

DETERMINES THE FACTORS TO INFLUENCE THE OPINION OF EMPLOYEES REGARDING THE INDUSTRIAL RELATIONS IN PHARMACEUTICAL INDUSTRY

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ABSTRACT

Background: There is very little room for developing industrial peace in any nation unless industrial disputes are kept within acceptable bounds. Industrial disputes are a result of breakdown of fundamental human impulses or desires, which manifests itself in industrial disputes. Unrest at the workplace is seen as a major barrier to the development of the business and the economy in a growing nation like India.

Purpose: There is no study on the factors to influence employees' opinions. Therefore, this research work was conducted on, "Determines the Factors to Influence the Opinion of Employees Regarding the Industrial Relations in Pharmaceutical Industry". Therefore, it is essential to determine the factors influencing the opinion of employees regarding the industrial relations in Pharmaceutical Industry in Himachal Pradesh.

Objective: To study the factors affecting the opinion of employees regarding the industrial relations in Pharmaceutical Industry.

Methodology: The present study is quantitative in nature and investigated the factors which have their influence on the opinion of the employees regarding the industrial relations in Pharmaceutical Industry in Himachal Pradesh. The research work has been conducted in a systematic manner which is required in research design. The empirical results of the study are based on the primary data collected through a sample survey of 300 respondents from employees at all levels in the pharmaceutical industry of Himachal Pradesh.

Results: According to the respondents' demographics, 76 percent are men and 24 percent are women. SPSS and the Principal Component Analysis (PCA) approach were used to determine the variables influencing the opinions of Himachal Pradesh pharmaceutical sector personnel. The KMO statistics are calculated as 0.906 and fall inside the factor analysis model's acceptability range of 0.5 to 1.0.

Conclusion: The five factors have been identified from the study that have their impact on how employees feel about employee relations in the pharmaceutical business are salary and wages, working conditions, training, provident funds and medical facility, and employee amenities and benefits.

Key Words: Factors, Opinion, Employees, Pharmaceutical Industry, Himachal Pradesh

INTRODUCTION

There is very little room for developing industrial peace in any nation unless industrial disputes are kept within acceptable bounds. Unrest at the workplace is unquestionably seen as a major barrier to the development of both the business and the economy in a growing nation like India. Industrial disputes are a result of breakdown of fundamental human impulses or desires, which manifests itself in

industrial disputes. Nearly every segment of an economy is impacted by industrial unrest, including the working class, employers, and the general public. Industrial relations are an inherent part of social relations coming out of employer-employee interactions in contemporary enterprises. This entails a study of the government, the legal system, and the employee and employer organisations at the institutional level as well as patterns of industrial organisation - all at the economic level (**Gupta & Singh, 1978**). India should have a higher degree of autonomy for employee tribunals and conciliation committees (**Breach, 1955**). **Leelavathy (2000)** argued for changing the government's approach based on the industrial relations system in Japan. In their study **Jyoti and Sidhu (2003)** revealed that management's threat and suggestion was the most important factor with the highest percentage of variance that prevents workers from going on strike. Employees' concerns about their job security had a negative impact on their willingness to strike. In Punjab, there were 18 fewer work stoppages in 2000 compared to 47 in 1981. Employees' concerns about their job security had a negative impact on their willingness to participate in strikes in Punjab. In their study article **Sonika and Niti (2011)** found that being able to actively listen is too frequently taken for granted. An oral interview and a Questionnaire and Oral Interview were used to gather data and information for this study. **Parvin and Kabir (2011)** presented that the personnel in the pharmaceutical industry generally have excellent job satisfaction levels. The findings indicate that the key elements influencing job satisfaction are pay, work efficiency, indirect supervision, and coworker relationships. Companies in the pharmaceutical industry were chosen for the study because they are currently expanding. According to **Osad (2013)**, a positive work environment may be a cure-all for organisational ills. His findings include the harmonious industrial relations are the most effective cure for organisations suffering from subpar management. In her article **Sultana (2016)** compared developments in employee relations in India's public and private sector businesses based on the number of employee disputes, the number of workers engaged, and the number of man days lost to disputes during a 25-year period (1991-2015). The data also showed that the public sector reported more workers involved in industrial disputes and lost man days than the private sector did. Mann Whitney U Test, a non-parametric statistical method for data analysis, was used to assess the study's solely secondary data. **Khan and Idrees (2020)** in the research analyses employee satisfaction in the pharmaceutical industry of Pakistan presented that their results are based on a questionnaire that was divided into five sections based on the employee satisfaction, supervision, working environment, training and development, rewards and compensation. For four independent variables, namely supervision, working environment, reward and compensation, and one dependent variable, employee

