

ABSTRACT

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Title: Research Work On Industrial Relations: Study Of Justice and Trust In Relation To Job Performance - A Maruti Suzuki India Limited View

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The present research is an effort to understand the impact of Justice and Trust on the Job Performance of the employees of Maruti Suzuki India Ltd. India's largest automobile manufacturer, Maruti Suzuki India Ltd (MSIL), has achieved excellence in product innovation, production systems, customer services and satisfaction, and has a hold of around half of the Indian auto market. It is also a company which is known for making many changes over the years to face competition and for using HRM strategies extensively but somehow it has been repeatedly showing signs of unrest and strained relationship between employees' union and management. So there was a need to study the industrial relations at Maruti Suzuki India Limited. Industrial dispute is the most acute problem in industrial organizations because it endangers peace in the industry. Modern industrialization has its cost involved and few factors that need to be taken care of, in order to achieve a win-win situation. It has tended to create a gap between employee and employer, because of the issue of divorce of the workers from the ownership and management of the production process. It is impossible for an Industry to grow and prosper without harmony, cooperation and labor management or largely people

management. Hence, good relationship between the management and the employees is the foundation of the prosperity for both employer and employees.

The extensive literature review of Industrial Relations, Trust, Justice and Job Performance has been examined in this study. To find the answers to the research issues of this study a combination of primary and secondary data was considered. To further investigate the relationship between trust and justice with job performance, a specially designed questionnaire was a primary mode for collecting data from Maruti Suzuki India Limited. The questionnaire was filled by the employees of MSIL randomly picked by the researcher.

For finding answers to the research objectives the researcher has analyzed the data gathered from respondents through the questionnaire through various data analysis methods such as correlation, single regression, multiple regression and ANOVA, based on which researcher has interpreted the results and conclusions.

Trust and Justice are being considered as the independent variables and Job Performance is considered as the dependent variable. Qualitative analysis of all the responses received have been done. The results of the study show that trust is not impacting Job Performance significantly which was otherwise in case of western industries, while Justice & Job Performance is positively correlated. If both the independent factors are combined, they can explain 50.9% of the variation in the dependent factor in the context of present study. Results also show that there are several other factors which impact job performance other than trust and justice.