

INDUSTRIAL RELATION ONE OF THE IMPORTANT FACTOR DETERMINING PERFORMANCE OF AN INDUSTRY A THEORETICAL REVIEW

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ABSTRACT

Macro economic performance in recent years has drawn increasing attention to the system of industrial relations and various strategies for improving its performance. This is leading to a new era of experimentation at the organizational level with various worker participation programs, new local collective bargaining agreements, and changes in other employment practices that are designed to both improve industrial relations and organizational effectiveness. Recently, micro economists have joined in the analysis of the intersection of industrial relations and organizational behaviour as they search for ways to understand the interactions among market forces, institutional structures, and the behaviour of individuals and firms (Leibenstein, 1966; Hirshman, 1970). The central questions to be addressed by a theoretical framework that assesses the effects of industrial relations on the goals of the firm and workers are: (1) what are the critical dimensions of plant level industrial relations performance, (2) how do these influence worker and organizational goals, and (3) how do improvement strategies influence these industrial relations, organizational, and individual outcomes. The article provides the theoretical framework that the collection and analysis of data help to assess the effects of an industrial relations system on organizational effectiveness.

KEYWORDS: Industrial relations, organizational effectiveness, review.
