THE CHANGING PARADIGMS OF EMPLOYEE RELATIONS – AN EMPIRICAL STUDY OF DRIVERS AND CONDUCTORS IN A.P.S.R.T.C (ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION)

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ABSTRACT
Unions have enjoyed a close relationship with the state and political class which enjoyed complete freedom in Independent India. But this has developed a status where unions could not develop strong roots in their respective constituents and for namesake their existence continued. The huge number of workforce outside the organized sector is posing a big challenge in Indian industrial relations as unorganized sector. In APSRTC organization also as the researcher observed in some depots the contractual employees were coming up to 27% to 35% to the total number of drivers and conductors. As the transportation sector is gaining more importance in the same manner the issues in the sector is gaining is more important. In this research study, though the limited material was available still the researcher was able to find out enough material and an elaborate research was made.

Data analysis was done by administering modern tools and techniques like Anova, Chi square and Regression analysis by utilizing SPSS package 20.0 version. The researcher was able to find out that there will be a significant impact on the industrial relations if employee satisfaction is taken care of in a proper way. Also, it was deduced that it leads to customer satisfaction. From the above study we can also draw a conclusion that company’s competitiveness and profitability will be affected by production oriented practices.

KEYWORDS: Employee relations, Unions & Management

Received: Dec 15, 2018; Accepted: Jan 05, 2019; Published: Jan 24, 2019; Paper Id.: IJHRMRFEB201915