

A STUDY ON EMPLOYEE GREVIANCE

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ABSTRACT

Employee grievance refers to the dissatisfaction of an employee with what he expects from the company and its management. A company or employer is expected to provide an employee with a safe working environment, realistic job preview, adequate compensation, respect etc. However, employee grievance is caused when there is a gap between what the employee expects and what he receives from the employer. Employee grievances may or may not be justified. However, they need to be tackled adequately by the leadership team because they not only lower the motivation and performance of the employee but also affects the work environment. Employee grievances if left unchecked can lead to large disputes within the company.

1.INTRODUCTION

The significance of viable worker complaint the executives has caused associations to start to rebuild their working strategies to oblige their representative's sentiments, assessments and perspectives so as to pick up the workers trust, reliability and entire hearted duty, particularly with regards to workers having channels to express their complaints to the administration.

2.NEED OF THE STUDY

The capability of complaints is constantly present at work. There is not really any firm that can work without one type of complaint or the other. In any case, the way and speed with which those complaints are taken care of talks much about the how the agreement, efficiency and execution of the association will be. Subsequently, dealing with complaint through suitable methodology assumes a key job in the settlement of the executives' slip-ups and shortcoming.

3.OBJECTIVES OF THE STUDY

1. To determine the industrial relation in the Company.
2. To determine the causes and degree of dispute in the Company.
3. To determine the grievance handling procedure in the Company
4. To identify the type of grievance in Company

4.SCOPE OF THE STUDY

A complaint in this way could emerge out of inadequately or wrongly understanding, organization or asserted infringement of the general or explicit terms of the aggregate understanding among administrations and work, and when representatives' desires are not satisfied from the association because of which a sentiment of uneasiness and disappointment emerges.

5. RESEARCH METHODOLOGY

Data Collection:

PRIMARY DATA:

It frames the real piece of the examination. Reactions acquired from the representatives of different assignment and office in company.

SECONDARY DATA:

The magazines, diaries, activity guidelines and guideline, faculty manuals and so forth., furnished the examines with data on the point.

Survey plan:

The survey planned depended on an organized arrangement and there were both open finished and shut inquiry, which was obvious to the respondents.

LIMITATION OF THE STUDY

- Sample size is limited to 100 only
- The study is restricted to some departments
- The study is limited to the few employees only.
- Detailed study of the topic was not possible due to limited size of the project.
- There was a constraint with regard to time allocation for the research study i.e. for a period of 45 days.

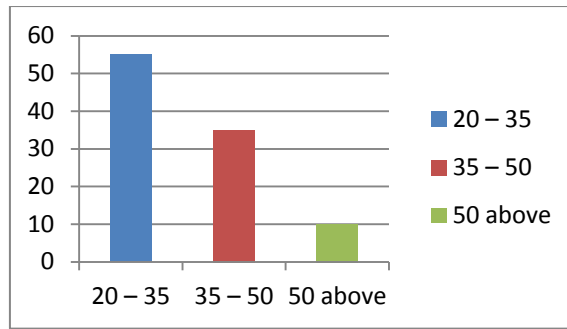
5. DATA ANALYSIS

Classification of Employees (Age wise)

OPTIONS	NO OF EMPLOYEES	%
20 – 35	55	55
35 – 50	35	35
50 above	10	10
TOTAL	100	100

Inference: The table shows that 55 percentage of the employees fall under the age group of 20 – 35 and 35percentage of the employees are under the age group of 35 – 50 and 10percentage of the employees are above 50.

Classification of Employees



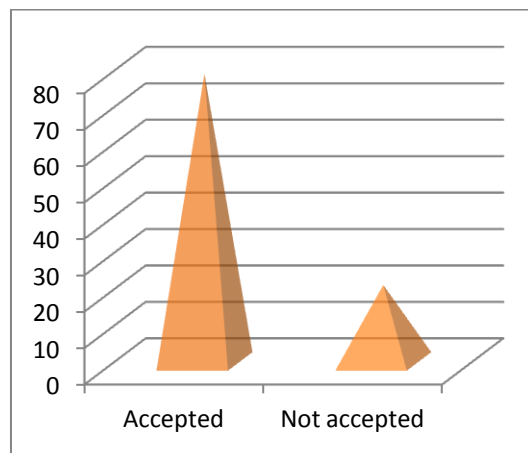
Wage satisfaction level

OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
Accepted	79	79
Not accepted	21	21
Total	100	100

Inference:

The table shows that 79percentage of the employees are accepted with their wages given by the management and 21percentage of the employees are not accepted.

