



"A study on Effectiveness of Employees Grievance Handling System at Sumul Dairy Surat"

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Abstract

The effectiveness of employee's grievance handling system is important for maintaining a harmonious and productive work environment. Effective grievance handling is an essential part of cultivating good employee relationships. Study objective Primary objective: To understand the general factors influencing the Employee's grievances. Secondary objective: To know the effectiveness of the grievance handling system. Know the satisfaction level of employees towards their grievance handling system. Random sampling and questionnaire method. The study used Descriptive research design and frequency tested used for data analysis. Management in their effort to understand the problems of employees and resolve the issues amicably have better probability of maintain a culture of high performance.

Key Words: Effectiveness, Understand General Factors, Employees Satisfaction.

Introduction:

The Sumul district co-operative milk producer's union ltd (SUMUL Dairy). The Grievance occurs in every workplace and handling them properly is important for maintaining a harmonious and productive work environment. Grievance management is all about how well the problems are addressed and solved. Effective grievance handling is an essential part of cultivating good employee relation and running a fair, successful, and productive workplace. The grievance of the employees are related to the contract, work rule or regulation, policy or procedure, health and safety regulation, past practice, changing the culture norms unilaterally, individual victimization, wage, bonus, etc. Here, the attitudes on the part of management in their effort to understand the problems of employees and resolve the issues amicably have better probability of the maintain a culture of high performance. This can be done by measuring how faster the employees problems are addressed and solved. If it is done faster, than it can be concluded by saying that the employees concern is significantly present in the organization. The proper implementation of grievance handling procedure ensures that the problems of the employees are recognized and appraised and in fair and timely manner.

Review of Literature:

Authors and researcher have discussed, that is, the literature relating to Effectiveness of employee's grievance handling system. They also provides summary of the literature review.

Adithi Pradeep, Alfiya Niha (2018) the researcher conduct research on topic “**Best practices in grievance handling mechanism: a study in Kerala**”. The main objective to know whether the employees are satisfied with the current grievance management and how they are benefited. The researcher use Primary and Secondary. The researcher also found the study reveals that grievance handling mechanism in this administration is satisfactory. The company is recognizing the need to satisfy the employees and retaining them. When the draw backs are resolved then the employee's grievance can be reduced in the organization and the employees can also increase a relationship between supervisor and coworker. **Arindam Garg (2018)** the researchers conduct on topic “**A study on the effectiveness of grievance handling mechanism in Arunachal Pradesh State Co-Operative Apex Bank Ltd.**” The main objective to study the effectiveness of grievances handling mechanism and To identify the factors influencing the effectiveness of the grievance handling in the organization. The researcher use Descriptive research design. The researcher also found the study reveals that the Grievance handling mechanism in the bank is working satisfactorily. The organization is giving due importance for addressing the grievances of employees. The bank is making efforts to ensure those employees are satisfied with the measures taken to resolve their grievances. **Ms.g.ramy (2014)** the researcher conducts on topic “**A Study on Effectiveness of Grievance Handling Mechanism at Swastik Apparales, Erode.**” The main objective to analysis the grievance handling system leads to a favorable attitude towards the management and to know the level of satisfaction towards the grievance handling procedure of the organization. The researcher use Descriptive Research. The researcher also found Grievance procedures are related to other attitudinal measures and the behaviors of shop stewards in the grievance procedure. Grievance procedure effectiveness was related to union members' overall satisfaction with the union. Its procedures have been found to relate to union commitment, employer commitment and dual commitment. **Enochkws Assafuah (2017)** the researcher conduct on topic “**Grievance handling procedure and employee performance.**” The main objective to examine how the grievance handling procedure influences employees Performance and to identify styles used in handling employee grievance. The researcher use Qualitative research design. It is highly believed that effective grievance handling procedures have the tendency to ensure the existence of a harmonious work environment for the organization and its employees to achieve effectiveness, efficiency and a higher level of productivity. Since the organization cannot function effectively without discipline, in the organization cannot function well without effective employee job performance. **Dr. G. Balamurugan and V. Shenbagapandian (2016)** the researcher conducts on topic “**A study on effectiveness of grievance handling procedures in international airport tiruchirappalli.**” The main objectives to identify the relationship between the employer and employee, to find the employee satisfaction after the redressal of grievance and to make suggestions for grievance handling procedures. The researcher use Descriptive design. The researcher also found the few changes in organization policies and procedures to increase the productivity from the employees. The management has to improve the communication part to their employees about their issues. The organization must reduce the transfers frequently, and provides more training to their employees.

Problem Statement

A study on Effectiveness of Employees Grievance Handling System at Sumul Dairy.

Objectives of the study

Primary objective: To understand the general factors influencing the Employee's grievances.

Secondary objective:

- To know the effectiveness of the grievance handling system.
- To know the satisfaction level of employees towards their grievance handling system.