satisfaction they were analysed using descriptive statistics. **Zaman et al (2021)** suggested that literature research has given pharmaceutical businesses some insight into how the elements under investigation impact the retention of personnel in various age groups and job levels within organisations. To retain essential people for a longer amount of time in a company, businesses might highlight or strengthen the characteristics that they lack. To meet both present and future industry demands, the pharmaceutical sector must improve planning to recruit, promote, and retain important workers in businesses. **Triantafillidou and Theodore (2022)** revealed that the results show that the majority of participating organisations take into account a formal model of best practices that has been established for all multinational corporations when developing employee involvement and participation procedures. The results show that the majority of participating firms go a bit beyond what the institutional structure of the EWC calls for. Both managerial effort and employee initiative are needed to increase employee participation, according to the survey. In terms of the global company's policy on employee engagement and consultation, the majority of participating firms claim that they go a bit beyond what the institutional structure calls for. **Sharma et al (2022)** found that the workplace, relationships between superiors and coworkers. Employee satisfaction in the pharmaceutical sector is influenced by elements including pay, benefits, growth, and opportunities. Employee satisfaction in the pharmaceutical sector is greatly influenced by aspects including pay, opportunities for advancement, and working environment. According to the study's findings, the workplace atmosphere significantly affects employees' job satisfaction.

RESEARCH GAP

There are several studies conducted on the factors to influence the opinion of employees regarding the industrial relations in Pharmaceutical Industry in India and abroad, some of them are implemented in the pharmaceutical sector but there is no study on the factors to influence the opinion of employees regarding the industrial relations in Pharmaceutical Industry in Himachal Pradesh. Therefore, it is essential to determine the factors influencing the opinion of employees regarding the industrial relations in Pharmaceutical Industry in Himachal Pradesh. Therefore, this research work was conducted on, “**Determines the Factors to Influence the Opinion of Employees Regarding the Industrial Relations in Pharmaceutical Industry**”.

RESEARCH METHODOLOGY

The research work has been conducted in a systematic manner which is required in research design. This study is quantitative in nature. The research methodology has been given as under: -

STATEMENT OF THE PROBLEM

The present study investigated the factors which have their influence on the opinion of the employees regarding the industrial relations in Pharmaceutical Industry in Himachal Pradesh. The problem is entitled “*Determines the Factors to Influence the Opinion of Employees Regarding the Industrial Relations in Pharmaceutical Industry*”.

DELIMITATION OF THE STUDY

The study focused determining the factors influencing the opinion of the employees regarding the industrial relations specifically working in the Pharmaceutical Industry in the state of Himachal Pradesh. The study has been not covered the employees of manufacturing, service, transportation, tourism, processing and construction sector.

OBJECTIVES OF THE STUDY

To study the factors affecting the opinion of employees regarding the industrial relations in Pharmaceutical Industry.

