



A STUDY ON INDUSTRIAL CONFLICT AND ITS IMPACT ON EMPLOYEE PRODUCTIVITY

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Abstract: This project examines “A STUDY ON INDUSTRIAL CONFLICT AND ITS IMPACT ON EMPLOYEE PRODUCTIVITY”. The main objective of this project is to study the impact of workplace conflict employee productivity, and to explore the factors behind workplace conflict, This is a descriptive study that aims to explore the factors behind workplace conflict employees in the organization. Interview schedule method of questionnaire collection was developed and collected. Descriptive Statistics, chi-square and ANOVA analysis is used. A descriptive research is used in this study 120 questionnaire was distributed to the employees, Finally the 104 questionnaire are useable. The sample size was selected based on the random sampling method. Findings of this study are only related to the employees of sortscript.

Index Terms – Conflict, perception, productivity

I INTRODUCTION TO THE TOPIC INTRODUCTION

Industrial conflict is a canker worm that has eaten deep into the fabrics of an organizations both government and private. In other to achieve organizational productivity enhance growth and profitability in any organization, a lot has to be done in ensuring that workers or employees are in the right frame of mind in other to give their best to the cause of any firm or organization. Overtime, a lot of scholars have actually observed a striking relationship between employees' frame of mind and their productive capacity. If operational performance and productivity is to be achieved, then workers/employees have to be provided with the best possible condition to give their best and enhance productivity. In achieving organizational aims and objectives, the workers inputs constitute over 70 percent to achieving profitability. Industrial or organizational conflicts are one inevitable act that takes place in organizations or firms which is capable of ruining an establishment if no properly handled.

OBJECTIVES OF THE STUDY

- The objective of industrial conflict is to address and resolve disagreements between employers and employees regarding work conditions, wages, benefits, and other related issues
- To examine the impact of work on employee output
- To examine relationship between industrial conflict on employee performance
- To provide suggestion for employee productivity

SCOPE OF THE STUDY

- To explore the factors behind workplace conflict
- This can help to improve their job satisfaction and motivation, leading to increased productivity and better quality work
- And to study the impact of workplace conflict employee productivity in sortscript

NEED FOR THE STUDY

- On the one hand, industrial conflict can be an important tool for employees to negotiate better working conditions, wages, and benefits.
- By standing up for their rights, employees can demonstrate their commitment to their jobs and show that they are willing to fight for what they believe in.
- This can help to improve their job satisfaction and motivation, leading to increased productivity and better quality work

II REVIEW OF LITERATURE

- **Knippen and Green(1999)** says that the best possible way to tackle conflicts empirically is that one should follow six process that explains the conflict situation to others, asking the other party how he look into the conflict situation, reacting in the manner the other party looks into this situation. Combining these two and deciding how to resolve this problem of conflict and making commitment to resolve by summarizing action taken by each party to solve it and promising to be committed in future to continue resolving it which might arise.
- **Moore (2007)** has correlated employee's performance with the performance criteria that has a set of standard for employees behavior at workplace which include more of how an employee does the work than that of what is the employee's work Workers are evaluated on the basis of how good they are at their job measured with certain set of standards fixed by the employer. Performance of employees is basically related to the performance appraisal to compare employee's goal achievement with the set of standards.
- **Dontigney (2012)** also favors that conflict may de-cline trust on the employer by employees that can slow or stop progress of project implementation, loss of trust and slow progress can be the negative impact Consequently, customer dissatisfaction, failure in completing deadlines for delivering goods and services, fall in service quality will be ultimate outcome.
- **Rana, G., Sharma, R. (2017)**, organization culture play pivot role in managing conflict situation in an effective way in the organization.
- **Kelly (2012)** opined that there is a need to acknowledge organizational conflicts and its existence along with opening the options for systematic solutions by business leaders. An adaptable organization should be encouraged which can copes efficiently with the dynamism in modern business. This is the most contemporary, functional view which treats organizational conflict as positive and productive force.
- **Sharma.G (2019)** postulated that engaged employee are less involved in organizational conflict. Therefore organizations should ensure proper engagement of employees in workplace.
- **Rana .R (2017)** Organizations have adopt multiple approaches to deal with workplace conflict. Efficient management control can also prove important in dealing with work place conflict.
- **Olu OJO& Adensubomi Dupe Abolade (2014)** emphasized on the trailing and retraining of the employees in the field of conflict management which will help to create healthy working environment. For that efficient and effective communication should always be there between all the employees at all level. It's the responsibility of management to make such policies which can ensure people that the conflict which occurs within the organization will be resolve with a fast pace.
- **Bellet, Clement and De Neve, Jan-Emmanuel and Ward, George (2019)** analyzed that employee's happiness is most important and more closely related to sales, there are so many extensive margins of happiness the frequency of workforce supply like attendance and break-taking. The study concluded that if the employees at workplace are happy their productivity and efficiency will be more.
- **Rasool Faiz Samma (2019)** said technology helps in minimizing work related conflicts as through 144 PROCEEDINGS OF ICRMAT. NAGPUR, 2020technology work allocation can be done in a transparent way.

III RESEARCH METHODOLOGY

RESEARCH DESIGN

A research design is the overall plan or strategy that outlines the steps and procedures to be followed in a research study. It provides a framework for collecting, analyzing, and interpreting data that will be used to answer research questions or test hypotheses. A well-designed research study is essential to ensure that the data collected is reliable, valid, and relevant.

METHOD OF DATA COLLECTION

Primary data collection involves gathering information directly from the source. This data can be collected through various methods, such as surveys, interviews, observations, and experiments. Surveys can be conducted in person, through mail, phone, or online. Interviews can be conducted in person, over the phone, or through video conferencing. Observations can be conducted in natural settings or controlled environments. Experiments involve manipulating variables to test a hypothesis. Secondary data collection involves gathering information from existing sources.

