

Unitary and pluralistic frames of reference management essay



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Employee relationship is very important issue in the business world. Every manager must maintain a relationship with his employee to achieve the business goal. To maintain firm reputation and increase productivity employer maintain good employee relationship. A manager follows many approach or theory to maintain good relationship among the employees

LO1: Understand the context of employee relations against a changing background

Explain the unitary and pluralistic frames of reference (P1)

Unitary frames

Unitary frames which start from the values and assumption said that workplace conflict is not expected behave or relation between the manager and employee. A conflict starts from two's behaved or occurrence which felt effect on the other employee to commit further problem.

Pluralistic frames

In this frames the organization deviates firm into powerful and different sub-group. Each group has its own lawful loyalty and respect to their object and leader. The two main sub-groups in the Pluralist view are the management and trade unions. subscribing to different values and objectives. In the much organization pluralism represent as more suitable and perfect. This is also better to describe employment relationships.

(Abbott, k. 2006)

Evaluate how the changes in trade unionism in the 20th century have affected employee relations within the organization (P2)

Very first of the 20th century the trade union becomes very powerful. In 1901 the court decided that the trade union could be sued for damages if they held a strike this is mainly for the Taff Vale case. From 1923-1929 Britain faced the conservative government. During that time general strike was held by the trade union.

During the 1920s old industries like coal mining were declining. So in 1921 employers cut wages. In 1926 they proposed to cut wages and increase working hours. The miner's leader A. J. Cooke said 'Not a penny off the pay, not a minute on the day'. The miners went on strike and appealed to the other unions to help them. The result was a general strike from midnight on 3 May 1926. In that strike some general worker died. For which we observed May Day. Actually after that the trade union comes to form. These changes affected much on the employee relation. In the very first of trade union reform the relationship between the employer and employee was not good. But when the trade union came to the real form the employee relationship developed.

(Nationalarchives, 2012)

Explain the role of 4 main players in employee relations of an organization (P3)

Some key employee play important role in the management of employee relation. Suppose the HR manager. Employee trainee, financial manager, CEO plays some key role in the employee relation.

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Role of HR manager in employee relation: human resource manager play some key role to manage the employee relation. For example a HR manager designs the job, making the work place planning etc. all of the planning he try to increase the candor, respect, responsibility by which the employee relation develop.

Role of employee trainee in employee relation: by provide the proper training employee trainee ensure the proper employee relation.

Role of financials manager: financial manager play a good role in controlling the employee relation. By providing proper knowledge about the need of relationship in finance he try to develop the employee relationship.

CEO and employee relation:

It is considered as a skill-set or a philosophy not as a management function.

ECO considers it as a skill & competences to achieve high performance.

For the above reasons employer are tried to develop the employee relation.

(Managementstudyguide, 2012)

Why do you think the field of ‘ Industrial Relations’ has been replaced with the name ‘ Employee Relations’ over the years? Give examples to support your answer (M1)

I think the term industrial relation replace by the term employee relationship. There are many reason for which the industrial relation replaced by the employee relation. The reasons are

For the reforming of trade union and labor union come to form.

In the 20th century the employee is consider as the core employee.

The value of industrial relation can't maintain the better relationship.

In the 20th century the relationship among the employee becomes essential.

Industrial relation replaced by the employee relation because RE concept is much helpful to the firm

Employee relation is easier to understand for the general employee.

LO2: Understand the nature of industrial conflict and its resolution

Explain the procedures an organization should follow when dealing with different conflict situations.

There are some processes to dealing with the different conflict situation.

Among them the causes identification, identify the way of solve and implication of that ways is main. This are describe below

Identify the conflict causes: there are many causes for which a conflict arises in the organization some of them are

Training management inefficiency

Unfair treatment with the employee

Poor communication system

Risky working environment

Unsolved problem of past

Leadership problem

Harassment in organization etc

Identify the way of solve conflict: this step sometime called managerial action to solve conflict. There are many types of action by which conflict can remove from the organization. To solve the conflict negotiation is must be needed. Some ways to solve the conflict are

Regularly review the job descriptions

Developing the open opinion option

Make the working place safety for the employee

Listen to the employee problem

By taking the employee recommendations

Removing the harassment from the organization

Creation proper opportunity for the employee

Ways to implement the solving procedures: These solving procedures can implement in the organization by the following ways