SOURCE OF DATA

The study is based on a primary source of data. The field survey was done during the “E-Workshop on Research Methodology: How to Write a Research Paper, from 5 December to 12 December 2022 held at Swami Vivekanand Degree College Nihri, Mandi in association with Pratibha Spandan Society, Shimla (Himachal Pradesh). The targeted population of the study is employees working at the different levels in the Pharmaceutical industry of Himachal Pradesh. The primary data was collected through personal interviews which consisted of twenty two questions related to different dimensions of factors influencing the opinion of employees working in pharmaceutical industry of Himachal Pradesh. The five-point Likert scale has been employed in the questionnaire for measuring responses of twenty two variables which is ranging from 1 to 5 with 1 representing “Strongly Disagree”, 2 for “Disagree” 3 for “Neutral” 4 for “Agree” and 5 ranked for “Strongly Agree”.

SAMPLING TECHNIQUES

The empirical results of the study are based on the primary data collected through a sample survey of 300 respondents from employees at all levels in pharmaceutical industry of Himachal Pradesh. Convenience and Purposive sampling techniques have been adopted to draw samples for the purpose of the study.

RELIABILITY TEST

Reliability means internal consistency in the items of the scale. Cronbach's Alpha test has been applied for checking the reliability of the scale. The calculated value of Cronbach's Alpha is 0.906 which is more than 0.060, therefore the scale is reliable.

ANALYSIS AND INTERPRETATION OF DATA

The primary data has been analyzed with the help of SPSS and Principal Component Analysis (PCA) technique applied to identify factors affecting the opinions of the employees working in the pharmaceutical industry of Himachal Pradesh. The interpretation of the data has been given as under:-

Table 1: Descriptive Statistical Analysis for Demographic Profile of Respondents

Variable		Number	Percentage
Gender	Female	73	24
	Male	227	76
	Total	300	100
Age Group	19-25	12	05
	25-30	131	44
	30 and Above	152	51
	Total	300	100
Education	Matric	23	8
	Intermediate	60	20
	Graduate	114	38
	Post Graduate	37	12
	Diploma	66	22
	PhD	0	0
	Total	300	100
Designation	Managers/Executives	62	21
	Supervisors	79	26
	Workers	159	53
	Total	300	100

Source: Data collected through questionnaire, SPSS output.

Table 1, presents the demographic profile of respondents. It shows that 76 percent are male and 24 are female. It reveals that the majorities of respondents are belongs to 30 year and above which is followed by 25-30 and 19-25 year respectively. As per education variable is related the majority of respondents are graduate i.e. 38 percent which is followed by diploma and intermediate respectively. According to classification of designation of respondents 53 percent are belonging to worker, 26 percent belong to supervisors and 21 percent belongs to managers. Hence, the demographic profile of the respondents like their gender, age, education and designation are the factors which influencing their opinion regarding welfare measure.

Table 2: Descriptive Statistics Analysis of Factors to Influence the Opinion of Respondents Regarding Welfare Measure

S.N	Statements	Descriptive Statistics			
		Mean	S.D	Skewness	Kurtosis
1	The training provided by the company to employees is need based and adequate	3.01	1.179	-.248	-0.890
2	Employees are provided job related training from time to time at company expense	3.00	1.188	-.096	-.992
3	The company provides facilities for tour and travel for employees and their families.	3.21	1.313	-.242	-1.144
4	The company provides medical facilities for the employees.	3.08	1.383	-.030	-1.352
5	The company provides medical first aid at the work place.	3.20	1.221	-.193	-1.014
6	The Canteen provides a wide variety of food items and good quality food.	3.26	1.356	-.327	-1.155
7	The seating facility in the canteen is satisfactory and care is taken to ensure cleanliness.	3.19	1.311	-.197	-1.200
8	The company provides housing facilities and maintenance as well as security to the employees.	2.98	1.316	-.096	-1.261
9	Adequate provisions are made to protect employees against explosion and fire at the work place.	2.74	1.300	.293	-1.075
10	The travel allowance provided by the company is adequate.	3.05	1.291	-.056	-1.149
11	The company provides clean safe and adequate water facilities to the employees.	3.17	1.202	-.080	-0.988
12	Rest room is adequately provided to the work place.	2.64	1.292	.322	-0.939
13	Crèche facilities provided for children of employees.	3.17	1.183	-.138	-0.910
14	Leave facilities provided by the company are satisfactory.	2.92	1.250	.104	-1.131
15	Company provides bonus and incentives to the employees.	3.12	1.202	.035	-1.036
16	Company provides maternity leave to the women employees.	3.11	1.252	-.018	-1.146
17	The transport facilities provided by the company for the employees and their children to attend school/college	3.08	1.220	-.014	-1.070
18	Entertainment programs such as cultural programs and screening of film are held from time to time.	3.01	1.314	-.057	-1.242
19	Facilities for recreation and games are readily available in the club.	2.88	1.252	.194	-1.054
20	New magazines and newspapers of interest are available in the club every day.	3.01	1.267	.034	-1.221
21	The company loans provided can be repaid in easy installments	3.30	1.358	-.370	-1.122
22	Company provides Provident Fund and ESI Facilities to the employees	1.19	.396	1.561	.439