Wage satisfaction level

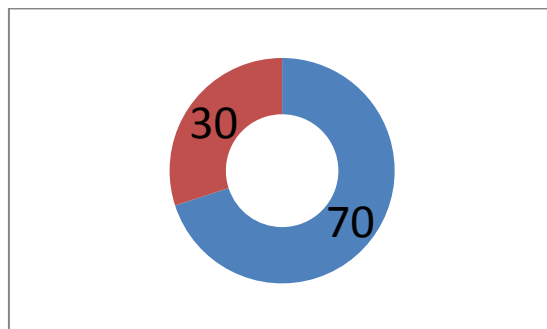


Opportunity to express feeling and dissatisfaction

OPTIONS	NO. OF EMPLOYEES	PERCENTAGE

Allowed	70	70
Not Allowed	30	30
Total	100	100

Inference:70percentage of the employees are agreeing that the management given an opportunity to express feeling and dissatisfaction and the remaining 30percentage are not agreed.



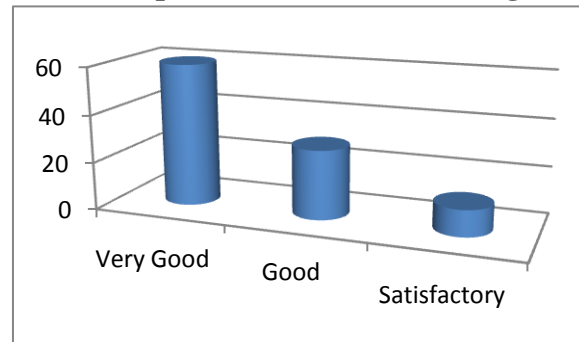
Relationship with workers and management

OPTIONS	NO.	%
Very Good	60	60
Good	29	29
Satisfactory	11	11
Total	100	100

Inference:

The table estimates that 60percentage of the employees have very good relation with the workers and management and 29percentage of the employees have good relation with the workers and management and 11percentage of the employees have satisfactory with their relation .

Relationship with workers and management



6.FINDINGS

- 54% the employees are agree with the behavior of supervisor is fair and 31percentage of the employees are agree with the behavior of supervisor is good and 15percentage of the employees are agree with the behavior of supervisor is poor.
- 55% of the employees feel very good about their colleagues and 46% of the employees feel good about their colleagues and 9% of the employees feel fair about their colleagues.
- 60% of the employees have very good relation with the workers and management and 29% of the employees have good relation with the workers and management and 11% of the employees have satisfactory with their relation .

7.SUGGESTION

1. Provides Useful Data : Grievances give valuable information based on which the administration can analyze the issue and can start restorative activity.
2. Expression of Dissatisfaction : There are a few manners by which representatives express their disappointment running from disregard to a progressively forceful response of antagonistic vibe or even savagery.
3. Improves Mutual Understanding : A protest and complaint strategy, may gives a chance to shared comprehension and arrangement of real grievances, or it might decline existing connections.
4. Affects Morale : A stifled complaint might be more harming to spirit and profitability than one which has been disclosed through and organized methodology.

8.CONCLUSION

Employee grievance framework is a significant and fundamental piece of HR the board. Complaints are normal in any association. These ought to be comprehended as right on time as could be expected under the circumstances, else they can make major issues for the association, the industry and society. In the event that a person's complaints stay unattended and uncertain, these may harm the assurance, profitability and proficiency of representatives. These may appear as aggregate debates. These may turn into the reason for mechanical



turmoil or work disturbance. A methodical system should, hence, be created to settle all complaints. Such a method gives the accompanying advantages to the organization.

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