A STUDY ON EMPLOYEE GRIEVANCES MANAGEMENT

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ABSTRACT

Complaint is an old French word implies injury, as per oxford word reference complaint is a genuine or nonexistent sentiment of disappointment and foul play which a representative has about is work relationship. A complaint is a particular, formal disappointment communicated through a distinguished method. A grumbling, then again, is a disappointment that isn't communicated through the proper complaint method.

An examination of these definitions uncovers the accompanying highlights of a complaint; A complaint reflects disappointment or discontent or a sentiment of a complaint. The disappointment must emerge out of business and not from individual or family issues.

Key words: Accounting information system and operational efficiency

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1. INTRODUCTION

The disappointment might be communicated or inferred. A complaint might be communicated verbally or recorded as a hard copy. Tattling, desirous argumentation, imprudent utilization of materials, poor workmanship, messy housekeeping, and so on are verbal complaint. Composed complaint is regularly called grievances. Wandering off in fantasy land, non-appearance, lateness, lack of concern to work, work turnover, and so on show suggested complaint.

The disappointment might be substantial and authentic or unreasonable and crazy or bogus. A complaint emerge just when a representative feels that shamefulness has been done
to him. Complaint if not reviewed in time will in general lower resolve and profitability of workers

2. OBJECTIVES OF THE STUDY

2.1. Primary Objective
To study the effectiveness of employee Grievance management at Infosys.

2.2. Secondary Objective
- To comprehend whether the representatives know about the complaint the executives.
- To recognize whether the complaint taking care of framework prompts a great mentality towards the administration
- To realize that the complaint taking care of framework prompts a shared comprehension among laborers and the administration
- To assess the degree of fulfillment towards the complaint the board of the association.
- To evaluate the variables impacting the adequacy of the complaint taking care of in the association

3. REVIEW OF LITERATURE

Lawrence Nurse, Dwayne Devenish,(2007) in his working paper entitled "Complaint Management and its connects to working environment equity" The motivation behind this paper is to investigate the impact of workers’ segment qualities on their impression of procedural equity from complaint the executives. A related point is to decide if procedural equity recognition affect view of distributive equity.

Gordon and Miller, Allen and Keavney and Klass note the significant job that hope hypothesis could play in separating grievant and nonrelevant. Although not a total trial of anticipation hypothesis, Lewin and Boroff included the workers saw viability of the complaint method as a logical variable. Shockingly, this was not fundamentally identified with complaint recording. Further exploration concentrating on anticipation hypothesis and complaint recording that all the more completely creates testable theories got from hope hypothesis appears to be suitable.

4. NEED OF THE STUDY

- Representatives vary as people, in their necessities, desires and conduct. At the point when their needs are not fulfilled or their goals are not accomplished, the outcome is representative disappointment. It's anything but a simple assignment for the administration to keep all the representatives fulfilled and propelled, constantly.
- On the off chance that the disappointment of representatives' goes unattended or the conditions causing it are not revised, the bothering is probably going to increment and lead to ominous mentality towards the administration and undesirable relations in the association. Henceforth, taking care of the complaints of any individual in any association is of principal significance.
- This structures the requirement for the investigation of the complaint the executives of the association and its adequacy towards work fulfillment to keep up solid and amicable condition of the association.
- The fundamental focal point of this investigation rotates around the lower level administration of the association.
5. SCOPE OF THE STUDY
- The investigation illuminates requirement for Grievance the executives and this examination encourages the administration for additional enhancement for the equivalent.
- This investigation will be helpful when comparative sort of examination is embraced.

6. LIMITATION OF THE STUDY
- The respondents of the poll were occupied and couldn't manage the cost of more opportunity to reply. The normal chance to reaction was 5-6 minutes in particular.
- The samples keep just the lasting representatives and not the agreement workers. As the organization strategy confines the information assortment to the agreement representatives.
- Absence of enthusiasm of the respondents in topping off the criticism structures

7. RESEARCH METHODOLOGY
Research methodology is used to implicit how the research is done scientifically.

8. RESEARCH DESIGN
The research design used for the study was descriptive design

9. SAMPLING AND SAMPLING TECHNIQUES
Sampling Design: Convenience sampling
Sampling Unit : The sampling unit is restricted to the representatives of Jemi Cluster
Population : 230
Sample Size : 100

10. METHODS OF DATA COLLECTION METHOD
Primary Data
Primary data is collected through questionnaire, interview.

Secondary Data
Secondary data are those accumulated from books, web, reports of successfully done expand works, etc.

