

**EXPLORING THE ROLE OF EMPLOYEE RELATIONS IN ENHANCING
PRODUCTIVITY: A CASE STUDY OF HAVOC THERAPY PRIVATE LIMITED,
HYDERABAD**

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Abstract

Havoc Therapy Private Limited is a prominent Hyderabad-based healthcare provider, and this research tries to learn how staff interactions affect the company's output. The major goal is to examine how the company's HR procedures affect productivity and to determine the characteristics that lead to strong employee relationships. The research strategy will combine quantitative and qualitative approaches of information gathering. The research will collect data on employee-employer interactions, organizational policies, communication methods, and employee satisfaction using questionnaires, interviews, and document analysis. In addition, production, efficiency, and quality measures will be analyzed to see how they relate to staff morale. The importance of this research lies in the fact that it may help throw light on how important employee interactions are in creating a positive work environment, increasing morale, and eventually increasing productivity in a business. The results will inform future research on the link between employee relations and productivity, and they will also give Havoc Therapy Private Limited and other businesses with concrete suggestions for improving their HR procedures. This research project follows rigorous ethical standards by protecting the privacy of its participants and using software to identify instances of plagiarism. Human resource professionals, business executives, and researchers with an interest in healthcare employee relations, productivity, and performance are prime recipients of the study's results.

INTRODUCTION

One of an organization's most crucial resources and most valuable assets is its workforce. The kind of work they do and how much of it they do directly affect an organization's productivity. So, keeping positive employee relations in a company is essential for any business to thrive and succeed (Abu Shawish, 2013). Employee relations is a broad word that encompasses a variety of topics, including work-life balance, equal opportunity, and managing diversity, as well as more contemporary aspects like collective bargaining, negotiations, and employment law (Armstrong & Stephens, 2016). It consists of actions taken to make sure that workers are content and productive. Employee Relations provides support in a number of ways, such as employee recognition, the creation and interpretation of policies, and all forms of problem solving and conflict settlement. It entails managing the pay-work agreement, administering employment policies, employment terms, and workplace-related problems, as well as giving employees a voice and engaging with them (Frank & Jeffrey, 2010). Havoc therapy private limited has been selected as a case study to illustrate the effects of employee relations on the productivity of a firm. The firm is located in Hyderabad, Telanganastate. Havoc began in 2018 to address the critical gap, by providing tailored and holistic mentalhealth support to 18 - 35-year-old. With a focus on early intervention, they work with schools,colleges & organizations to provide support at a crucial time in their lives – to help them get back on track and strengthen their ability to manage their mental health in the future. At the heart of our services and product they ensure to meet the evolving and unique needs of young people and those who support them. Therefore, young people are at the centre of everything we do and they play an active role in designing, developing and evaluating our programs.

Havoc Therapy started out of the idea of bringing breaking rooms to India. Later understood that breaking rooms are not the only solution for modern mental health issues. They found a huge gap between the current mental health issues and services available in the market. Many mental health

issues can be solved in the early stages with early identification and intervention. So, they created a platform to connect people with early mental health issues to a trained listener. **We Hear You** helps people to vent out their feelings and emotions to the trained listeners anonymously. Trained listeners listen to the seekers and keep them engaged in conversation in a positive way by withholding judgment and advice. Havoc centres will be one stop solution for all the mental health issues. To make mental health services more accessible we are trying to provide different therapies like Art Therapy, Music Therapy, Dog Therapy etc. and other professional mental health care services at the Havoc Centres.

Havoc Therapy is a leading mental health service destination that caters to the diverse range of problems that people face in today's world. Each year, Havoc Therapy helps hundreds of young people access vital support through the Havoc Therapy platform/ services in 100+ communities across India, our online and phone counselling services, our vocational services, and our presence in schools. A platform that is solving the existing supply/demand problem in mental wellness by creating a truly scalable peer network that leads to positive health outcomes. Real-Time, Peer-to-Peer, Text Chat, 24x7 - supports proactive + immediate human interaction. It's signature psychotherapy product that connects individual clients with a network of licensed therapists through an easy-to-use mobile platform. Since graduating Indian School of Business Hyderabad (ISB) in 2021, Havoc Therapy has significantly expanded access to emotional support and early intervention. Silicon India has featured among the top 10 mental health companies in India. An advanced AI learning & assessment platform with analytics, tracking performance metrics. Tailored and holistic mental health support.