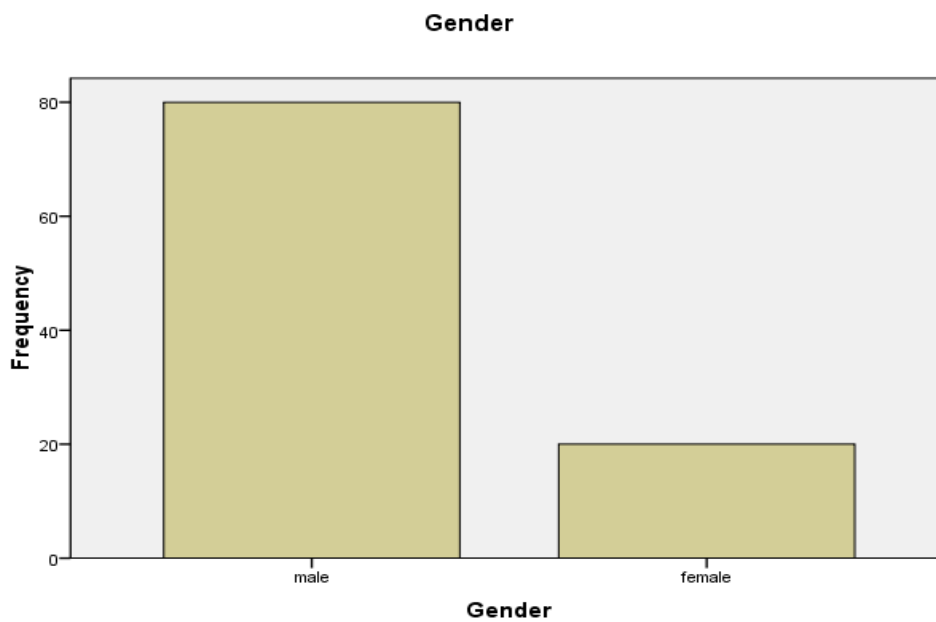
Research Methodology

Theoretical frame work Samples were taken from Sumul dairy Surat. Research Design In the research, there is mainly one research design Descriptive research design the descriptive research design is used as a research methodology for making a brief study about the grievance handling system. Primary and secondary data collect in the study. For the study, are period of data collection one month and Sources of data. **Primary sources** These researches are based on primary data, and require data are collected from Questionnaire. **Secondary sources** Secondary data sources are reports, journals, company website. For the study, we used primary data collection method (survey) to get information from employees by filling up questionnaire. **Sampling Methods** Here non probability convenience sampling has been used. Convenience sampling method. Population or universes 300 are entire population, sampling frame Sumul dairy Surat and Sample size 100 are respondents, Random sampling. **Limitation of the study** The study has been conducted for a limited period of time. The accuracy depends upon the respondent's information. The research was conducted only in Sumul dairy, the findings and suggestion may or may not be applicable to other company. **Scope Study** This report can be used for future reference. This study may benefits in knowing the employees perception towards grievance handling system. The analysis of the effectiveness of the grievance handling system of the company. It also identifies the employee's opinion towards the existing grievance handling system in the company. The effectiveness of the present grievance handling system will be analyzed and suitable measures to improve the same may be suggested.

Data Analysis

Table: 1

| Gender | | | | | |
|--------|--------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Male | 80 | 80.0 | 80.0 | 80.0 |
| | Female | 20 | 20.0 | 20.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



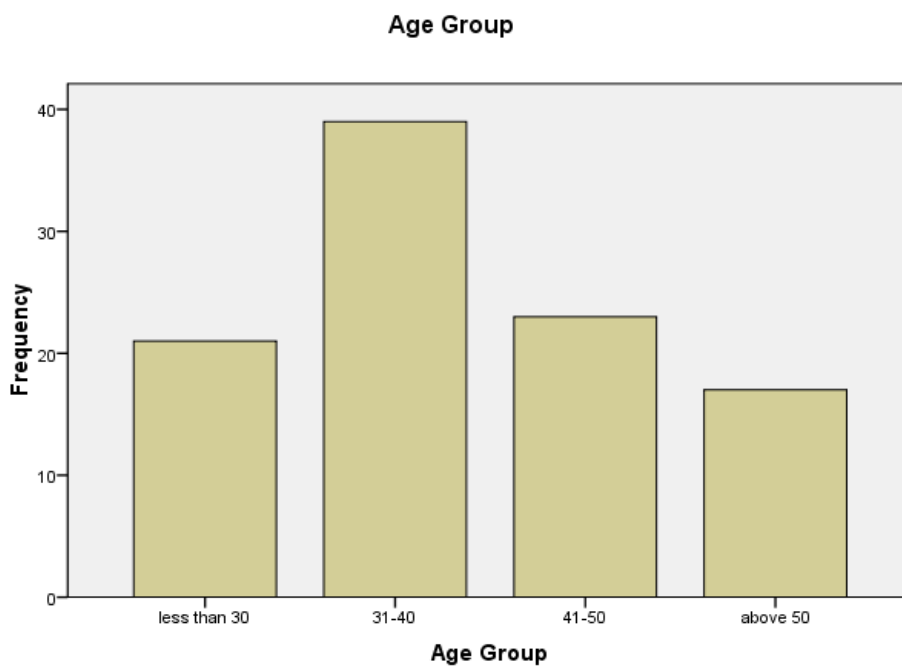
Interpretation:

From the above chart it can be interpreted that 80% of respondents are male and 20% of the respondents are female work in organisation.

Table: 2

Age Group

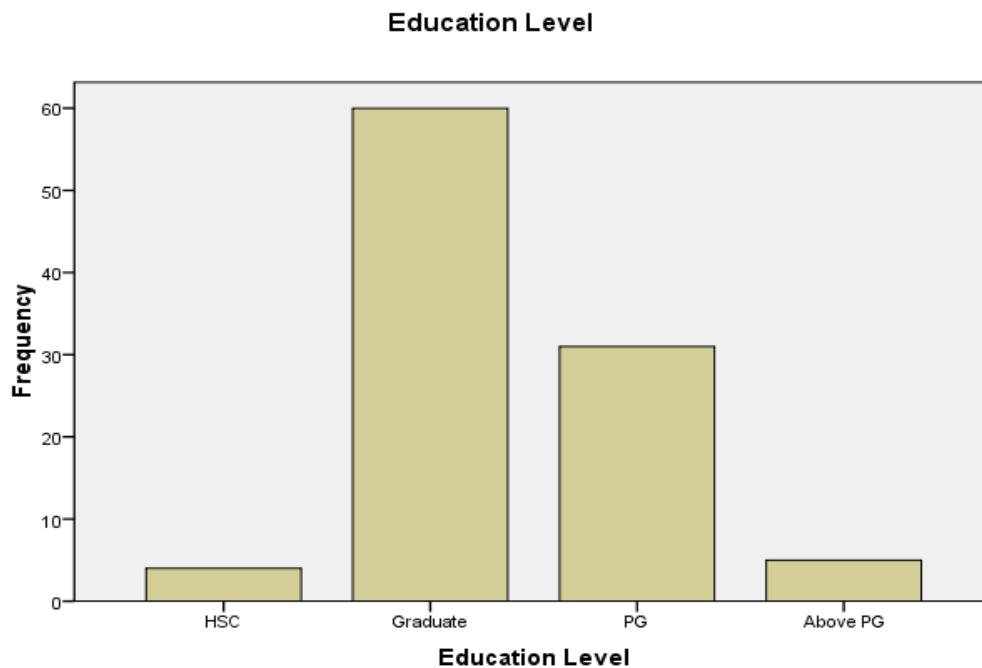
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | less than 30 | 21 | 21.0 | 21.0 | 21.0 |
| | 31-40 | 39 | 39.0 | 39.0 | 60.0 |
| | 41-50 | 23 | 23.0 | 23.0 | 83.0 |
| | above 50 | 17 | 17.0 | 17.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