Make an conversation among the HR manager, manager and employee repetitive

Take advise from the employee representative and overall employee line

keep a record of relevant events: include dates and times, plus a description of what happened

keep copies of anything relevant, letters, memos, emails, notes of meetings

make a formal complaint

Explain the key features of employee relations in a real life conflict situation of an of ford motor

Employee relation means the body of concern to maintain the employee-employment relationship. It is very important for satisfactory productivity, employee motivation and business goal . it also necessary to solve and prevent different problem which arise from working place. Ford motor manages the employee relationship based on the Pluralist approach of employee relation (divided firm into many groups an each group has a unique identity) the employee relation depends on some feature those are given below:

How the works are organize

Acquisition skills and development of employee

Compensation and pay processes and structures

Security arrangements on employment and staffing

Labor management issues

By the above feature on employee relationship are maintaining by the ford motor to maintain the employee relation.

Evaluate the effectiveness of procedures used in a conflict situation from real life organization

Conflict in workplace means the lack of understanding between the employer and employee. For conflict the relationship among the employer and employee and employee to employee can destroy. Conflict in the organization is very harmful for the organization. It reduce employee relationship, decreases the productivity of firm, And create personal conflict. If there are any types of confliction the firm then the efficiency of employee reduce because conflict is one type of mental problem. Conflict create problem to achieve the goals of the organization. So it is very necessary to solve the conflict. In the real life there are many types of solving ways to solve the conflict from the organization. By the following procedure or using the following tool ford motor solve their organizational conflict which arises in the firm by some certain problem.

Regularly review the job descriptions

Developing the open opinion option

Make the working place safety for the employee

Listen to the employee problem

By taking the employee recommendations

Removing the harassment from the organization

Creation proper opportunity for the employee

Present findings from the reasons for conflict between British Airways Cabin Crew staff and management. How was the conflict solved and through which procedures? (M3).

British airways are a famous airways industry in the world. This is one of the leading companies in the air way industry. But recently there was a problem between the cabin crew and management. This conflict arises from the facilities of employee issue. The crew said that they cannot get enough facilities like other company of this industry. But some specialist think there are some other problems behind it they think this conflict arises from the following aspect

Training management inefficiency

Unfair treatment with the employee

Poor communication system

Risky working environment

Unsolved problem of past

Leadership problem

Harassment in organization etc

However the British airline properly solved this conflict soon by appropriate negotiation with the cabin crews.

LO3: Understand collective bargaining and negotiation processes

Explain the role of negotiation in collective bargaining (P7)

Collective bargaining is a process of negotiation between the employers and employee union. This negotiation is based on the term and condition of the work mainly the wages, Workplace safety and working time. Negotiation plays some important role in the collective bargaining such as

negotiation develops a sense of self respect and responsibility between the employer and union

negotiation increase the productivity of the worker

by the negotiation the freedom of employer decrease

Effective collective bargaining machinery strengthens the trade unions movement

It becomes easier for the management to resolve issues at the bargaining level rather than taking up complaints of individual workers.

It is important for settling and preventing industrial disputes.

A current conflict situation of any public or private organization in UK and give clear conclusions on the effectiveness of negotiation process between two parties (D1)

There is conflict between the acas organization and its worker. For this conflict the employee stick against work. This conflict mainly occurs for some reasons the first reason is dissatisfaction of employee. Other are

Unfair treatment to employee

Lack of equal opportunity

Poor work opportunity

Poor communication

Increasing work load etc.

But this problem solved soon by the grate roles of effective negotiation. For the negotiation the management listens about the employee dissatisfaction causes. Take the recommendation to solve the problem

Then the negotiation manage to a conversation among the manager, hr manager and employee representative. In this conversation the manager take the recommendation of the employee representative to solve the problem. After knowing the causes of conflict the management took the proper stapes to solve the problem and at last they can able to solve it. A balance situation creates in the Acas organization only for the proper negotiation.

(Acas , 2012)

Evaluate the impact of negotiation strategy of London Transport Association for conflict with Tube workers in recent times. (P8)

There are two types of negotiation positive and negative. Both types of negotiation impact much on the London Transport agency. The success and failure of the London transport agency mainly depend on the impact of the

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negotiation. Recently there is a conflict between the tube worker and London transport agency. This conflict mainly based on the wages and safety work place. In this situation negotiation play an important rule to solve the problem.

But the negotiation plays an important rule here. By the proper negotiation between the workers and management they come to a point where both parties interest maintained.

