A STUDY ON LMR IN THE MANUFACTURING FIRMS AT EKALA INDUSTRIAL ZONE



NALIKA SUBASHINI WEERAKOON





DEPARTMENT OF COMMERCE

FACULTY OF COMMERCE & MANAGEMENT

EASTERN UNIVERSITY SRI LANKA

Abstract

"A study on LMR in the manufacturing Firms at Ekala Industrial Zone" was the title of this research study. So the working definition for the LMR is "The continuous relations both between workers and management and between workers' organizations managers in an organization " (Opatha, 2001). This study found that "to what extent LMR practice in the manufacturing firms at Ekala. This study evaluated the level of Labour Management Relationship of the permanent staff in the manufacturing firms at Ekala Industrial Zone from the perspective of employees.

By using the seven variables such as Extent of Co-operation, Extent of Participation, Degree of Understanding Mutual Goals or Interests, Degree of Disputes, Degree of Collective Agreements, Level of Absenteeism and Worker Tumover, and Level of Grievances the LMR of the permanent staff in the manufacturing firms at Ekala has been measured. Data collected from a sample of hundred employees from the five manufacturing firms at Ekala Industrial Zone using systematic random sampling techniques was used to measure those seven variables. The collected data were analyzed using Microsoft package Excel 2003. The analyzed data was presented in the form of tables and bar charts using the univariate analyzis method.

The results showed that the Extent of Co-operation is high level, Extent of Participation and Degree of Understanding Mutual Goals or Interests is moderate level, Degree of Disputes law level, Degree of Collective Agreements law level, Level of Absenteeism and Worker Turmover law level, and Level of Grievance is in moderate level. According to that this study revealed that LMR of the permanent staff in the manufacturing firms at Ekala Industrial Zone is moderate level. This study also recommends some suggestions from the findings of the study to maintain healthy LMR at the manufacturing firms. To enrich the prevailing LMR more effective and lively, it is essential that the superiors, subordinates as well as Employees' Union work harder with dedication, enthusiasm and to suit the needs of the requirements. From the experienced gained, they would be able to realize to make good LMR.

TABLE OF CONTENTS

List of figures		VIII
List off tables		IX
CHAPTER 01 - INTRODUCTION		
1.1 Introduction		0.0
1.2 Problem statements		62
1.3 Research questions		62
1.4 Objectives of the study		@3
1.5 Significance of the study		04
1.6 Scope of the study		05
1.6.1 Conceptual scope		′ 05
1.6.2 Sample size	į.	05
1.6.3 Methodological scope and measuremen	nt scope	05
I.7 Assumptions of the study	***	05
II.8 Summary		06
	-	Ĺ
CHAPTER 02 – LITERATURE REVIEW	2-1	
2.1 Introduction		07
2.2 Review of literature		08
2.3 Summary		22

CHAPTER 03-CONCEPTUAL FRAME WORK AND OPERATIONALIZATION

03.1 Introduction		22
03.2 Conceptualization & Operationalization		23
3.2.1 Conceptualization		23
03.3 Operationallization		26
03.4 Summary		32
CHAPTER 04 - METHODOLOGY		
©4.1 Introduction		33
04.2 Study setting design and method of survey		33
4.2.1 Study setting	*	33
4.2.2 Study design	2	33
04.3 Sampling		34
04.4 Data collection	*	35
4.4.1 Primary Data		35
04.5 Method of measurements	- : - 1	3/5
04.6 Methods of data analysis and evaluation		36
4.6.1 Data analysis	V 30-5	36
4.6.2 Method of Data evaluation		36
04.8 Summary		38

CHAPTER 05 -DATA PRESENTATION AND ANALYSIS

05.1 Introduction		39
05.2 Analysis of reliability and validity of the instr	numents	39
05.3 Personal information		40
05.4 Research information		46
5.4.1 Variable view Extent of Co-operation		46
5.4.2 Variable view Extent of Participation		51
5.4.3 Variable view Degree of understanding r	mutual goals or inter	ests 55
5.4.4 Variable view Degree of disputes		59
5.4.5 Variable view Degree of Collective agree	ements	62
5.4.6 Variable view Level of Absenteeism & v	worker turnover	65
5.4.7 Variable view Level of grievances		68
5.5 Summary	1	74
CHAPTER 6- DISCUSSION		
0.6.1 Introduction	* ,	75
06.2 Discussion on personal information	FI	75
06.3 Discussion on research information	- : + 4	75
6.3. I Extent of Co-operation		. 76
6.3.2 Extent of participation		76
6.3.3 Degree of Uderstanding Mutual goals	or interests	76
6.3.4 Degree of disputes		77
6.3.5 Degree of collective agreements		77

6.3.6 Level of Absenteeism and worker tunnover	78
6.3.7 Level of Grievances	79
06.4 Summary of Discussion	79
CHAPTER 07- Conclusions and the Recommendations	
07.1 Conclusions and the recommendations on research variables	80
07.2 Recommendations	8/0
7.2.1 Extent of Co-operation	81
7.2.2 Extent of Participation	82
7.2.3 Degree of understanding mutual goals or interests	82
7.2.4 Degree of disputes	82
7.2.5 Degree of collective agreements	83
7.2.6 Level of Absenteeism and worker tumover	83
7.2.7 Level of grievances	83
07.3 Limitation of the study and the Suggestions for future studies	
7.3.1 Limitations	84
7.3.2 Suggestions for future studies - + + 4	84
07.4 Implications of the study	86