Source: Data collected through questionnaire, SPSS output.

The table 2 presents the descriptive statistics analysis of factors to influence the opinions of respondents regarding welfare measure. The majority of respondents' responses mean value is more than 3 and standard deviation shows approximately 1.20 variations for the mean. The negative value of skewness shows its variation higher side from the mean and positive value of skewness depicts variation towards lower side from the mean. From the above table majority of responses shows variation higher side from the mean. The negative value of kurtosis shows platykurtic distribution, positive value of kurtosis depicts leptokurtic distribution and value of kurtosis in zero and near to zero it presents mesokurtic or normal distribution. In the above table maximum distribution is platykurtic.

Table 3: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.906
Bartlett's Test of Sphericity	Approx. Chi-Square	2681.082
	Df	231
	Sig.	.000

Source: Data collected through questionnaire, SPSS output.

The table 3 depicts that KMO statistics is computed as 0.906 which is fall in the acceptance region between 0.5 to 1.0 of the factor analysis models and indicates the appropriateness of factor analysis. Further, the Bartlett's test of sphericity which test the null hypothesis that the variable are uncorrelated in the population, reject the null hypothesis at 1 percent level of significant. The Bartlett's test of sphericity shows that there exists a significant correlation among the variable.

Table 4: Communalities

	Statements	Initial	Extraction
1	The training provided by the company to employees is need based and adequate	1.000	.726
2	Employees are provided job related training from time to time at company expense	1.000	.646
3	The company provides facilities for tour and travel for employees and their families.	1.000	.548
4	The company provides medical facilities for the employees.	1.000	.652
5	The company provides medical first aid at the work place.	1.000	.552
6	The Canteen provides a wide variety of food items and good quality food.	1.000	.577
7	The seating facility in the canteen is satisfactory and care is taken to ensure cleanliness.	1.000	.544
8	The company provides housing facilities and maintenance as well as security to the employees.	1.000	.470

9	Adequate provisions are made to protect employees against explosion and fire at the work place.	1.000	.706
10	The travel allowance provided by the company is adequate.	1.000	.628
11	The company provides clean safe and adequate water facilities to the employees.	1.000	.526
12	Rest room is adequately provided to the work place.	1.000	.606
13	Crèche facilities provided for children of employees.	1.000	.672
14	Leave facilities provided by the company are satisfactory.	1.000	.623
15	Company provides bonus and incentives to the employees.	1.000	.601
16	Company provides maternity leave to the women employees.	1.000	.498
17	The transport facilities provided by the company for the employees and their children to attend school/college	1.000	.572
18	Entertainment programs such as cultural programs and screening of film are held from time to time.	1.000	.574
19	Facilities for recreation and games are readily available in the club.	1.000	.683
20	New magazines and newspapers of interest are available in the club every day.	1.000	.645
21	The company loans provided can be repaid in easy installments	1.000	.576
22	Company provides Provident Fund and ESI Facilities to the employees	1.000	.637
Extraction Method: Principal Component Analysis.			