**Interpretation:**

From the above chart it is seen that 21% respondents are between the ages of Less than 30 years, 39% employees are between the ages of 31-40 years, 23% employees are between the age of 41-50 years and 17% employees are above 50 years.

Table: 3

| Education Level | | | | | |
|-----------------|----------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | HSC | 4 | 4.0 | 4.0 | 4.0 |
| | Graduate | 60 | 60.0 | 60.0 | 64.0 |
| | PG | 31 | 31.0 | 31.0 | 95.0 |
| | Above PG | 5 | 5.0 | 5.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

**Interpretation:**

From the above chart we can interpret that out of 100 respondents 04% employees is education HSC, 60% employee's education is graduate, 31% respondents are in education is post graduate, and 5% respondents are in education is above post graduate.

Table: 4

| Work experience | | | | | |
|-----------------|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Less than 5 years | 20 | 20.0 | 20.0 | 20.0 |
| | 5 to 10 years | 25 | 25.0 | 25.0 | 45.0 |
| | 10 to 20 years | 31 | 31.0 | 31.0 | 76.0 |
| | above 20 years | 24 | 24.0 | 24.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

**Interpretation:**

From the above chart we can interpret that out of 100 respondents 18% respondents are Less than 5 years, 20% respondents are 5 to 10 years, 22% respondents are 10 to 20 years, and 22% respondents are above 20 years. The respondents are work experience in Sumul dairy.

Table: 5

| Type of issues you often face in your organization? | | | | | |
|---|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 12 | 12.0 | 12.0 | 12.0 |
| | strongly agree | 4 | 4.0 | 4.0 | 16.0 |
| | Agree | 15 | 15.0 | 15.0 | 31.0 |
| | Neutral | 17 | 17.0 | 17.0 | 48.0 |
| | Strongly disagree | 8 | 8.0 | 8.0 | 56.0 |
| | Disagree | 44 | 44.0 | 44.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

**Interpretation:**

From the above chart we can interpret that out of 100 respondents in Sumul dairy 4% respondents are strongly agree in organization, 15% respondents are agree, 17% respondents are neutral, 8% respondents strongly disagree and 44% respondents are disagree and the majority is 44% respondents are more issues often face in organization.

Table: 6

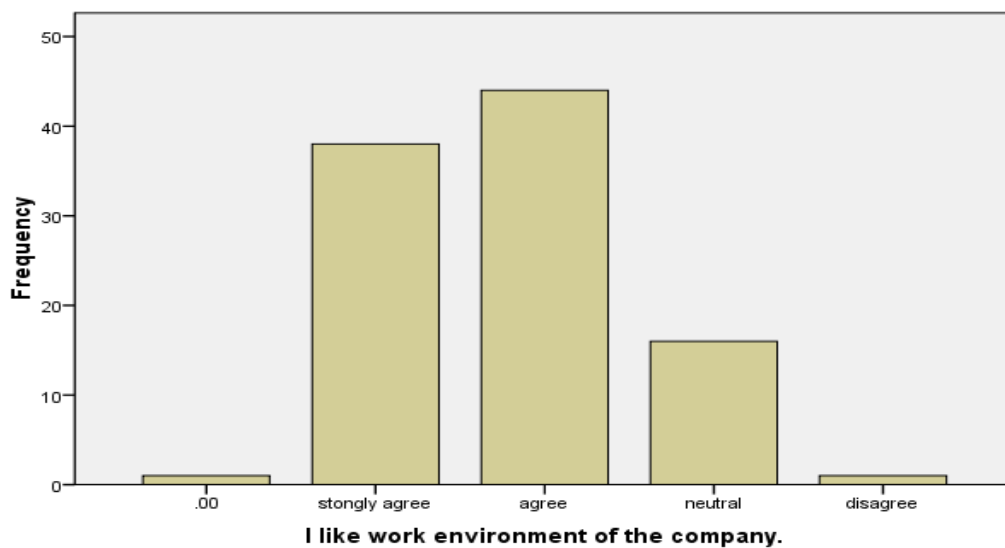
| Grievance handling system in the organization. | | | | | |
|--|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 4 | 4.0 | 4.0 | 4.0 |
| | strongly agree | 13 | 13.0 | 13.0 | 17.0 |
| | Agree | 59 | 59.0 | 59.0 | 76.0 |
| | Neutral | 21 | 21.0 | 21.0 | 97.0 |
| | Strongly disagree | 1 | 1.0 | 1.0 | 98.0 |
| | Disagree | 2 | 2.0 | 2.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

**Interpretation:**

From the above chart we can interpret that out of 100 respondents 13% respondents are strongly agree, 59% employees is agree, 21% employees is neutral, 1% employees is strongly disagree, and 2% employees is disagree. The majority is 59% employees are highly agreed and 1% employees is strongly disagreeing in organization.

