



THE IMPACTS OF EMPLOYEE RELATIONS ON ORGANIZATIONAL PERFORMANCE IN NATIONAL BANK OF OMAN

Abstract:

The National Bank of Oman pays attention to employees and their relationships among them. This research came to study those relationships that arise between employees, which help to raise the organizational performance of the bank. The relationship of employees with each other is involved in improving the organizational performance of the bank, as employees are one of the important elements that the bank seeks to maintain and develop them. On the other hand, the factors affected by employees during the course of their work, which influence their impact on the organizational performance of the National Bank of Oman, are considered. The strategies used by the bank help these employees to improve their relations with each other and thus improve performance bank regulatory.



The questionnaire is used to analyze this data as a research tool that helps the researcher to access the correct information. This information is taken from the employees working in the bank themselves, analysed and closely looked at their relationships with each other. Activities and adopt appropriate strategies.

Introduction:

This study aims to find out the extent of the impact of employee relations on the organizational performance of the company in the National Bank of Oman. As the employee is one of the important elements in any of the workplaces, the employee greatly affects the company's productivity. Accordingly, employee relations must be maintained among them in order for cooperation to take place. Moreover, the exchange of ideas in the company. Based on what was mentioned by (Muhammad, 2013) that the employee relationship is a set of organizational practices that institutions deal with, which fall within the issues related to individuals. Therefore, the organization cannot evolve in its performance until after Consider the relations of the employees working within it. These employee relations greatly affect the organizational performance in the company, because it means the way in which the organization is able to achieve its goals and requirements. According to (Cascio, 2014), organizational performance is the degree by which it is measured Business results and quality. A number of companies retain loyal employees at work and engage them in many businesses. The Harvard Business Review (HBR) conducted studies on the importance of employee participation, finding that 71% of respondents confirmed that employee participation is one of the most important practices that contribute to the success of the organization in general. On the other hand, many factors affect employee relations and thus the organizational performance of the company. For example, management methods, which in turn positively or negatively reflected on the performance of employees within the company, in addition to the physical work environment and other factors.

Literature Review:

EMPLOYEE RELATIONS:

Employees represent the greatest role in each of the institutions to achieve success and productive capacity. They constitute the important part in obtaining the institution to obtain a greater productive capacity. Employee relations management is considered as a tool for developing and improving organizational performance in the institution. Effective management in institutions plays the largest role in maintaining employee relations. Therefore, employees may need advice, guidance and participation to carry out their work fully. This is only done when building strong relationships between employees. Some of the results resulting from a study showed that there is a positive relationship between employee relations and organizational success. Therefore, modern organizations have been suggested that there be a culture of open communication with employees to enhance their performance and motivation to do their work (Ugoani, J. (2019). Some organizations may establish a team dedicated to maintaining and improving employee relations. This team also develops theories and policies that the organization designs to support these employees.

ORGANIZATIONAL PERFORMANCE:

Organizational performance is the process of converting inputs into outputs to achieve certain results that the organization aspires to achieve as well. It is defined as the performance that indicates or reflects the competencies of the organization. Organizational performance can be defined as the ability of the organization to reach and work to improve its results. It can also be defined as the company's ability to achieving its objectives in the event of continuous change. Some professionals need to measure organizational performance in order to know the correct use of investor funds in addition to knowing the administrative decision-making processes within the institution. Organizational performance also includes the actual outputs or results of each institution, which were measured by its outputs. This depends Organizational performance refers to the extent to which leaders are able to create a collaborative work environment, as well as their ability to lead a team. The definition of organizational performance can change based on the use to which it is put. Effective results require empathy with participants regarding the activities being undertaken.

Employee relations came to replace industrial relations to clarify the relationship between employers and employees, so it focuses on individual and group relationships in the work environment. These relationships are based on trust and participation between employees and managers. Employees are considered one of the most important basic resources in the organization and one of the most important active resources that activates other resources in it. The presence of the right person in the right place is of great importance in making the organization active and continuing its successes. Employees are one of the most important stakeholders in all institutions, whether they are profit or non-profit. Because employees give their best to organizations. Organizations must measure the performance of all employees working in them, in addition to considering their behavior and interests, which in turn affects their performance. There are many items that the organization can work on that help improve employee relations and thus improve Institutional performance such as improving work quality, promotions and job security.

