

A PROJECT REPORT ON GRIEVANCE HANDLING

¹ JILLA AISHWARYA , MBA student

² M. Shilpa, Assistant Professor

Department of MBA

Swami Vivekananda Institute of Technology

Abstract

The primary objective of this study is to find the effectiveness of grievance handling procedure of the company. The secondary objective of this study is to identify the awareness level of the employees about the grievance handling mechanism of the company and to know the level of satisfaction towards the grievance handling procedure of the company. The research type used in this study is descriptive in nature, which helped in developing the concept and in decision making. Primary data is used for analysis, which is gathered using questionnaire. Secondary data is also used for the study, which is gathered from internet and already done project reports.

1.Introduction

Organization signifies collective life, cooperation of people, co-ordination efforts and a unified purpose. The energies generated out of the combinations of various resources are channelized in a direction to achieve the set objectives. But cooperation and conflict are the two sides of the coin-the inevitable fact of group life.

A grievance is a conflicting situation, broadly it can be understood as any discontent or dissatisfaction results in a complaint that effects organizational performance. An employee may complain either formally through a complaint in writing or informally by an oral representation, but nevertheless it indicates a state of discontent and dissatisfaction existing in him. May be it is

against an uncomfortable, unbearable working condition, non-cooperation of co-employee or one has been bypassed in promotion. So a grievance in business organizations, in always expressed either verbally or in writing. It can be either valid or ridiculous and must grow out of something connected with company operations or policy. In some cases, it may involve an interpretation or application of provisions of the labour contract.

2.Scope of the Study

- The study throws light on need for Grievance handling procedure and this study facilitates the management for further improvement on the same.

- This study will be useful when similar kind of research is undertaken.

3. Need of the Study:

- Employees differ as individuals, in their needs, expectations and behavior. When their needs are not satisfied or their objectives are not achieved, the result is employee dissatisfaction. It is not an easy task for the management to keep all the employees satisfied and motivated, all the time.
- If the dissatisfaction of employees' goes unattended or the conditions causing it are not corrected, the irritation is likely to increase and lead to unfavorable attitude towards the management and unhealthy relations in the organization. Hence, handling the grievances of any person in any organization is of paramount importance.
- This forms the need for the study of the grievance redressal procedure of the organization and its effectiveness towards job satisfaction to maintain healthy and harmonious environment of the organization.
- The main focus of this study revolves around the lower level management of the organization.

4.Objectives of the Study:

- To study the effectiveness of Grievance Handling Procedure
- To identify whether the employees are aware of the grievance handling mechanism.
- To know the level of satisfaction towards the grievance handling procedure of the organization.

5.Research methodology

RESEARCH

Research is a process in which the researcher wishes to find out the end result for a given problem and thus the solution helps in future course of action. The research has been defined as "A careful investigation or enquiry especially through search for new fact in any branch of knowledge".

RESEARCH METHODOLOGY

The procedure using, which researchers go about their work of describing, explaining and predicting phenomena, is called Methodology. Methods comprise the procedures used for generating, collecting, and evaluating data. Methods are the ways of obtaining information useful for assessing explanation.

Sources of data

The two sources of data collection are namely **primary & secondary**.

Primary Data:

Primary data are fresh data collected through survey from the employees using questionnaire.

Secondary Data

Secondary data are collected from books and internet.

Research design

Research design is the specification of the method and procedure for acquiring the information needed to solve the problem.

The research design followed for this research study is descriptive research design where we find a solution to an existing problem. The problem of this study is to find the effectiveness of Grievance Handling at Sumega Technologies.

Sample Design

Sample Size	: 100 samples
Sample Test Method	: Percentage
Sample Media	: Questionnaire
Sampling Method	: Simple
Random Sampling	

6 Limitations of the study

- Some of the records and information cannot be shared and it is not available because of the confidentiality. It is a big limitation.
- Information provided here is on general nature only.
- Due to time constraint it is difficult to conduct a detailed study.
- The present study contains only brief information, but not a full pledged and thorough analysis.

7 Literature Review

Management of Grievances:

The human behavior differs from person to person. Every employee has certain expectations which he thinks must be fulfilled by the organization he is working in. It is not possible for the management to satisfy the feelings and ego of all the employees. It is therefore, but natural that workers have grievances against their immediate supervisor or against the management as a whole or against the systems and practices which are followed in the organization.

Grievance is a feeling of discontentment or dissatisfaction or distress or suffering or grief among the workers. The dissatisfaction when expressed becomes a complaint and when the dissatisfaction when expressed becomes a compliment and when the employee believes

that some injustice is being done, it becomes a grievance.

Definitions:

According to Dale S. Beach, "Grievance is any dissatisfaction or feeling of injustice in connection with one's employment situation that is brought to the attention of management."

According to Keith Davis, "Grievance is any real or imaginary feeling of personal injustice which an employee has concerning his employment relationship.

NEED FOR GRIEVANCES HANDLING:

Proper machinery for handling grievances is very necessary for harmonious industrial relations and for maintaining industrial peace. The employees do not have sufficient knowledge of the human nature or of many social forces impinging on them. Sometimes they do not even know their actual grievances but still feeling dissatisfied they tend to file grievances about something else. It is, therefore very essential that a systematic procedure

Should be evolved and followed to settle the grievances. Such a procedure is known as the 'grievance handling procedure'.

IMPORTANT STEPS IN GRIEVANCE HANDLING:

As it is discussed earlier that, redressal of grievance is very important to maintain good labor management relations and industrial peace. Thus, the management should ensure that the grievances should be received and settled promptly, so that the workers get the necessary

sense of satisfaction. The following steps should be taken in handling the grievances:

- The nature of grievance should be defined, expressed and described clearly as early as possible so that wrong complaints may not be handled.
- After gathering the relevant facts the management may get a real picture of the grievance. Thus, the management should make a list of alternate solutions.
- Next step should be to convey the final decision to the employees concerned; in very clear and unequivocal terms.

Last step should be the follow up action. It is very essential to know whether the grievance has been handled satisfactorily or not. Attitudes of the employees. Must be studied to see whether they are satisfied with the decision or not.

8. Suggestions

Management should consider introduction of unit level grievance handling system.

Superiors should be trained to handle the grievances effectively.

There should be feed back system on grievance redressal.

Seva Committees are considered to be the best grievance handling system in the organization. More focus should be drawn to improve its efficiency and effectiveness.

Grievances are to be solved whenever they are at the budding stage.

Management should handle the grievances with out delay.

The employees in the organization felt the need for a separate structured grievance handling system.

Grievance can amicably solved through mutual dialogue with the employees with an open mind and transparent in dealing certain issues

All segments of the employees should be equally represented to take part in the grievance handling committee.

9 Conclusion

The study reveals that the Grievance handling procedure is satisfactory. The organization is recognizing the importance of satisfying the employees and retaining them. Further improvements can be made so that all members are highly satisfied with the procedure. The suggestions and recommendations when implemented will still more benefit the organization. Most of the surveyed employees are satisfied with the method adopted by the organization for redressing the grievances or complaints of the employees.

10.Bibliography

Books Referred:

- Aswathappa K, Human Resource and Personnel management, Tata McGraw-Hill
- O.R Krishnaswami and M.Ranganatham, Methodology of Research in Social Science, Himalaya Publishing House
- Uma Sekaran, Research Methods for Business, Wiley India, New Delhi
- V S P Rao, Human Resource Management, Second Edition, Excel Books

Websites Referred:

- www.citehr.com
- www.scribd.com
- www.wikipedia.com