Table: 7

| I like work environment of the company. | | | | | |
|--|----------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 1 | 1.0 | 1.0 | 1.0 |
| | strongly agree | 38 | 38.0 | 38.0 | 39.0 |
| | Agree | 44 | 44.0 | 44.0 | 83.0 |
| | Neutral | 16 | 16.0 | 16.0 | 99.0 |
| | Disagree | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

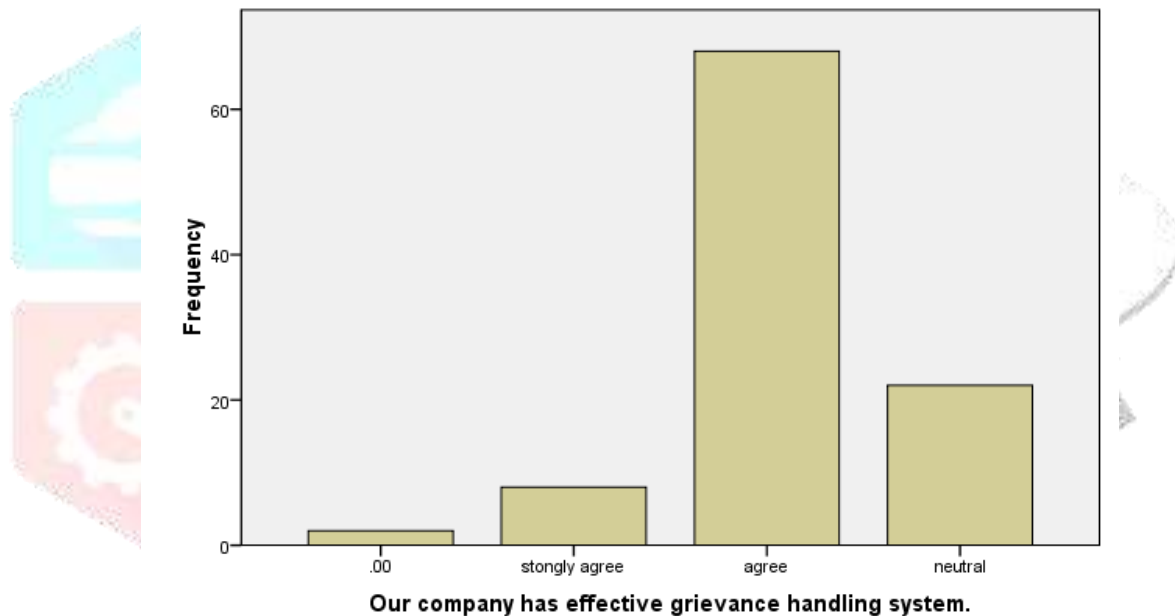
I like work environment of the company.**Interpretation:**

It is interpreted that 44% employees are agree like work environment, were relived 38% employees are also strongly agree about it. 16% employees are belonging to neutral category and they not like work environment in a company.

Table: 8

| Our company has effective grievance handling system. | | | | | |
|--|----------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 2 | 2.0 | 2.0 | 2.0 |
| | strongly agree | 8 | 8.0 | 8.0 | 10.0 |
| | Agree | 68 | 68.0 | 68.0 | 78.0 |
| | Neutral | 22 | 22.0 | 22.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Our company has effective grievance handling system.



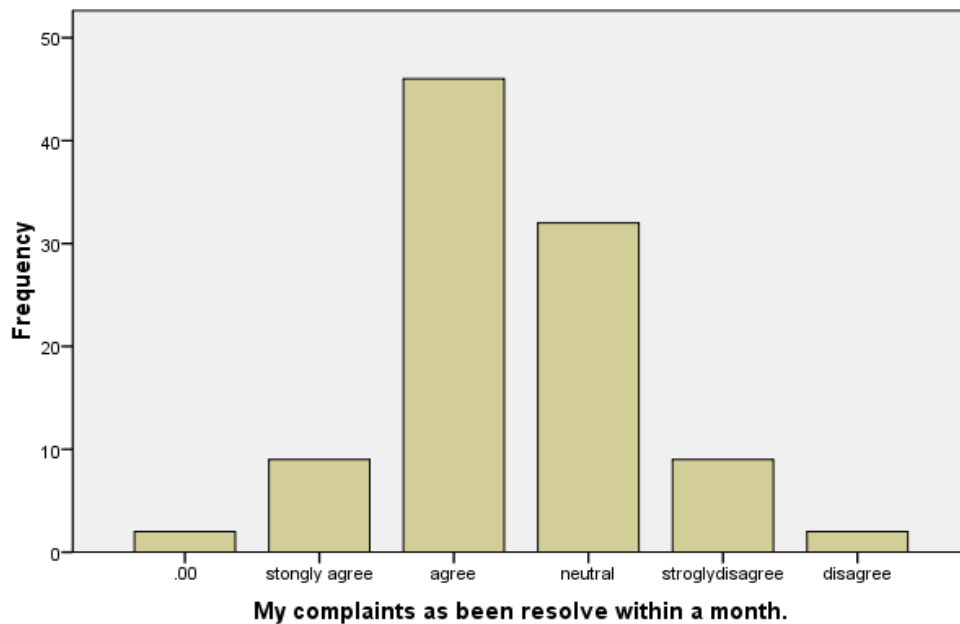
Interpretation:

From the study interpreted that out of 100 respondent 68% respondent are in totally agree, 22% employees are neutral category and about overall 8% employees are respondent strongly agree about the effectiveness of grievance handling system in company.

Table: 9

| My complaints as been resolve within a month. | | | | | |
|--|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 2 | 2.0 | 2.0 | 2.0 |
| | Strongly agree | 9 | 9.0 | 9.0 | 11.0 |
| | Agree | 46 | 46.0 | 46.0 | 57.0 |
| | Neutral | 32 | 32.0 | 32.0 | 89.0 |
| | Strongly disagree | 9 | 9.0 | 9.0 | 98.0 |
| | Disagree | 2 | 2.0 | 2.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

My complaints as been resolve within a month.

