

**LESSON NOTES 17**

**Year/Level: 11**

**Subjects: Office Technology**

<b>STRAND</b>	OT 11.3 Office Administration
<b>SUB-STRAND</b>	OT 11.3.1 Office Roles and Functions
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Define Industrial Relations.</li><li>• Explain the objectives and functions of Industrial Relations.</li></ul>

**Industrial Relations**

**Industrial relations** is a post-industrial revolution term that define the relationship between a worker and an employer. It often includes labor unions as parties to that relationship. It means the emotional, physical, contractual and practical relationship that exists between an employee and their employer. In practical everyday situations, employee relations are the relationships between employees and their managers.

**Importance of Industrial Relations**

Every company needs to have good industrial relations. When the relationship between the employees and the managers is positive, then a lot of things see an instant improvement, such as the productivity of the employee, their motivation, engagement, and morale, among others. Employees who have amicable relationships with their managers actually enjoy and look forward to going to work every morning.

**The Objectives of Industrial Relations**

**1. Employees Rights**

In Fiji the Employment Relations Tribunal (ERT) is newly established under Section 202, Part 20 (Institutions) of the Employment Relations Promulgation 2007 and its jurisdiction is much wider than that of the former Arbitration Tribunal which it had repealed. If employment disputes or employment grievances are not resolved at the Mediation Service, the ERT assists employers and their representatives and workers and their representative trade unions by deciding and determining any grievance or dispute between parties to employment contracts.

**2. Collective Bargaining**

Collective bargaining is the negotiating process to reach a labor union contract, or a collective bargaining agreement. Labor union representatives and management representatives engage in a two way exchange of proposals and concessions to reach an agreement.

**3. Grievance Handling**

Employers must have HR staff with the expertise to handle employee grievances and interact with on-site union stewards and labor representatives. For matters that are unresolved through the typical

three-step grievance process, employers generally hire legal counsel to handle arbitration.

#### **4. Contract Interpretation**

Grievances are often based on misinterpretation of the collective bargaining agreement or supervisors' and managers' missteps if they aren't experienced managing a union workforce. This means HR should provide training on basic principles of labor law and how to interpret labor union contracts.

### **The Functions of Industrial Relations**

#### **1. The Function of Open Communication**

Communication is important to any relationship, including a business relationship. The ABC rule really helps here. ABC stands for **Always Be Communicative** and it is an important rule of thumb to remember when relating with employees. A manager should inform their team that the work of the manager is to make work a little easier for the employee and help them with whatever they need. They should also seek to be clear about what they need from employees.

#### **2. The Function of Recognition**

When employers show them gratitude and appreciation it will mean a lot to them. That inspires them to want to do more of it. Give praise in public as well for a much grander effect. When employees are praised in public, the rest of the team also gets inspired.

#### **3. The Function of Constant Feedback**

Employers should offer feedback as frequently as they can to employees. They can be told about the great work they are doing as well as offer some constructive criticism on what they need to improve.

#### **4. The Function of Investment**

Employers should always show their employees that they care. They should not only care about them as employees, but also as people.. When employers want their employees to succeed, they will respect them more and will be more engaged in their work and in the company generally.

### **Activity**

1. Explain Industrial Relations.
2. Explain two objectives of Industrial Relations.
3. Explain two functions of Industrial Relations.

THE END 😊