LITERATURE REVIEW

Donohoe (2015) defines employee relations as the study of the relationship that exist between employees and the employers. Basically, effective employee relations places high premium on the human element in the organization, which results in higher employee engagement, motivation and improved productivity.

Considering the strategic role of employee relations in organizations **Yongcai (2010)** posit that employee relations is a specialized discipline in human resource development and management.

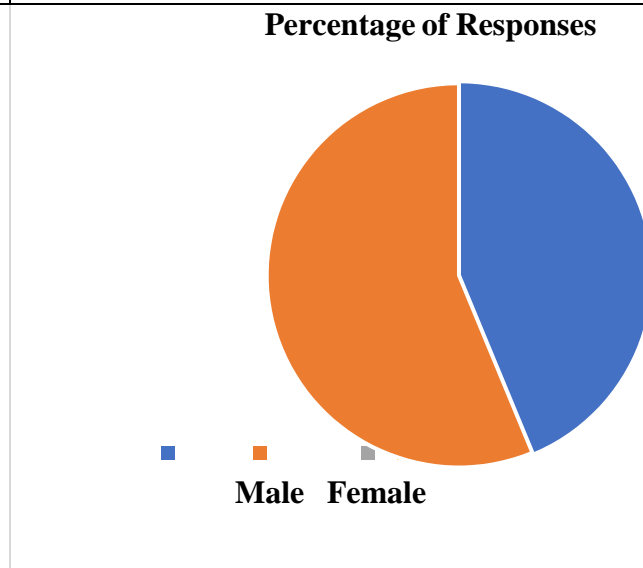
(Dr.B.Devamaindhan, 2014) A good relationship is the best running of any business. It improves the work performance; an employee's feedback is must to analyse the both positive and negative. This research paper shows the employee involvement is important for changing employee's attitude

According to **Hallowell (1999)** further discovery also shows that positive employee relations increase the level of oxytocin and vasopressin that brings about mutual trust and bonding among individuals in organizations.

DATA ANALYSIS AND INTERPRETATION

Table 5.1 Gender-Wise distribution

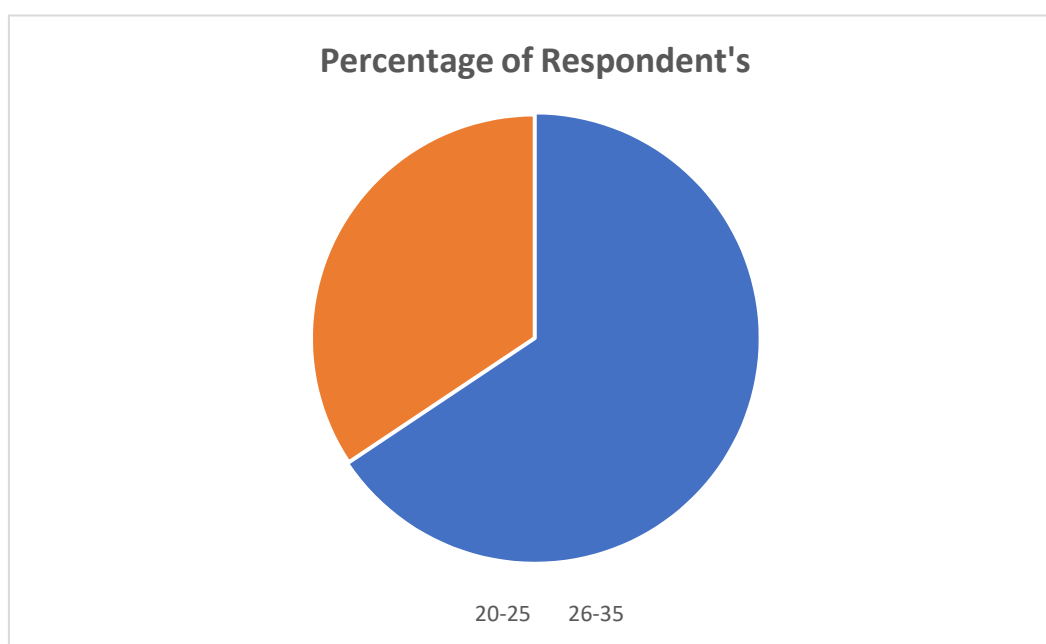
Variable	No of Respondent's	Percentage of Responses
Male	28	43.75
Female	36	56.25