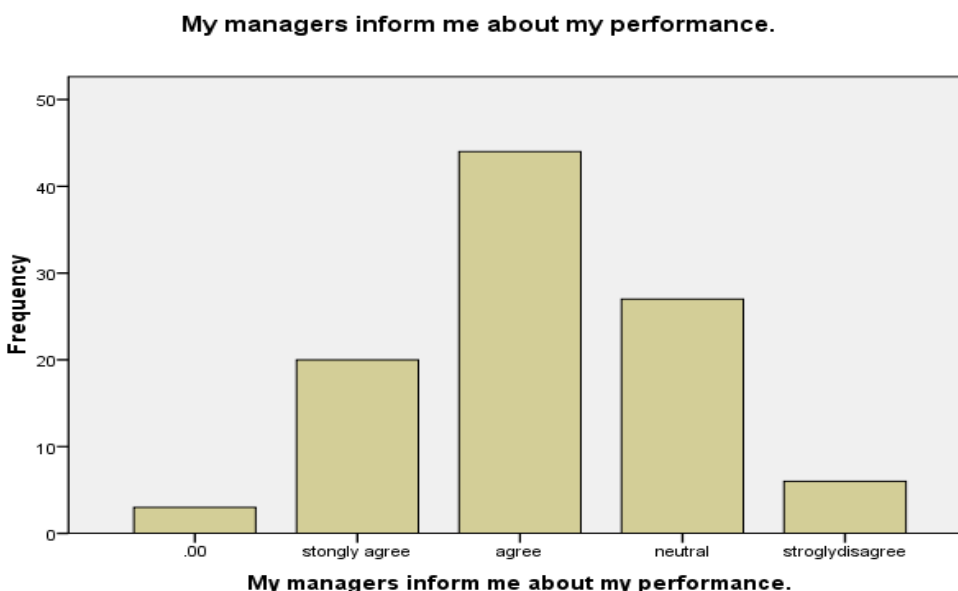


Interpretation:

From the study is interpreted that out of 100 respondent 46% employees are in totally agree, 32% employees are neutral and also 9% employees are same categories in strongly disagree and strongly agree about it.

Table: 10

| My managers inform me about my performance. | | | | | |
|--|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 3 | 3.0 | 3.0 | 3.0 |
| | strongly agree | 20 | 20.0 | 20.0 | 23.0 |
| | Agree | 44 | 44.0 | 44.0 | 67.0 |
| | Neutral | 27 | 27.0 | 27.0 | 94.0 |
| | Strongly disagree | 6 | 6.0 | 6.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



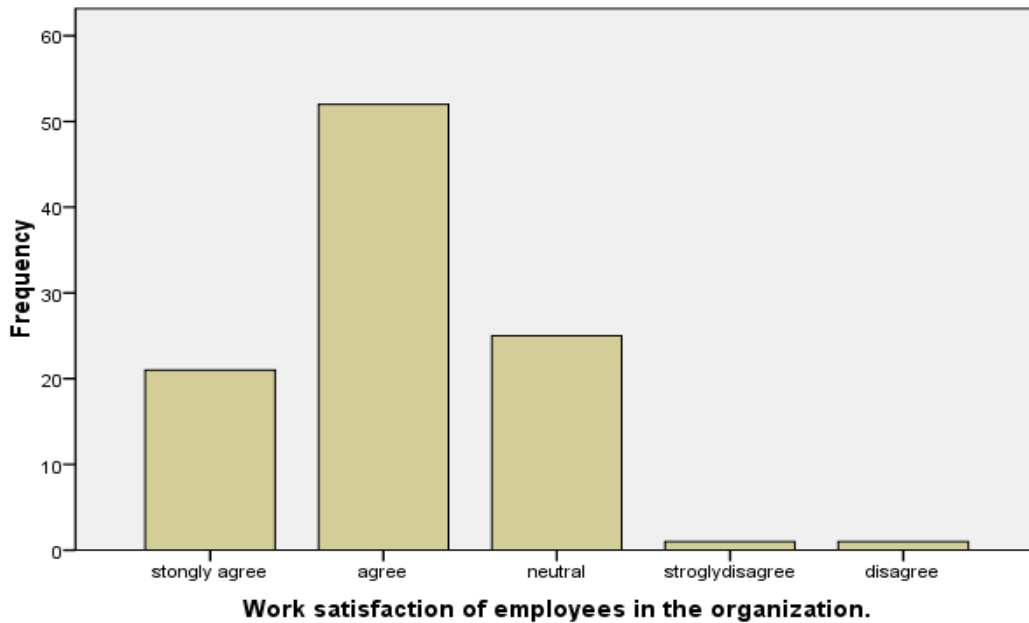
Interpretation:

From the study found interpreted that out of 100 respondents the manager in company is informing to employees work and performance in a company. The manager is informing the employee’s good performance and employees are not proper performance. So 15% employees are good performance and it’s agree, 47% employees are neutral and 37%employees are strongly agree about the performance.

Table: 11

| Work satisfaction of employees in the organization. | | | | | |
|--|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | strongly agree | 21 | 21.0 | 21.0 | 21.0 |
| | Agree | 52 | 52.0 | 52.0 | 73.0 |
| | Neutral | 25 | 25.0 | 25.0 | 98.0 |
| | Strongly disagree | 1 | 1.0 | 1.0 | 99.0 |
| | Disagree | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Work satisfaction of employees in the organization.