Employee relations are the key to the success of organizations and one of the factors for improving job performance (Nezof, 2007). Good relationships with peers and leaders have a great impact on employee performance, so we find that employees are able to achieve the desired goals in light of the work environment that works to motivate employees. The goal of building relationships with employees in institutions is to achieve interdependent and harmonious relationships with employees, as it contributes this, in turn, reduces conflicts, as mentioned by (Raneen, 2017).

RESEARCH METHODOLOGY

INTRODUCTION

In the third chapter, we will talk about the methods and methodologies that were used in the research in order to obtain the necessary information and data. Information that will serve this research and provide it with ideas will be obtained. It is also concerned with the researcher's ability to obtain clear and reliable results to include and support this research. The objectives of the study will be included. In addition to knowing, which method will be used for all data and analytics. Research methodology is of great importance because it supports the researcher in making his decisions correctly in the research; on the other hand, it supports his information on the same topic.

This chapter will include an explanation of the method of collecting and analyzing data that is consistent with the objectives of the research. On the other hand, data will be collected, whether secondary or primary, with consideration of its advantages and disadvantages. The questionnaire was used as a method for conducting survey research, and the mixed method approach was adopted. When using both qualitative and quantitative methods.

RESEARCH DESIGN

The research design is the method through which the research can be designed and its content written. The structure of the research is the "glue" which is characterized as combining all the elements in one research project. In short, it can be defined as a plan for the proposed research work. Research design is defined by different social scientists with different terms according to the following: According to Jahoda, Deutch & Cook "Research design is the arrangement of research and action based on the conditions of data collection and analysis in a manner intended to combine research, economics and procedures. Research design is a master plan that is undertaken by identifying the methods and procedures used to collect and analyze the required information as mentioned by Zikmond.

POPULATION OF THE STUDY

The community to be studied for this research consists of a group of individuals, groups or other organizations that the researcher seeks to understand and deal with in order to obtain the results of the study. These individuals and institutions exist within the geographical location through which the researcher seeks to reach the expected results. This category of individuals is the main group that the research is interested in. This research will be interested in the employees working in the National Bank of Oman. While this research targets many employees in the various departments within the bank, it will focus on the human resources department in it. After that, the results will be obtained Staff responses about achieving the goal of this research.

SAMPLING TECHNIQUE AND SAMPLE SIZE

The sampling process is the appropriate method by which a group of employees can be selected for this study. Sampling is also defined as an action that a researcher performs for an individual or a large group of employees according to the need of the researcher to support his report. A small group of employees is chosen so that the research can be conducted in a mini-research method instead of taking a large group of employees. The reason for the researcher choosing this group of employees is in order to obtain the desired results from them. Also, these employees have the experience that the researcher needs to understand employee relations in the bank. This method is effective because it does not go deep into the study population, and it is one of the methods that helps the researcher to obtain the best statistical results for the study population. This method is not very expensive, as it does not take much time when collecting this information. In addition, the sampling method gives more accurate results. (Bhardwaj, 2019).

A number of employees must be selected from a specific category in the National Bank of Oman in order to obtain data from them. The number of employees in the National Bank of Oman is about 1,275 employees, as the number of employees expected to be selected for the sample is 45 employees, in order to obtain reliable statistical results. The higher the number, the more accurate the data. The researcher will get a different number of answers with the different perspectives that the employees have. On the other hand, these obtained data will be tabulated using a number of different programs. It will also be analyze using Jamovi and Excel programs.

DATA ANALYSIS

INTRODUCTION:

In the fourth chapter, the researcher discusses the analysis of the data collected through the questionnaire distributed to a certain number of employees in the bank. As the analysis of this data is important for the researcher to obtain information. The prepared questionnaire was distributed to a different number of employees working in the bank; with the aim of making an inference and extracting, the results are under analytical charts. This questionnaire targeted approximately 45 bank employees in various departments at the National Bank of Oman. While the employees received this questionnaire via the electronic link prepared in it. At first, the data acquisition process was somewhat slow, meaning that the employees they do not respond very quickly to these questionnaires. This is what the researcher encountered at the beginning, and then he began to obtain the expected responses to this questionnaire. The total number of questions that the researcher included in this questionnaire was 23 different questions.