Data analysis: Table 5.1 shows that 28 (43.75%) are male while 36 (56.25%) are female.

Table 5.2 Age Bracket distribution of various respondent's

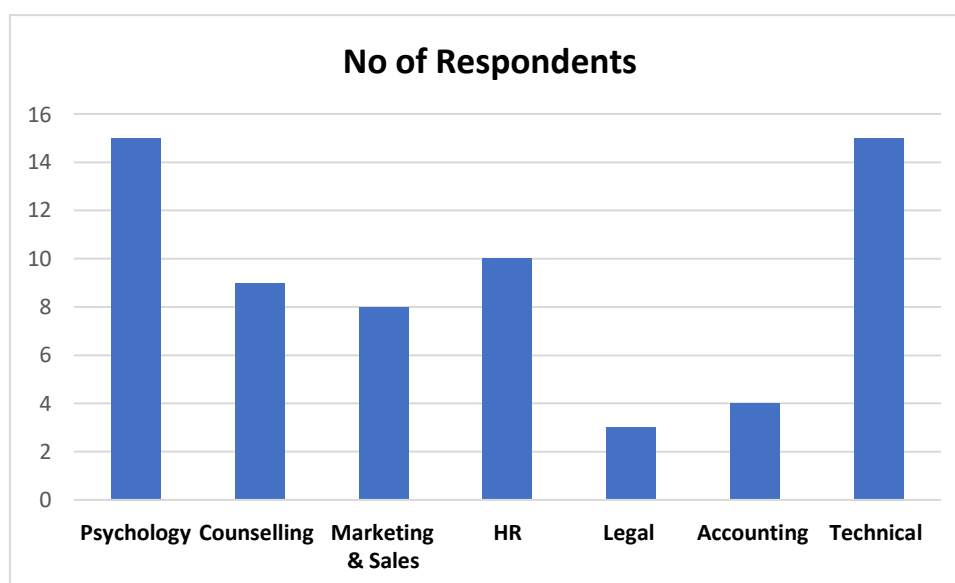
Age	No of Respondent's	Percentage of Respondent's
20-25	42	65.62
26-35	22	34.37



Data Analysis: Table 5.2 shows that 65.62% employees are age between 20-25 mean while 34.37 are between 26-35

