:**  
Various approaches contribute to shape IRs pattern in industrial organizations. These approaches include sociological, psychological, socio-ethical, human relations, Gandhian, system approaches etc.

**6. State Intervention:**  
State plays a vital role to influence industrial relations situations through its activities as facilitator, guide, counsellor for both the parties in the industry.

**7. Role of Trade Union:**  
Behavioural manifestations of workers are mostly governed by the trade unions to which they belong. Hence, trade union's perception, attitudes towards management influence workers to form their mind set that regulates/promotes interaction with the management.

Now other salient features of the industrial relations. So there are various approaches that shapes the industrial relations pattern in organizations. So those approaches include sociological approach, maybe you know psychological approach, socio-ethical human relations, Gandhian philosophy or system approaches. These are all approaches. But look at the other important aspect in industrial relations are state intervention.

State, I am here referring to appropriate government. Either it can be a central government or a state government or a district administration. They play a very vital role to influence the industrial relations situations through its activities as a facilitator, guide, counselor for both the parties in the industries. Maybe we would have observed this incidence.

For example, let us say one of the industry in a particular industrial zone or those workers are going on a strike. So that strike may be you know the nearby industry's workers may also or nearby company factory workers also may be joining the strike. Then that become a bigger problem and that is halting all industrial activity. So here the role of a government becomes very critical.

Government will play a role in and act as a facilitator. They voluntarily wanted to settle the dispute between an employee and worker. They will facilitate, they will set up the negotiator, they try to resolve. Can they intervene through policies? Can they

intervene, they provide necessary support to protect the interest of the both the parties. It can be a worker or it can also be a management, okay.

Now also the next important aspect is the role of a trade union. So trade union we are talking about worker union. So the worker union is an important existence in any industry because they are becoming a representative for the workers and they also play a role of connecting the management and the workers. Let us say you are seeing a factory which has 10,000 or 20,000 workers and you have a union.

Now the union representative on behalf of the workers, they will discuss the management and they will also pass the information from the management to the large section of the workers. So they also you know ensure that yes, they are trying to be a representation for the workers and they will also promote a better and regulate the certain activities in such a way that it promotes better peace at the workplaces.

That is why the role of a trade union also very important in terms of industrial relations is concerned.

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**Industrial Relations**

**Salient Features**

**Organizational Climate:**  
If congenial and conducive organizational climate prevails, workers feel homely, interact spontaneously, communicate boss about their problems, difficulties directly and come close to him to exchange/share the views each other in respect of work, change of job design, introduction of any operative system, process etc.

**Dispute Settlement Process:**  
If the management personnel believe on the philosophy of settling workers' grievances/ disputes through bi-lateral negotiation process, they give much more emphasis on mutual talk, sharing responsibility, collaboration, partnership dealing and mutual trust.

So other aspects, if you look at organizational culture or a climate. If the organization climate is congenial and conducive organizational climate prevails, what will happen if there is see you know very calm and congenial environment workers feel homely. They do not have any hesitance. They will be able to you know interact spontaneously, communicate to the boss about their problems, difficulties directly.



And come close to him, they exchange or share their views, so that you know there is a better relationship and better transactions happens between the employee and employer. Imagine a situation where the climate is not so conducive, wherein you do not see the worker is not freely communicating their difficulties and problems. What will happen? It will result in a, you know disassociation between two groups where the management and industry.

Ideally there should be a very congenial environment, there should be collaborative interactions happening between both parties. In case if the climate is not so conducive, what will happen? They never communicate their problem and it will escalate and it will go into a situation where they will have sought for a strike. Other way is also possible.

The management will also become so defensive, apprehensive about supporting any worker demands. Then they will also have sought to going for a lockout, okay. And another important salient feature of this industrial relations is a dispute settlement process. So if the management person believes on the philosophy of settling workers' grievances through bilateral negotiation process.

The bilateral negotiation process we are talking about both the parties negotiate. They give much emphasis on mutual talk, sharing responsibility, collaboration, partnership and mutual trust. So that you know any dispute, any conflict can be always settled down. If there is no bilateral negotiation happens and agreement is not coming into place, then that will be eventually will result in a, you know strike or lockout which is going to impact both the parties, okay.

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**Industrial Relations**

**Importance**

- The labourers today are more educated and they are aware of their responsibilities and rights. Management has to deal with them not merely as factors of production, but as individuals having human dignity and self-respect.
- Joint consultation between employees and management paves the way for industrial democracy and they contribute to the growth of the organisation.
- Conducive industrial relations motivate the workers to give increased output. Problems are solved through mutual discussions, workers' participation, suggestion schemes, joint meeting, etc.