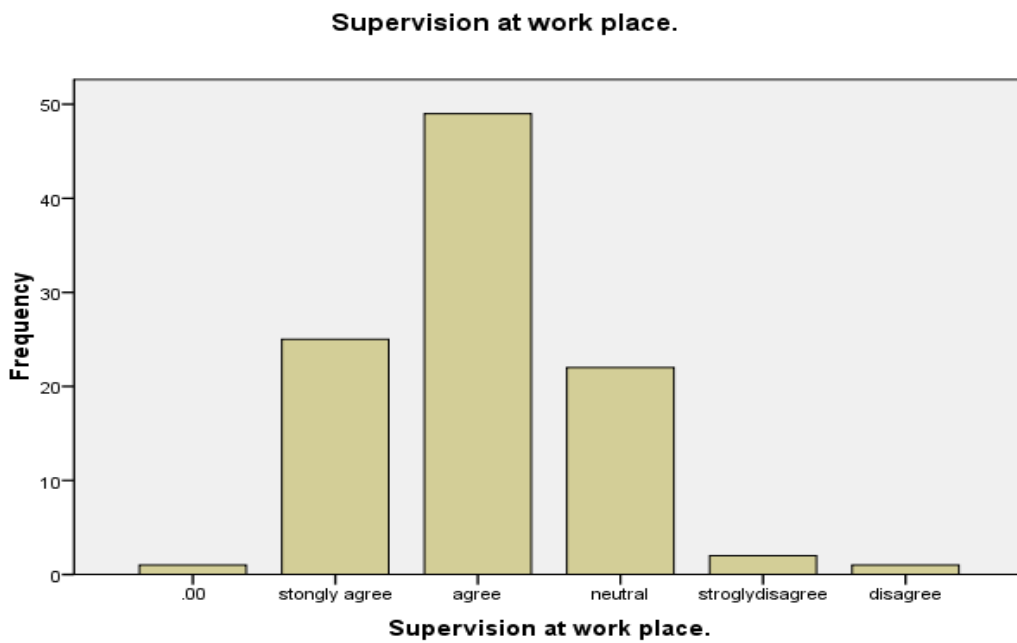


Interpretation:

From the study found interpreted that out of 100 respondent 15% employees are respondent in neutral category also 52% employees are totally agree about work satisfaction in the organization also 25% employees are strongly agree about it.

Table: 12

| Supervision at work place. | | | | | |
|----------------------------|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 1 | 1.0 | 1.0 | 1.0 |
| | strongly agree | 25 | 25.0 | 25.0 | 26.0 |
| | Agree | 49 | 49.0 | 49.0 | 75.0 |
| | Neutral | 22 | 22.0 | 22.0 | 97.0 |
| | Strongly disagree | 2 | 2.0 | 2.0 | 99.0 |
| | Disagree | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

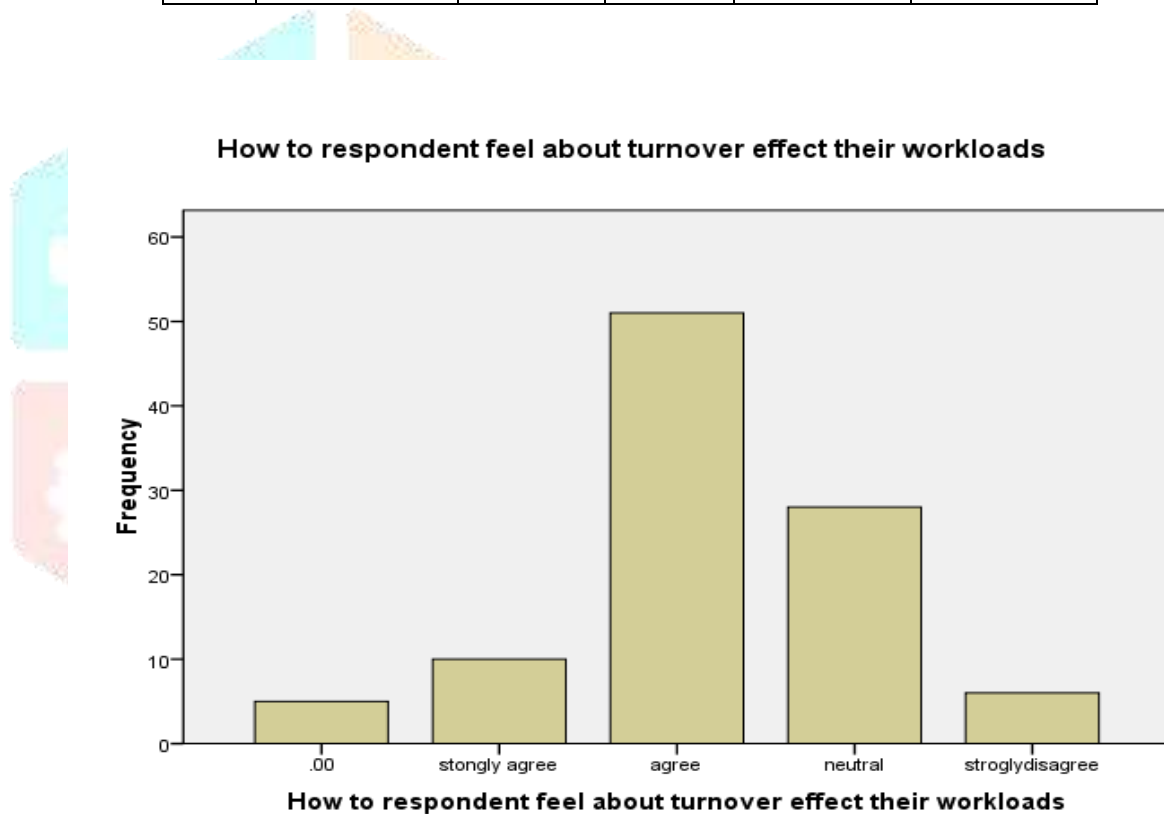


Interpretation:

From the study interpreted that out of 100 respondent 49% employees are in agree category also 47% employees are strongly agree, and 37% employees are neutral in supervision work place in a company.

