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### **How to Develop Sound Industrial Relations?**

Sound IR does not happen automatically. Instead, developing and maintaining sound IR require conscious and deliberate efforts to be made in this direction. Following help build sound IR in an industrial organisation:

#### ***1. Developing Trust between Labour and Management:***

Research studies report that trust between labourers and managers serves as a foundation for developing sound IR in an organisation.

**Among others, there may be two most effective ways to create trust between the IR parties:**

(i) To build competence in both labourers and managers, and

(ii) To develop and practice right human resource practices in the organisation. In fact, it is trust only that binds labour and management together.

#### ***2. Existence of Sound and Democratic Trade Unions:***

One another prerequisite for a sound IR is the existence of sound and democratic trade unions to bargain with management. It is the sound and democratic trade union that can protect the employee's interest in terms of wages, benefits, working conditions, job security and so on. These make employees satisfied and satisfaction permits no alibis and grievance.

#### ***3. Maintenance of Industrial Peace:***

Peace promotes prosperity and prosperity supports happiness. In an industrial organisation, peace can be established through several ways. To mention a few, establish machinery for the prevention and settlement of industrial disputes. Such machinery should include both legislative and non-legislative measures. Arm the Government with appropriate powers to settle the industrial disputes wherever necessary.

Make provisions for bipartite and tripartite committees for evolving personnel policies, code of conduct, code of discipline, etc. Create implementation and evaluation committees for looking into collective bargaining agreements, court orders and judgments and violations of statutory provisions of the various laws.

#### ***4. Continuous Feedback and Monitoring:***

Feedback serves as an input for improvement in all types of activities and so in IR as well. A properly devised feedback mechanism enables the HR managers to spot the grey areas in IR system and, then, take proactive actions to solve the problems before these assume alarming proportions. Nipping the problems at the bud is better because, sometimes, a seemingly small problem if not solved culminates to a complex and serious one later on.

#### ***5. Professional Approach:***

Understanding human behaviour has ever been a complex phenomenon. And the same has become more so in case of modern knowledge workers. This underlines the need for handling with employees, or say, IR by the persons having professional competence and approach in the subject. These persons need to be well versed with whole gamut of employee/human behaviour at work.

In other words, these persons must know why employees behave as they behave at work place. Besides, they should also have a problem -solving approach to tackle with the employee problems in the organisations.