Then again you know, we are also talking about the importance of this industrial relations. See, the laborers today are not like the earlier years where they are not educated. Now the laborers are more educated, they are aware about their responsibility and the rights, what are their rights, what is the minimum wages, what is the minimum working conditions to be provided.

So management has to deal them not as a factor of production, but as an individual having human dignity and respect. So industrial relations, talking about it, how do you treat fairly your employees. And also these industrial relations, providing or talking about joint consultation between employees and management that paves better industrial democracy and contribute towards the growth of the organizations.

And it also talking about a conducive industrial relation, motivate the workers to give increased output. When there is you know better industry relations exist, when employee feels that yes, my employer will listen to me as and when I require, when I go through some difficulties, they will address my problems. Then it will actually motivate and increase the morale of the employees. And of course, it is going to be seen in terms of a better efficiency and then productivity, okay.

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**Industrial Relations**

**Different People/Parties involved**

There might have three parties or participants or actors in an industrial unit:

1. The workers and their unions,
2. Employers and their associations, and
3. Government.

So what are the different type of parties involved in the industrial relations or in any disputes? We always know workers and trade unions and employer and their associations and of course government. These are the three important people will get into the, you know industrial relations or a dispute whenever arises in an organizational setup.

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**Industrial Relations**

**Different People/Parties involved**

**Workers and their Unions:**

The main purpose of trade unions is to protect the workers economic interest through collective bargaining and by bringing pressure on management.

And as we already discussed, yes worker and trade unions.

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**Industrial Relations**

**Different People/Parties Involved**

**Managers and their Associations:**

The employer representatives are critical for the industrial harmony between employees and management. Management should engage in constructive conversation with the Union/Worker representatives for the larger good of the organization and its stakeholders.

*Refer* → *Atom*

*Refer*

The slide features a yellow header, a green sub-header, and an orange text box. A video inset shows a factory scene with workers in blue uniforms. A presenter is visible in the bottom right corner. Handwritten red text 'Refer' and 'Atom' with an arrow points to the video inset.

Manager and their association. Manager I refer to employer and also their association as example, as I said you know textile industry, they might have their own associations. So all of them are an important player in terms of you know industrial relations or settling any conflicts arising in the industries.

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**Industrial Relations**

**Different People/Parties Involved**

**Government**

- Government plays a balancing role as a custodian of the nation;
- government exerts its influence on industrial relations through its labour policy, industrial relations policy, implementing labour laws, the process of conciliation and adjudication by playing the role of a mediator, etc.
- It tries to regulate the activities and behaviour of both employee's organisations and employer organisations.

The slide features a yellow header, a green sub-header, and an orange text box containing a list of points. The background has a faint gear and atom pattern.

Similarly, government plays an important role as a custodian of you know the nation that they try to facilitate better industrial relations and they also ensure that yes there is harmony between employer and employee, okay.

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## Industrial Relations

### Pre-requisite for Good Industrial Relations

At a given point of time, the system of industrial relations is shaped by varieties of factors which include-

- Top Management Support ✓
- Developing Sound HRM and IR Policies
- Development of Effective HRM and IR Practices
- Provision of Adequate Supervisory Training
- Follow-Up of Results ✓

Now what are the prerequisites for a better industrial relation? So there should be a support from top management. Unless otherwise managements do not support, then there is highly unlikely to have a better industrial relation to exist between an employee and employer.

And developing a sound human resource practice and industrial relations policies that is a one of the precursors for having a better industrial relations and developing an effective HRM and IR practices. So that is very important and provision of adequate supervisory training and follow-up of the results.

Any dispute which are happening you have to ensure that yes, you are going to follow up on the results and also providing training on these you know industrial relations maintaining or what are the provisions are available wherein worker can escalate their demands and the management can also talk about okay, these are the ways we can settle out any disputes or conflicts or any of your demands in an amicable and most democratic way, okay.

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## REFERENCES

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## CONCLUSION

**This lecture session has covered various aspects of industrial relations including the meaning and definition, scope, objectives, salient features, importance, different people/partis involved and pre-requisite for good industrial relations. These are very important to all learners of this course.**

So this provides the basis for you to understand you know why industries are important. What is the significance of industrial relations, and we will be learning in the subsequent lectures on the various machineries and measures provided in the Industrial Dispute Act? Thank you.