Table: 13

| How to respondent feel about turnover effect their workloads | | | | | |
|---|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 5 | 5.0 | 5.0 | 5.0 |
| | strongly agree | 10 | 10.0 | 10.0 | 15.0 |
| | Agree | 51 | 51.0 | 51.0 | 66.0 |
| | Neutral | 28 | 28.0 | 28.0 | 94.0 |
| | Strongly disagree | 6 | 6.0 | 6.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

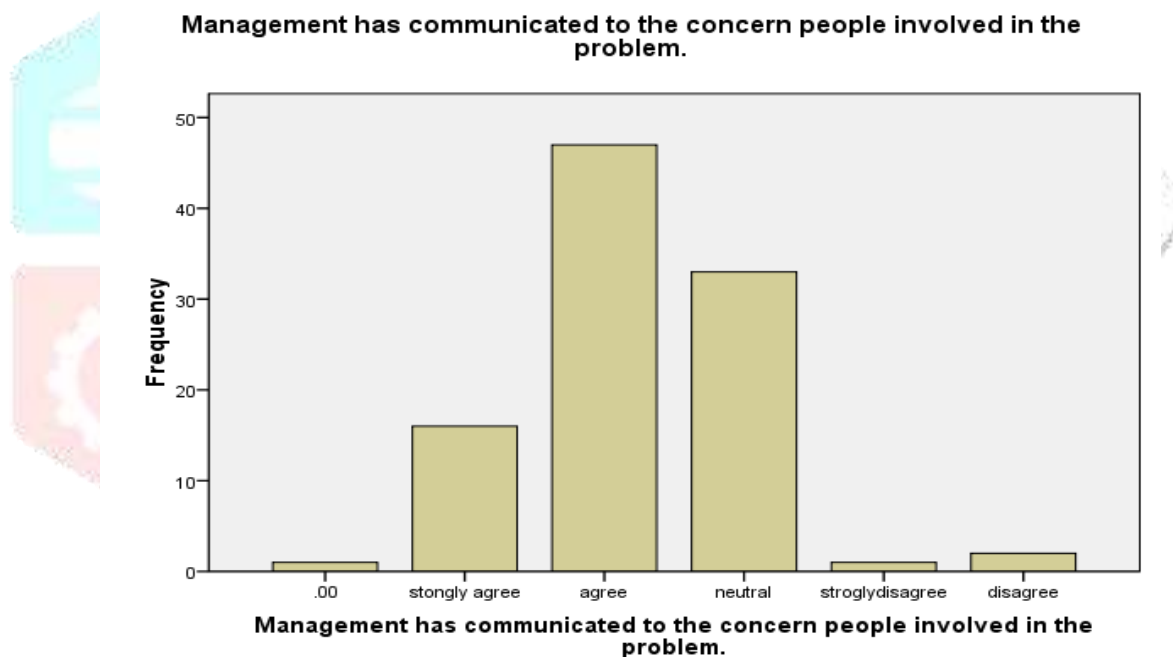


Interpretation:

From the study interpreted that out of 100 respondent 51% employees are highly agreed and its feel about the turnover effect their workloads and 28% employees are neutral, also 10% employees are strongly agree about the workloads effect in company.

Table: 14

| Management has communicated to the concern people involved in the problem. | | | | | |
|--|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 1 | 1.0 | 1.0 | 1.0 |
| | strongly agree | 16 | 16.0 | 16.0 | 17.0 |
| | Agree | 47 | 47.0 | 47.0 | 64.0 |
| | Neutral | 33 | 33.0 | 33.0 | 97.0 |
| | Strongly disagree | 1 | 1.0 | 1.0 | 98.0 |
| | Disagree | 2 | 2.0 | 2.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

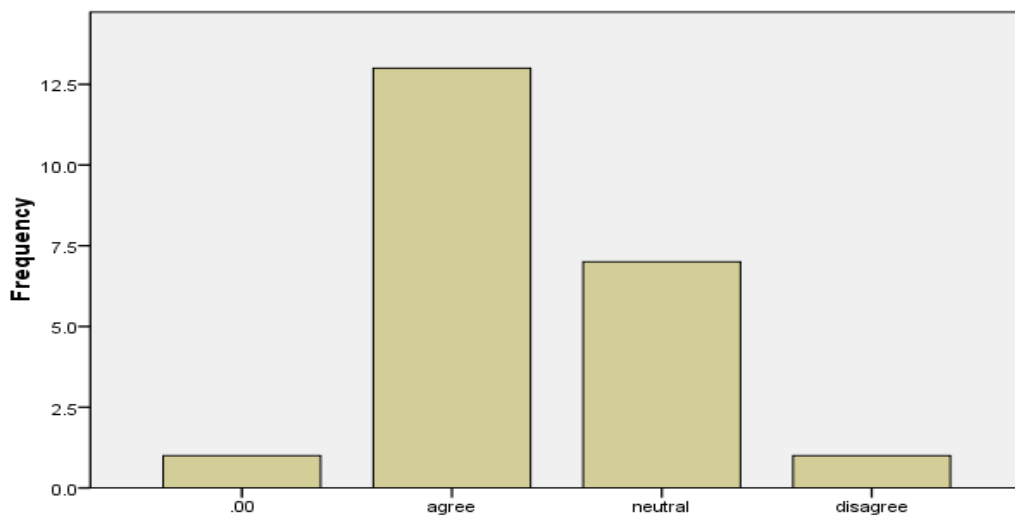
**Interpretation:**

From the above chart it can be interpreted that 47% respondents agree on management has communicated to the concern people involved in the problem, 16% respondents are strongly agree, 33% respondents are neutral about it, 1% respondents are strongly disagree and 2% respondents are disagree.

Table: 15

| Grievance redressed is one of the major components of job satisfaction. | | | | | |
|---|----------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 1 | 1.0 | 4.5 | 4.5 |
| | Agree | 13 | 13.0 | 59.1 | 63.6 |
| | Neutral | 7 | 7.0 | 31.8 | 95.5 |
| | disagree | 1 | 1.0 | 4.5 | 100.0 |
| | Total | 22 | 22.0 | 100.0 | |
| Missing | System | 78 | 78.0 | | |
| Total | | 100 | 100.0 | | |

Grievance redressal is one of the major components of job satisfaction.