11. STATISTICAL TOOL USED
CHI SQUARE TEST
Chi Square Test = \( Z^2 \frac{P \times Q}{E^2} \)
12. DATA ANALYSIS AND INTERPRETATION

Table 1 Gender of the Respondents

<table>
<thead>
<tr>
<th>PARTICULARS</th>
<th>NO. OF RESPONDENTS</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MALE</td>
<td>32</td>
<td>32%</td>
</tr>
<tr>
<td>FEMALE</td>
<td>68</td>
<td>68%</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

Chart 1 Gender of the Respondents

Figure 1 Gender of the Respondents

Interpretation
32% of respondents are male and 68% of respondents are female.

Table 2 Experience

<table>
<thead>
<tr>
<th>PARTICULARS</th>
<th>NO. OF RESPONDENTS</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5 YEARS</td>
<td>28</td>
<td>28%</td>
</tr>
<tr>
<td>6-10 YEARS</td>
<td>30</td>
<td>30%</td>
</tr>
<tr>
<td>ABOVE 10 YEARS</td>
<td>42</td>
<td>42%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

Chart 2 Experience of Employees

Figure 2 Experience of Employees

Interpretation
42% of respondents are having above 10 years of experience, 30% of respondents are having 06-10 years of experience and only 7% of the employees are experienced within above 10 years.
Table 3 Employees Feedback

<table>
<thead>
<tr>
<th>PARTICULARS</th>
<th>NO. OF RESPONDENTS</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wage and salary</td>
<td>20</td>
<td>20%</td>
</tr>
<tr>
<td>Working condition</td>
<td>30</td>
<td>30%</td>
</tr>
<tr>
<td>Promotions</td>
<td>10</td>
<td>10%</td>
</tr>
<tr>
<td>Working Environment</td>
<td>40</td>
<td>40%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

Chart 3 Employees Feedback

Figure 3 Employees Feedback

Interpretation
40% of respondents said they had grievance in working environment. 30% of respondents said they had grievance in working conditions. 20% of respondents said that they had grievance in wage and salary. 10% of respondents said that they had grievance in promotions.

13. CHI-SQUARE TEST
Chi Square Test for Employees Feedback

Null Hypothesis (HO)
There is no significant difference between employees feedback.

Alternative Hypothesis (HI)
There is significant difference between employees feedback

Table 4 Chi-Square Test

<table>
<thead>
<tr>
<th>O</th>
<th>E</th>
<th>(O-E)</th>
<th>(O-E)^2</th>
<th>(O-E)^2/E</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>15</td>
<td>5</td>
<td>25</td>
<td>1.666</td>
</tr>
<tr>
<td>30</td>
<td>35</td>
<td>-5</td>
<td>25</td>
<td>0.714</td>
</tr>
<tr>
<td>10</td>
<td>15</td>
<td>-5</td>
<td>25</td>
<td>1.666</td>
</tr>
<tr>
<td>40</td>
<td>35</td>
<td>5</td>
<td>25</td>
<td>0.714</td>
</tr>
</tbody>
</table>

\[ \chi^2 = 4.76 \]
A Study on Employee Grievances Management

14. FINDINGS
   • It is found that 68% respondents are female.
   • It is found that 42% of the employees are experienced above 10 years.
   • It is found that 40% of respondents have grievance in working environment.

15. SUGGESTIONS
   • Administrators and director connection ought to be improved since just 35% of the respondents are conveying their complaint to the manager.
   • The workplace ought to be improved to fulfill the representative needs.
   • Impermanent help can be given so the postponement doesn't expand his dissatisfaction and nervousness and in this way not influencing his/her resolve and profitability.

16. CONCLUSION
The research uncovers that the Grievance the executives is palatable. The association is perceiving the significance of fulfilling the representatives and holding them. Further upgrades can be made so all individuals are profoundly happy with the methodology. The proposals and suggestions when executed will even now more advantage the association. The vast majority of the studied representatives are happy with the technique embraced by the association for reviewing the complaints or grumblings of the workers.

REFERENCES