■ Strongly disagree ■ disagree ■ Neutral ■ Agree ■ Strongly agree ■ total

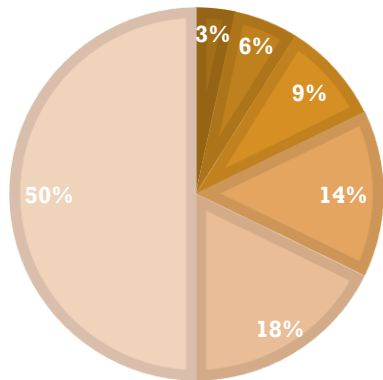


FIGURE1: POSITIVE RELATIONSHIPS IN THE WORK ENVIRONMENT.

The following graph shows whether the employees in the company enjoy positive relationships that help them raise the organizational performance in the company. Where it was agreed by the employees that they enjoy positive relationships with the rest of the employees in the company. The percentage of employees who agree is the highest percentage, reaching strongly Agree 35.60%, while the lowest percentage is 6.70% for the employees who answered that they strongly disagree. While the rest of the percentages vary between disagree 11.10%, Neutral 17.80% and Agree 28.90%. Which means that the employees at National Bank of Oman enjoy good and effective relations between each other (Rajendran, 2022).

In this graph, it is discussed whether employee relations affect organizational performance in a bank. Some of these relationships help in the development of organizational performance, and they are the relationships that the employees benefit from among themselves. These relationships positively affect the employees. Likewise, the relationships that help transfer expertise and benefit from the expertise of a large number of employees. In the following chart, we find that the highest percentage of employees is neutral at 35.60%. On the other hand, the percentage of employees who agree and strongly agree is 24.40%. They are affected by these relationships, so the bank must develop and improve them. On the other hand, the bank must look at these relationships and their impact on the bank's organizational performance. Ratios 6.70% and 8.90% for employees who disagree and strongly disagree that they are not affected by these relationships.

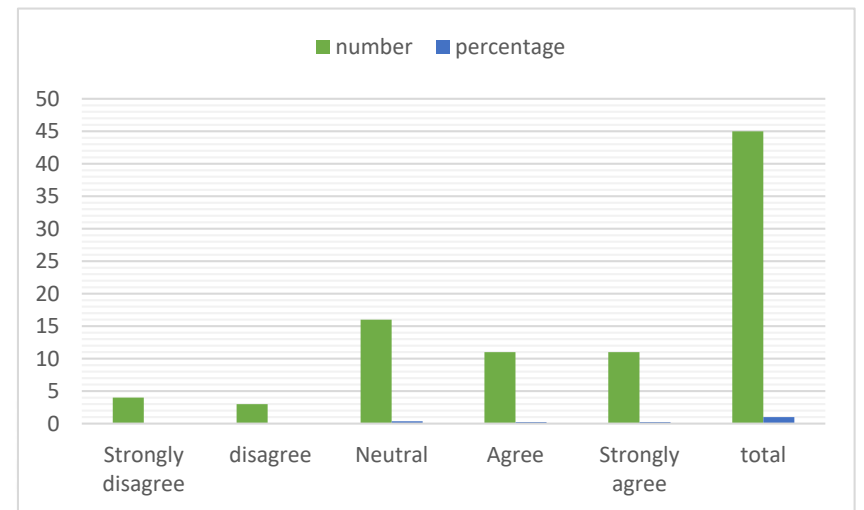


FIGURE2: THE ROLE OF EMPLOYEE RELATIONS IN DEVELOPING ORGANIZATIONAL PERFORMANCE

SUMMARY OF FINDINGS

The summary of the results is the table that summarizes the basic information about the most important results obtained in the study. This includes a summary of the results and confirming the evidence. The summary of the results is the ideas that were obtained recently.