Table 5.3 Department-wise distribution of various respondent's

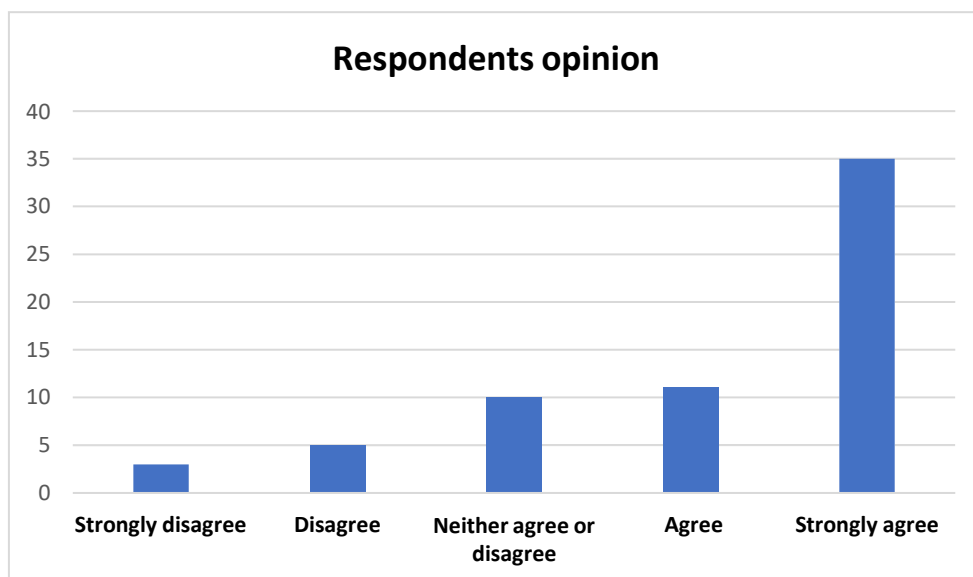
Department	No of Respondents
Psychology	15
Counselling	9
Marketing & Sales	8
HR	10
Legal	3
Accounting	4
Technical	15



Data Analysis: Table 5.3 demonstrates that the psychology department has 15 people, the counselling department has 9, the sales and marketing division has 8, the department of human resources has 10, the legal department has 3, and the accounting team has 4 people. The technical team has 15 employees.

Table 5.4 Support and guidance from supervisor to do job efficiently

Factors	Respondents Opinion	Percentage of Response
Stronglydisagree	03	4.68
Disagree	05	7.81
Neither agree ordisagree	10	15.62
Agree	11	17.18
Strongly agree	35	54.68

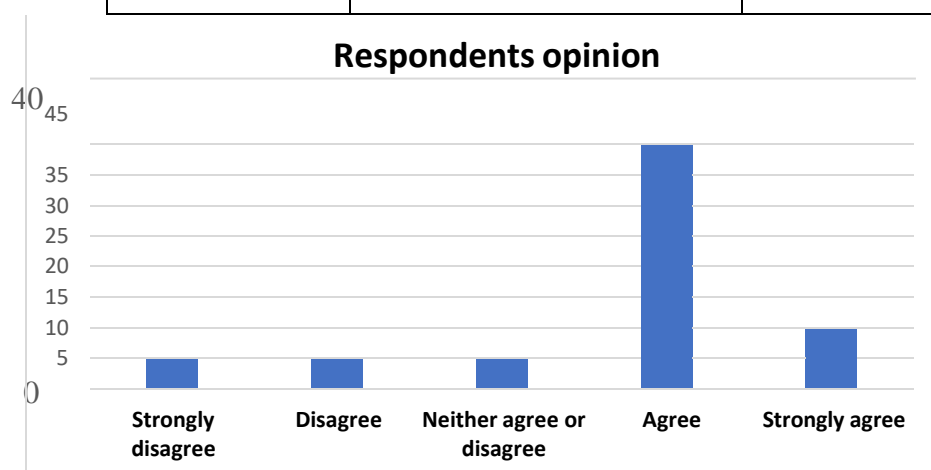


Data Analysis: From the above table 5.4 it is observed that 72 percent of the employees have opined that they are getting positive support and guidance from the supervisor. On the other hand, only 4 percent of the employee are not satisfied by the superiors.

Interpretation: It is understood that from the above table that there is maximum positive support and healthy communication from the supervisor.