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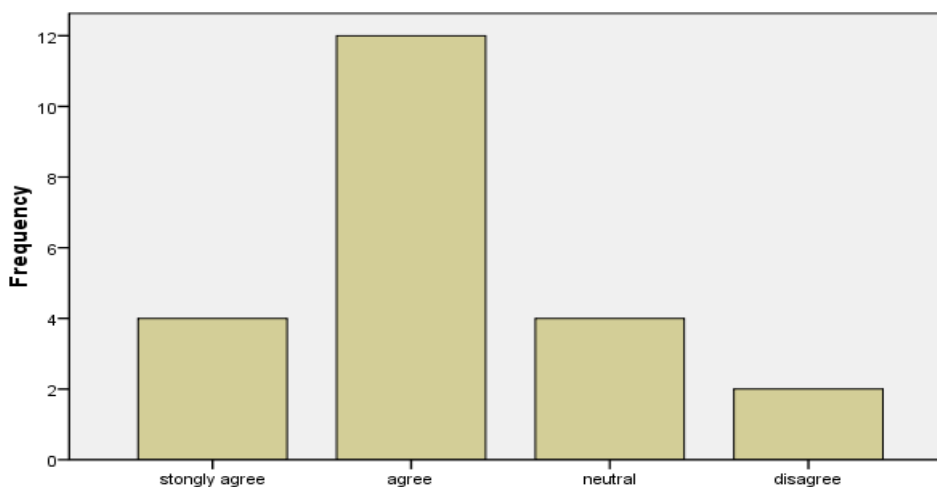
Interpretation:

It is interpreted that out of 100 respondents the grievance redresses is one of the major components of job satisfaction for employees in company. 13% employees are respondent are in agree category also 7% employees are neutral about overall job satisfaction also 1% respondent are disagree about it.

Table: 16

| The management has been making effort to dispose of all grievances procedurally with a view to ensure justice and satisfaction to the employees. | | | | | |
|---|----------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | strongly agree | 4 | 4.0 | 18.2 | 18.2 |
| | Agree | 12 | 12.0 | 54.5 | 72.7 |
| | Neutral | 4 | 4.0 | 18.2 | 90.9 |
| | Disagree | 2 | 2.0 | 9.1 | 100.0 |
| | Total | 22 | 22.0 | 100.0 | |
| Missing | System | 78 | 78.0 | | |
| Total | | 100 | 100.0 | | |

The management has been making effort to dispose of all grievances procedurally with a view to ensure justice and satisfaction to the employees.



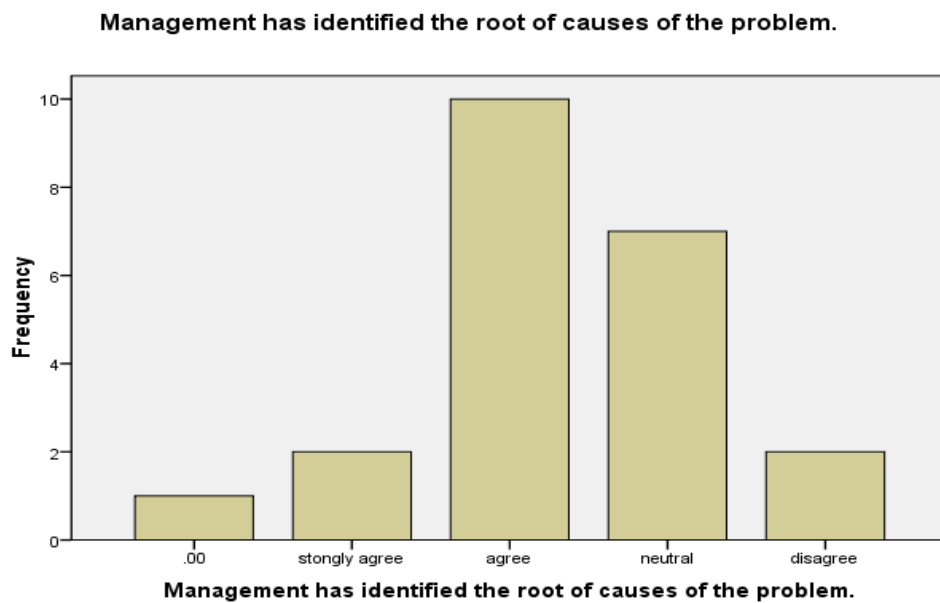
The management has been making effort to dispose of all grievances procedurally with a view to ensure justice and satisfaction to the employees.

Interpretation:

From the above chart it can be interpreted that the 100 respondents at Sumul dairy. The 12% employees are highly agree, 4% employees are same category in strongly agree and neutral, and others 2% employees are disagree in company. The majority is totally satisfaction to the employees in Sumul dairy.

Table: 17

| Management has identified the root of causes of the problem. | | | | | |
|---|----------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 0 | 1 | 1.0 | 4.5 | 4.5 |
| | strongly agree | 2 | 2.0 | 9.1 | 13.6 |
| | Agree | 10 | 10.0 | 45.5 | 59.1 |
| | Neutral | 7 | 7.0 | 31.8 | 90.9 |
| | Disagree | 2 | 2.0 | 9.1 | 100.0 |
| | Total | 22 | 22.0 | 100.0 | |
| Missing | System | 78 | 78.0 | | |
| Total | | 100 | 100.0 | | |

**Interpretation:**

It is interpreted that out of 100 respondents the management has identified the root of causes of the problems in company. 10% employees are totally agree, 7% employees are neutral, also 2% respondent are same category of strongly disagree and disagree about it.

Conclusions

From the study, it can be conclude the study, the effectiveness of employee's grievance handling system of Sumul dairy Surat. From the study that analysis the data researcher can surely say that the effectiveness of grievance handling system is positive, the employees are satisfy and respondents are agree in job. From the study it is also derived that the respondents on Surat region. The company is good management in employee's grievance. From the study is found the employees satisfaction level in organisation. This study is found relationship between employees and managers. From this study is found the management has communicated with employees about the effectiveness of grievance handling system. This organisation is actually effectiveness of grievance handling system. From the study is found that employees facilities the company has provides good facilities and employees are agree. In this organisation management has and identifies the root cause of the problems and resolves the problems within a month and employees are agreed. The organization study conducted Sumul Dairy Surat, has given an overall view of the working on organization. It also helped me to understand the study on effectiveness of grievance handling system. This has also improved my interface with the industry. To know and actually realize the task and involved in an industry.

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