COMMUNALITIES

Table 4 depicts the initial and extracted communalities. The communalities explain the amount of variance a variable share with all other variable taken for study. It is evident from the table that initial communalities value equal to 1 for the entire variable.

Table 5: Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7.830	35.590	35.590	7.830	35.590	35.590	3.900	17.729	17.729
2	1.947	8.851	44.441	1.947	8.851	44.441	3.032	13.784	31.513
3	1.417	6.442	50.883	1.417	6.442	50.883	2.381	10.821	42.334
4	1.055	4.795	55.678	1.055	4.795	55.678	2.276	10.345	52.679
5	1.013	4.604	60.282	1.013	4.604	60.282	1.673	7.603	60.282
6	.856	3.892	64.174						
7	.799	3.634	67.808						
8	.748	3.402	71.210						
9	.684	3.111	74.321						

10	.658	2.989	77.310						
11	.599	2.721	80.032						
12	.562	2.556	82.588						
13	.515	2.339	84.927						
14	.477	2.169	87.096						
15	.460	2.091	89.187						
16	.418	1.902	91.089						
17	.391	1.777	92.867						
18	.375	1.703	94.570						
19	.341	1.548	96.118						
20	.315	1.430	97.548						
21	.293	1.332	98.879						
22	.247	1.121	100.000						

Extraction Method: Principal Component Analysis.

Table 5, present the initial Eigen value, extraction sums of squared loading and rotation sums of squared loading. Total variance table determines the quantity of factors and this calculated by Eigenvalues which is greater than 1 (Kaiser, 1974).

SCREE PLOT

Graphical presentation of Eigenvalues. Figure: 1, Scree plot is a graphical presentation of Eigenvalues which shows the five factors having Eigenvalues is more than 1.