Table no:5.5 Supervisor Support to the Employees

Factors	Respondents Opinion	Percentage of Response
Strongly disagree	05	7.81
Disagree	04	6.25
Neither agree or disagree	05	7.81
Agree	40	62.5
Strongly agree	10	15.62

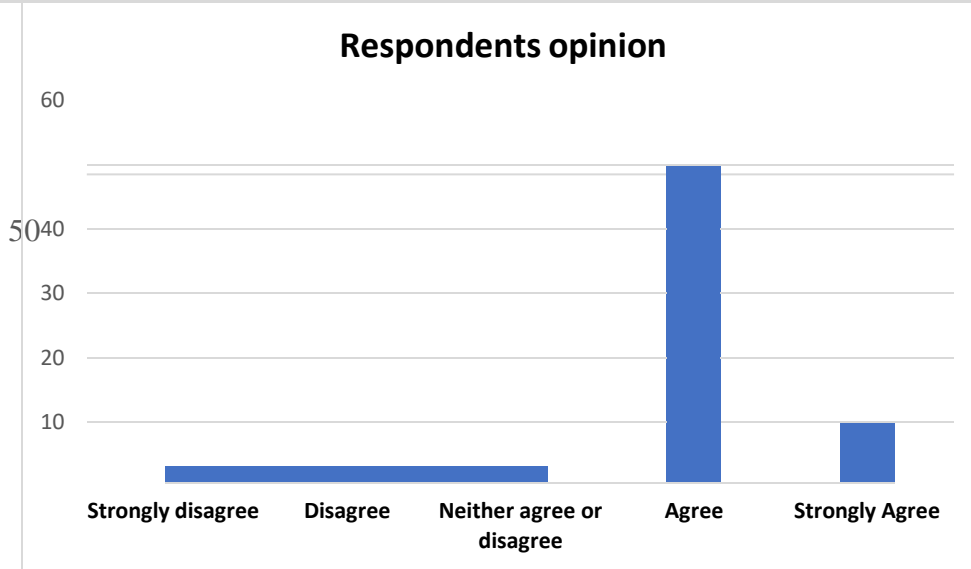


Data Analysis: It can be seen from Table 5.5 above that 79 percent of the employees believe their supervisors are biased. However, just 15 percent of the workforce had the opinion that their supervisors do not exhibit any bias.

Interpretation: It is clear from the preceding table that the supervisor's bias was at its highest level.

Table no5.6 Satisfaction level of Employees relationship activities in terms of org engagement

Factors	Respondents Opinion	Percentage of Response
Strongly disagree	01	1.56
Disagree	02	3.12
Neither agree or disagree	03	4.68
Agree	49	76.56
Strongly Agree	10	15.62



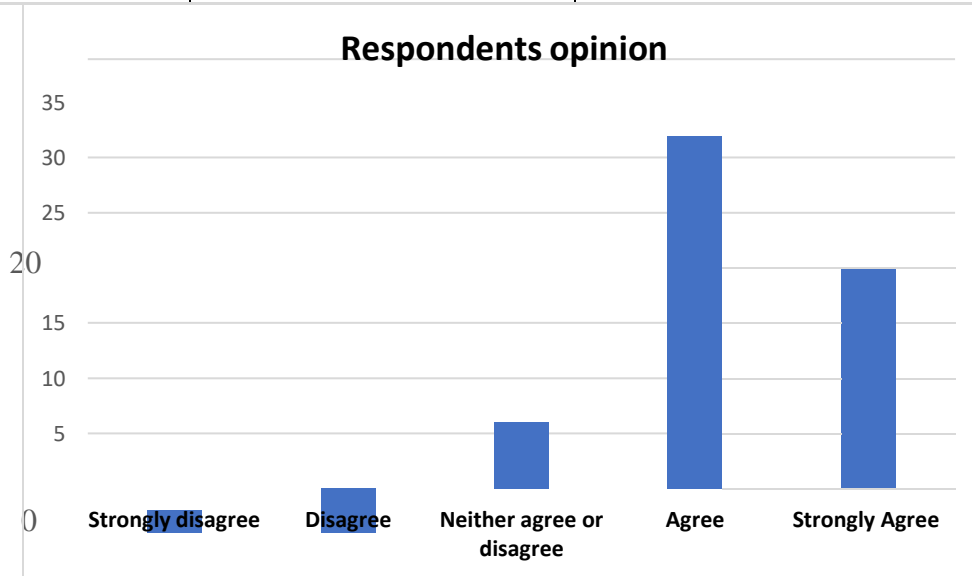
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Data analysis: Based on the information in Table 5.6 above, it can be shown that 93 percent of employees believe their company is actively involved in employee relations. However, only 4% of employees felt that the company did not engage in employee relations efforts.

