PREFACE

Industrial relations in India in public as well as in private sector is linked to the modern industrial society, their social status, and quality of living and economic system. It is characterized by rapid changes, industrial unrest, conflicting ideologies in national and international arena. It is a network of institutions or actors such as, trade union, employers and their unions, managers, employees, laws, collective bargaining, participation management, grievance management and the State. Thus, it is a highly complex and a dynamic process of relationship to achieve social status and economic development of a country. In developing countries, it is the product of both endogenous and exogenous factors predominantly, the colonial impact, nationalism, post-colonial, States and crises of development. It can be called a social concept, because it deals with social relationship in various walks of life, also termed as a relative concept because it grows and flourishes or stagnates and decays in accordance with economic, social and political conditions prevailing in the society. Thus always attracts attention practitioners and academics.

In this study, attention has been drawn on the shape and relevance of industrial relations in India, particularly after the announcement of new industrial policy, 1991. Due to globalization, liberalization and privatization, so many issues have been emerged like; dis-investment, re-engineering, acquisitions, take over, merger, closures, quits and downsizing. These issues have been addressed threadbare. Efforts are being made to shape the industrial relations in ONGC in the context of the contemporary social, economic and political factors. The study laid emphasis on, how grievance management system worked in ONGC in addressing and solving grievances of the employees and contributed to higher productivity. The study brought out in detail the benefits of participation management in the organization. How it has benefited the workforce in creating the atmosphere of trusts and work culture

Indian scenario in this transition period is much more varied due to various factors of economy, such as MNC's, Public Sector and Private Sector. Industrial relations in ONGC have its own relevance, being a large public sector 'Nav-Ratna'.
having profit more than ten thousand crores with operating revenue more than 48,000 Crores Approximately The study has clearly brought out industrial relations scene in ONGC The study has clearly described the actors that have maintained peaceful Industrial relations in ONGC The harmonic industrial relations have added profitability to ONGC

The study has been divided into six chapters The first chapter, 'Introduction' discusses concept, meaning, scope, significance and functions of industrial relations The selected unit of study i.e. Oil & Natural Gas Corporation Limited has been described in the second chapter ‘ONGC-A Profile’. The third chapter ‘Research Design’ presents review of related literature, need for study, objectives of the study, and research methodology adopted The fourth chapter ‘Industrial Relations in ONGC: Existing Milieu’ describes industrial relations system and its various components like trade union activities, industrial disputes and their redressal mechanism, grievance management, and participative management Fifth chapter ‘Industrial Relations in ONGC A Primary Probe’ contains analysis of opinion survey on employees’ attitudes, perceptions and viewpoint on the functioning of IR systems in ONGC The sixth chapter ‘Summary, Observations, Conclusions and Suggestions’ deals with observations, conclusions and suggestions and proposes areas of further research

The man is a social animal and learns from each other, the ways of living, and knowledge to live on the heaven He is not complete without the cooperation of other human being In the society, he learns from each other No one is complete but in the groups, the man attains perfection Hence, I have no words to express my deep sense of gratitude to Dr. Shyam Lal Kaushal. Reader, Institute of Management Studies, H P University Shimla Dr Kaushal has always inspired and guided me to complete this gigantic task by doing extra work I always owe for his valuable guidance and ever-available help that has been provided to me It was Dr S L Kaushal’s keen interest and initiatives that the above said research work could be completed. I am thankful to Mrs Kaushal and Master Shubham & Ishita Kaushal for their co-operation, for both of us, during the course of studies
I am very much thankful to all the respondents for sharing their valuable time in completion of questionnaires / interviews. Special thanks are due to the Presidents, Secretaries and other office bearers of the Association of Scientific and Technical Officers (ASTO) as well as Unions for giving me details about their Association / Unions activities and also for their benevolent co-operation.

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Naturally, no one but I am wholly and solely responsible for the errors of facts or interpretation that may be found in this study.

In the end, I concede whatever is really appreciable in this study is on account of the blessings of “Jahar Vir Baba” Maidhi (Rajasthan), a true devotee of “Lord SHIVA”.

(TULE RAM)

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