SAMPLING SIZE

The sampling size for this study will be approximately 104 employees at Sortscript.

TOOLS FOR DATA ANALYSIS

The tools for data collection will include structured interviews and surveys, while the data analysis will involve both descriptive statistics and inferential statistics. Descriptive statistics will be used to summarize the data collected, while inferential statistics will be used to test hypotheses and identify significant relationships between variables. The data will be analyzed using statistical software PSPP.

- Descriptive Statistics
- Chi-Square Test
- Anova

IV DATA ANALYSIS AND INTERPRETATION

4.1 Descriptive statistics

Percentage analysis is a simple statistical instrument which deals with the number of respondents reply to a questionnaire in percentage attained from the total population nominated for the study. It is one of the simple forms of analysis which helps the researcher to realize the outcome of the research.

Demographic variables		Frequency	Percent
Gender	Male	59	56.7%
	Female	45	43.3%
	Total	104	100%
Age	Below 35 years	52	50.0%
	36-50 years	44	42.3%
	Above 50	8	7.7%
	Total	104	100%
Marital Status	Married	59	56.7%
	Unmarried	45	43.3%
	Total	104	100%
Job Experience	less than 5 year	32	30.8%
	6 - 10 years	36	34.6%
	11 - 15 years	19	18.3%
	16 - 20 years	10	9.6%
	More than 20 years	7	6.7%
	Total	104	100.0%
salary	Less than 10000	22	21.2%
	10001 - 20000	41	39.4%
	20001 - 30000	31	29.8%
	30001 - 50000	6	5.8%
	More than 50000	4	3.8%
	Total	104	100%

From the above table it was found that major of the respondents are male (56.7%) & they are under the age group of Below 35 year (50.0%)& they are married (56.7%) & the persons have 6 - 10 years of job experience (34.6 %) and their Income is between Rs.10001-20000 per month (39.4%)

4.2 Chi-Square Test

Table 1: Gender and career communication.

H₀ – There is no significance relation between using Gender & career communication.

H₁ – There is significance relation between using Gender & career communication.

Test Statistics

	Chi-square	df	Asymp. Sig.
Gender	38.38	3	.000
My supervisor lets me know how I can do better in my work	44.32	3	.000
My supervisor discusses with me how to get additional training	30.22	1	.000
My supervisor gives me advice on developing my career	79.90	4	.000

Inference:

From the above table the calculated table the calculated sum value is .000 which was below the level of 0.05%. Hence the Hypothesis of H₁ is truly fit and it is acceptable.

Table 2: Age and Task communication

H₀ – There is no significance relation between using Task communication.

H₁ – There is significance relation between using gender Task communication.

Test Statistics

	Chi-square	df	Asymp. Sig.
Age	8.46	3	0.00
My supervisor clearly explains policy changes	44.32	3	.000
My supervisor let us know about changes which are coming up	30.22	1	.000
My supervisor discusses with me how to handle problems in my work	79.90	4	.000

Inference:

From the above table the calculated table the calculated sum value is .000 which was below the level of 0.05%. Hence the Hypothesis of H₁ is truly fit and it is acceptable.

4.3 ANOVA

HYPOTHESIS STATEMENT

Table 1: Age and Task conflict

H₀: There is no significance relationship between age and Task conflict.

H₁: There is a significance relationship between age and Task conflict.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	68.02	3	34.01	16.74	.000
Within Groups	237.77	117	2.03		
Total	305.79	104			

Inference

From the above table, the calculated significance value is .000, that significance value is Below than the 0.05(5% level of significance). Hence H₀ is Rejected. H₁ is Accepted. Therefore, it is inferred that there is a significance relationship between Age and Environment change.

Table 2: Age and Leadership

H₀: There is no significance relationship between Age and job satisfaction.

H₁: There is a significance relationship between Age and job satisfaction.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	94.09	3	47.05	42.65	.000
Within Groups	129.07	117	1.10		
Total	223.17	104			

Inference

From the above table, the calculated significance value is .000, that significance value is Below than the 0.05(5% level of significance). Hence H₀ is Rejected. H₁ is Accepted. Therefore, it is inferred that there is a significance relationship between Age and Leadership.

VI FINDINGS

From the above analysis, it is understood that 56.7% are Male are the maximum respondents of the study who lies between the age group is below 35 (50.0%), the married employees percentage is 56.7% and the experience of the employee is 6-10 years and their income is between Rs.10001-20000 per month the employees are personally satisfied by their work and gets motivated towards knowledge sharing.

VII SUGGESTIONS

- Industrial conflict can have a significant impact on employees' productivity, as evidenced by various studies. One such study aimed to investigate the effect of industrial conflict on employee performance in a private organization
- The study found that conflict negatively affects employee productivity, leading to decreased motivation and increased stress levels among employees
- However, conflicting views exist regarding the effects of employee benefits on employee productivity
- More research is needed in this area to fully understand the impact of industrial conflict on employee productivity and the role of employee benefits in mitigating these effects

VIII CONCLUSION

Therefore, from this study, it is found a study on industrial conflict and its impact on employees productivity could be highly beneficial . it can be concluded that industrial conflict has a negative impact on employee productivity. The study found that various types of conflict, such as interpersonal conflict and organizational conflict, can lead to stress for employees and hinder their ability to perform their job duties effectively. Employers should take measures to resolve conflicts and create a harmonious working environment, as recommended in , in order to improve employee productivity and overall organizational success.

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