LO4: Understand the concept of employee participation and involvement

Evaluate the influence of the EU policies and directives on industrial democracy of workers within the UK (P9)

There are many kinds of policies in the European Union to controls the business and organizational internal function. Such as trade policy, recruiting policy, environment maintain policy, human resource management policy, employee training policy, safety and healthy workplace policy and employee relationship maintain policy.

All of this policies influence the industrial democracy of workers. Suppose the anti harassment policy make a women move freely in the workplace. They can join any workplace without mental problem like harassment problem.

Trade policy is another derivatives of UN which indicate the degree of freedom af an organization. By this policy an organization involve in the international business.

Safety and healthy workplace is an important policy of UN by which an industrial freedom and measured. If the workplace is safe for the employee the employee get more democratic right.

Taking help from the answer to Question 4. 1 produce a report for LCC and recommend how these EU policies can benefit the organization for long term. (D2)

A report to LCC

Introduction: EU policies influence the industrial democracy of workers.

These policies must be beneficial for the firm and country. There are many kinds' policies. Suppose the anti harassment policy make a women move freely in the workplace. They can join any workplace without mental problem like harassment problem.

About the report: This report is about the policies of EU and its lacking

About the EU policies:

There are many kinds of policies in the European Union to controls the business and organizational internal function. Such as trade policy, recruiting policy, environment maintain policy, human resource management policy, employee training policy, safety and healthy workplace policy and employee relationship maintain policy

Importance:

Influence the industrial democracy of workers.

Trade policy indicates the degree of freedom of an organization.

By this policy an organization involve in the international business.

Safety and healthy workplace

Lacking:

The policies make negative impact of firm. And create hinder on the way of business

Recommendation:

EU policies must be business oriented

These policies must be beneficial for the organization

The trade policy of EU must be helpful for the general people of the Europe.

The policies must be ensure the safety of the employee

It is very needed to create a safety and healthy workplace for the workers.

This must be democratic for the employer.

Compare 3 methods used to gain employee participation and involvement in the decision making process in organisations

There are many process of employee involvement and participation among them delegation, communication, training and incentive, giving authority are more important.

Delegation: this in process the supervisor gives responsibility to the subordinate to do any work with proper authority. This methods is more effective than others

Giving authority method:

Everyone likes power or be a member of authority. Giving power employee involvement can increase. This more effective than other methods

Training: by training the employee involvement can increase. This is a manual process of organization to increase the employee involvement.

http://www.emeraldinsight.com/content_images/fig/1060120506003.png

(emeraldinsight, 2012)

Assess the impact of human resource management on employee relations (P11).

Human resource management is an important part of an organization. It is May called an integral part of employee relation. Without proper human resources management proper employee relation is not possible. Employee relation and organizational behavior both depend on the management of the people of the firm. Human resource management always focuses on the employee and organizational development. Major functions of human source management recruitment, training and development, workplace planning, performance management, quality assurance and job design etc.

All of these functions impact much on the employee relation this impact are given below

Training, development and employee relation: Employee training and development influence much on the employee relation. To maintain a good

relationship among the subordinate is an important topic of employee training. So through the training the relation among the employee increases.

Workplace planning and employee relation: employee relationship depends much on the workplace planning. By the work place planning same type of employee are engage in a particular job. So an understanding among them creates soon.

Performance management and employee relation: by performance management the relationship among the employee can develop. When a management be aware about the performance then they force the employee to do the work perfectly and for this reason the employee want the support from the subordinate. And thus the relationship may develop.

Job design and employee relationship: a job is design for the better performance of the employee. Job design increase the candor, respect, integrity, mutual understands which develop the employee relation.

Stone, R. (1995)

The impact of any 3 HR practices in improving employee relations in ford motor

The impact of HR practice In employee relation of the ford motor are given below

job design of ford motor and employee relation: when ford motor design a job for some particular employee the management of ford motor think about the competence of the employee and they also include some procedure through which the relationship among the employee can increase.

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Employee training of ford motor and employee relation: ford motor always gives the appropriate training to the new employee. They provide train about the work, about the employee's responsibility about the organization and how to manage the industrial relation or employee relation. For this reason the relationship among the employee developed soon.

Workplace planning of ford motor and employee relation: as ford motor is a word rewind organization it is very careful about the work place planning. Through the workplace planning this company insures the employee relation inside and outside of the organization

Conclusion:

At last it can be said that employee relationship is very important for the organization. By managing this relation organization can easily achieve its goals. To maintain this relation an organization must understand about the human resource management, employee engagement, employee performance management etc.