Interpretation: It is clear from the chart above that employee relations actions are being carried out in organization.

Table no 5.7 Employees opinion on flexibility to meet their personal needsat work

Factors	Respondents opinion	Percentage of response
Strongly disagree	02	3.12
Disagree	04	6.25
Neither agree or disagree	06	9.37
Agree	32	50
Strongly Agree	20	31.25



Data analysis: Table 5.7 above shows that 81 percent of employees believe their jobs allow them the flexibility to fulfil their personal requirements. However, only 9% of the workforce's jobs do not satisfy their basic necessities.

Interpretation: It is clear from the above table that organisations do their best to accommodate and meet each employee's individual needs.

FINDINGS

- This study found that positive workplace relationships raise employee engagement, boost output, and reward loyal employees by fostering a pleasant work environment.
- From table no:5.6 it showed that 83% employees receive full supervisory support and are provided instructions for performing their jobs successfully.
- Table no:5.5 demonstrated that 79% of employees felt that discrimination displayed by senior level management and the personal bias displayed by the supervisors.
- From table no:5.8 81% of employees enjoy a healthy work-life balance and are very satisfied with their jobs since they suit their personal demands.
- From table no:5.15 76% of employees feel that the company's rewards and recognition are fair and are inspired by the incentives it provides to do their jobs well because of the remarkable rewards and recognition it provides.
- The study should also pay attention to how feedback and direction from superiors keeps workers on track with regard to job objectives they have attained, whether they were completed on time or not, what the organisation expects of them, and how they can achieve mutually beneficial outcomes.

SUGGESTIONS

- The management-employee interaction should be marked by a concern for justice and equity, which calls for effective information sharing concerning changes and developments.
- Establishing motivation through work appreciation can inspire employees to perform consistently and give their all at work.
- The management of the business should uphold fair policies and practises in order to give employees with equal opportunities and impartial treatment that fosters a favourable attitude towards the organisation and their place of employment.
- Employees should receive fair and honest treatment.
- Employers need to acknowledge and reward employee contributions.
- To guarantee that the employee is aware of the work-related responsibilities and expectations, effective communication of work-related information should be created
- The research was concentrated in regard to work place, but apart from that there should be good understanding and collaboration between the co-workers.
- Employees who have the chance to learn and advance in their positions through career development opportunities frequently experience more happiness and productivity at work.
- Organising activities and commemorating occasions at work. These apparently minor actions actually have a big impact on the connection of the staff.

CONCLUSION

This study evaluates the effect of positive workplace relationships on worker productivity. The study details the significance, contributing elements, and effects of employee interactions on worker productivity. The study educates management of diverse firms on the consequences of employer-employee relationship practises. Additionally, it will highlight the specific employee relations strategies that businesses have been able to offer to their staff. One of an organization's most crucial resources and most valuable assets is its workforce. The kind of work they do and how much of it they do directly affect an organization's productivity. Therefore, keeping positive working relationships inside an organisation is essential for it to grow and succeed. Employee relations is a broad word that encompasses a variety of topics, including work-life balance, equal opportunity, and managing diversity. It comprises managing the pay-work agreement, addressing employment practises, terms and conditions of employment, problems that arise in the workplace, giving employees a voice, and interacting with them. Maintaining employee-employer relations promotes satisfactory productivity, an uptick in staff morale, and greater employee engagement. We may sum up by saying that Havoc Therapy Private Limited has excellent working relationships. It has a significant and advantageous effect on productivity. Employee relations were strengthened by factors including the supervisor's support and direction, the employees' proper incentive and recognition systems, the availability of all necessary supplies and a pleasant workplace, and the satisfaction of individual requirements, which also increased employee morale and productivity.

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