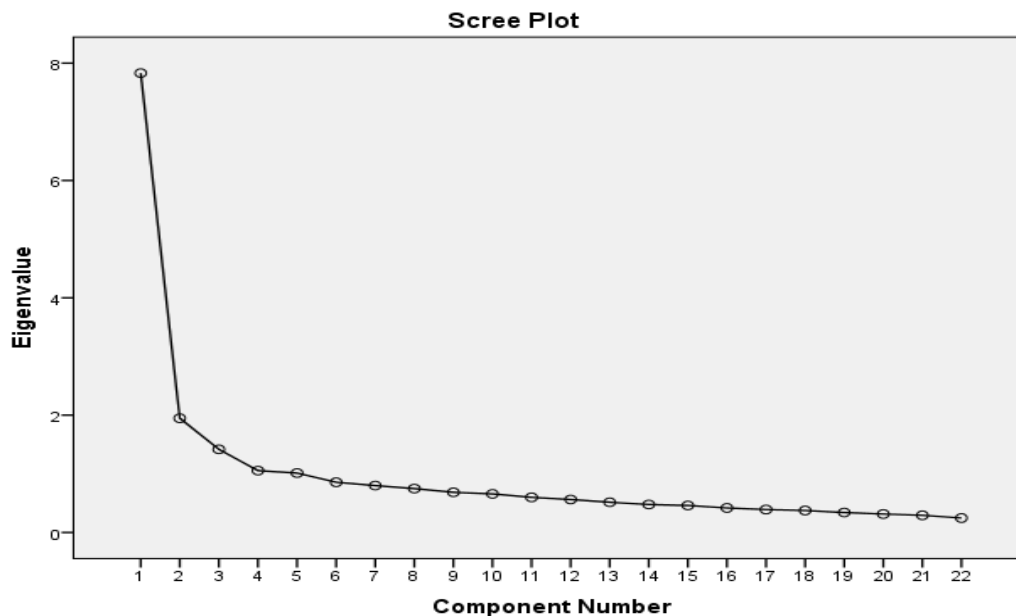


Table 6: Component Matrixa

SN	Statements	Component				
		1	2	3	4	5
1	The company loans provided can be repaid in easy installments	.701	.023	.251	.053	-.135
2	Company provides bonus and incentives to the employees.	.695	-.336	.018	-.005	-.068
3	Leave facilities provided by the company are satisfactory.	.687	-.362	-.039	.103	.088
4	Crèche facilities provided for children of employees.	.686	-.359	-.068	-.177	-.191
5	The travel allowance provided by the company is adequate.	.671	-.133	.300	-.259	.062
6	New magazines and newspapers of interest are available in the club every day.	.654	-.055	-.332	-.219	.237
7	Adequate provisions are made to protect employees against explosion and fire at the work place.	.653	-.316	.166	.330	-.209
8	The company provides medical facilities for the employees.	.646	-.280	-.275	.138	-.248
9	The company provides housing facilities and maintenance as well as security to the employees.	.632	-.192	.113	-.121	.083
10	The company provides clean safe and adequate water facilities to the employees.	.613	.347	.102	.051	.134
11	The training provided by the company to employees is need based and adequate	.599	-.190	.535	.192	-.092
12	The company provides medical first aid at the work place.	.585	.290	.035	-.352	-.029
13	The seating facility in the canteen is satisfactory and care is taken to ensure cleanliness.	.580	.251	-.372	.079	-.010
14	The transport facilities provided by the company for the employees and their children to attend school/college	.578	.434	-.151	.043	-.159
15	Company provides maternity leave to the women employees.	.577	.126	.315	.061	.214
16	Facilities for recreation and games are readily available in the club.	.544	-.005	-.246	.240	.518
17	Entertainment programs such as cultural programs and screening of film are held from time to time.	.393	.534	-.213	.299	-.017
18	The Canteen provides a wide variety of food items and good quality food.	.416	.533	.278	-.125	-.161
19	The company provides facilities for tour and travel for employees and their families.	.444	.318	.534	.046	.230
20	Rest room is adequately provided to the work place.	.459	.219	.522	.303	.145
21	Employees are provided job related training from time to time at company expense	.535	.134	.314	.564	.147
22	Company provides Provident Fund and ESI Facilities to the employees	-.392	-.158	.414	.054	.534

Extraction Method: Principal Component Analysis.
a. 5 components extracted.

Table 6, shows that component matrix results. Factor extraction helps in extracting the combination of variables that explain greatest amount of variance. So, the table depicts that five factors are extracted. The first factor presents highly correlation between attributes 01 to 16 (Salary and Rewards) while second factor shows correlation between attributes 17 and 18 (Working Conditions), like as third factor 19 & 20 (Training), fourth factor is 21 (Provident Fund and Medical Facility) and fifth factor is 22 attribute (Employee Amenities and Benefits). The five factors inculcated from the above analysis which influence the opinion of the employees regarding industrial relations in a pharmaceutical industry are i) Salary and Wages; ii) Working Conditions; iii) Training; iv) Provident Fund and Medical Facility; and v) Employee Amenities and Benefits respectively.

FINDINGS OF THE STUDY

With the use of SPSS and the Principal Component Analysis (PCA) approach, the main data was examined in order to determine the variables influencing the opinions of the Himachal Pradesh pharmaceutical sector personnel. The findings of the study have been described as follows:

- According to the respondents' demographics, 76 percent are men and 24 percent are women. It demonstrates that the majority of responders are between the ages of 30 and beyond, with 25 to 30 and 19 to 25 years following closely behind. According to the education variable, 38 percent of respondents are graduates, with the diploma and intermediate following closely behind. 53 percent of respondents, according to their categorization, are workers, compared to 26 percent supervisors and 21 percent managers. Therefore, the respondents' demographic characteristics, such as their gender, age, level of education, and job title, are the things that affect how they feel about welfare measures.
- The factors that affect respondents' attitudes of welfare measures were analysed using descriptive statistics. The bulk of respondents' replies have a mean value greater than 3, and the standard deviation reveals a mean variance of about 1.20. Positive values of skewness portray variance towards the lower side from the mean, whereas negative values reflect variation upper side from the mean. The bulk of replies in the above table vary significantly from the mean. The distribution is platykurtic when the kurtosis is negative, leptokurtic when the kurtosis is positive, and mesokurtic or normal when the kurtosis is zero or close to zero. The greatest distribution in the table number 2 above is platykurtic.
- The KMO statistics, which is calculated as 0.906 and falls inside the factor analysis model's acceptability range of 0.5 to 1.0, shows that factor analysis is