In this study, the researcher collected a lot of information that helped him achieve the objectives of the research, in addition to determining the requirements of the project in all respects. It also helped him to determine the impact of employee relations on the organizational performance of the National Bank of Oman. These relationships influence the organizational performance of the Bank in order to achieve success for the Bank. In this fifth chapter, the researcher will study the results he obtained. On the other hand, he will present proposals and recommendations. The researcher obtained this information through electronic sources, also through a questionnaire that was distributed to a number of Omani Bank employees.

This questionnaire was distributed electronically to 50 employees of the National Bank of Oman, while 45 answers were obtained to this questionnaire. After that, these responses are analyzed and different results are obtained regarding the issue of the impact of employee relations on the organizational performance of the bank.

CONCLUSION

In the end, this research was conducted to study the impact of employee relations on the organizational performance of the National Bank of Oman. The effects of this relationship and the relationship between employee relations and organizational performance in the Bank of Oman were discussed and analysed. In addition to discussing the factors that affect employee relations and the strategies that affect that. The data was collected and obtained through the use of several methodologies, such as referring to the literature studies previously dealt with by a different number of researchers, which revolve around employee relations and its impact on the organizational performance of the National Bank of Oman. The questionnaire also includes a target number of employees to know their responses on this topic. In the National Bank of Oman. All the results of this questionnaire were recorded via Google Form, which amounted to 45 responses. These results proved the importance and relationship of employees to the organizational performance of any of the companies. As it is one of the most important factors that institutions depend on in their organizational performance. In addition, employees play an important role in the organization, so he must be surrounded by positive relationships in his workspaces. This enables him to perform the tasks entrusted to him fully, and thus raise the organizational performance of the company.

The results obtained by the researcher in this study helped him to define and achieve the objectives of the research. The researcher concluded from this study that the employee relations derive from the closeness of the employer to them and it gives them a sense of mutual trust and good communication. He must be more accurate in establishing these relationships whether it is between the employees themselves or between him and the employees. He must also be familiar with all the factors and influences that affect his employees at work.

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RECOMMENDATIONS:

The recommendations are a set of proposals and solutions that help the researcher to solve the problem that the subject of the study is talking about it. This study contained many objectives that the researcher sought to achieve. It also included a number of different questions, amounting to about 20 questions directed to employees working in the National Bank of Oman. There are some points that the research recommends and considers good for the benefit of the bank, most notably:

1. Establishing a suitable work environment for employees: The National Bank of Oman must create a positive work environment in which employees can show their creativity. In addition, this environment must be free from conflicts through which employees may be affected in their relations with each other. The bank must also provide the devices and equipment that employees need in their daily work, and this contributes to the speed and perfection of work and thus raising the organizational performance of the Bank. While there must be comfortable and suitable work spaces for employees, for example, the design of employee offices has a kind of privacy so that the employee can perform his work to the fullest. On the opposite side, there must be meeting and discussion rooms that allow employees to take their full rest in the discussion with the various employees in the bank. As well as the discussion with the employers.
2. Looking at the employees' opinions and suggestions: The employer must pay attention to everything that the employees suggest and say inside the workplace, so that the employee feels that he is the focus of attention by the managers in his workplace. Employers must also listen to the employees and work to develop and support the ideas they come up with. In it. Because this enhances organizational performance and enhances employee confidence in the bank. While the bank conducts a suggestion box to be shared by employees if there is no time for meetings. In this way, employees feel that they are welcome and the ideas they present in favor of doing their work on to the fullest extent. When doing the work for all that the employees came up with in order to improve the work within the bank, this will positively affect the organizational performance of the bank. The employees can also raise the problems that they suffer from while doing the work inside the bank, and thus the management amends and avoids them.
3. Organizing various activities for employees: the bank can motivate employees by organizing activities and events for them, and these activities range from entertainment to educational. On the other hand, volunteer activities are one of these activities that motivate employees and create a sense of pleasure in them. These events enable them to deal with each other in various positions in the bank; this is what brings them closer to each other. This contributes to the development of employee relations with each other. The bank can organize group trips for employees and take them away from the scope of work, and this helps them return to work with a more creative spirit. These activities help encourage cooperation and dealings between employees with each other. In Jin, employees can work on group projects that the bank requests from them; this provides them with greater opportunities to develop themselves professionally. Thus, the rate of organizational performance of the National Bank of Oman increases.

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