suitable. Furthermore, the null hypothesis that the variables are uncorrelated in the population is rejected at the 1% level of significance by the Bartlett's test of sphericity. The results of the Bartlett's test for sphericity indicate that there is a strong correlation between the variables.

- The communalities illustrate how much variation each variable contributes to the whole set of variables included in the study. The chart clearly shows that the initial communalities value for the whole variable is 1.
- The original Eigen value, squared loading sums from extraction and rotation, and the initial Eigen value. The number of components is determined by the total variance table, which is generated using Eigenvalues that are larger than 1.
- The combination of variables that best explains the variation may be extracted with the use of factor extraction. Consequently, the table shows that five components were retrieved. The first factor shows a strong correlation between attributes 01 to 16 (Salary and Rewards), while the second factor exhibits a correlation between attributes 17 and 18 (Working Conditions), similar to the third factor's attributes 19 and 20 (Training), the fourth factor's attribute 21 (Provident Fund and Medical Facility), and the fifth factor's attribute 22. (Employees Amenities and Benefits).
- The five factors identified from the study above that have an impact on how employees feel about employee relations in the pharmaceutical business are, in order, salary and wages, working conditions, training, provident funds and medical facility, and employee amenities and benefits.

CONCLUSION OF THE STUDY

From the above discussion, it has been concluded that 76 percent are men and 24 percent are women. As per the education variable, 38 percent of respondents are graduates, with the diploma and intermediate following closely behind. The bulk of respondents' replies have a mean value greater than 3, and the standard deviation reveals a mean variance of about 1.20. The KMO statistics, which is calculated as 0.906 and falls inside the factor analysis model's acceptability range of 0.5 to 1.0, shows that factor analysis is suitable. The chart clearly shows that the initial communalities value for the whole variable is 1. The five factors identified from the study above that have an impact on how employees feel about employee relations in the pharmaceutical business are salary and wages, working conditions, training, provident funds and medical facility, and employee amenities and benefits.

POLICY IMPLICATIONS OF STUDY

The present study helps to determine the main factors which influence the opinion of the employees working pharmaceutical industry regarding industrial relations exist in the industry. The outcomes of the study provide the five main factors such as salary and wages, working conditions, training, provident funds and medical facility, and employee amenities and benefits which affect the opinion of the employees regarding the industrial relations in the pharmaceutical industry in Himachal Pradesh. Taking into consideration these factors may consider by the management of the pharmaceutical companies and state authority for frame the appropriate policies and strategies in order to maintain the cordial industrial relations in the pharmaceutical industry.

LIMITATIONS OF THE STUDY

This study has some limitations such as: -

- This study's main focus was on the elements that affect workers' perceptions of the employee relations in Himachal Pradesh's pharmaceutical sector.
- Although steps have been taken to ensure accuracy, it is not known if the data supplied by the personnel of the Himachal Pradesh pharmaceutical sector is correct or not.

FURTHER SCOPE FOR STUDY

This study has investigated only five factors that affect how employees in the pharmaceutical sector feel about employee relations in pharmaceutical industry of Himachal Pradesh. It is required to examine more factors that have their influence on the opinions of employees regarding industrial relations in different industries. It is also required to study the impact of political, social, ecological, environmental, international, legal, and geographical factors on the industrial relations in the pharmaceutical industry of Himachal Pradesh

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