



A STUDY ON SIGNIFICANCE OF GRIEVANCE HANDLING SYSTEM TOWARDS EMPLOYEE MOTIVATION IN MANUFACTURING INDUSTRY

1Mr.Sam Ashwin S R and 2Mr. John Paul M.

1 Student, School of Business Administration 2 Assistant Professor, School of Business Administration Sathyabama Institute of science and Technology. Chennai 600119, Tamil Nadu, India.

ABSTRACT:

The primary objective of this Study on significance of grievance handling system towards employee motivation in manufacturing industry. The secondary objective of this to know satisfaction level in the existing grievance handling system in manufacturing industry .To know decision taken by the top management are satisfied in manufacturing industry . To know the effectiveness of grievance handling settlement in manufacturing industry The research type used in this study is descriptive . Primary data is used for analysis using questionnaire. Secondary data from internet. I have use two data tools using spss namely anova and chi square for analysis and also use percentage analysis . The study is for 3 months. Used raw data for analysis that collected from the response

Key word: Grievance, existing grievance handle, grievance settlement

INTRODUCTION

Complaints are related to problems of explanation or failure to meet one's expectations from the company. A grievance is a complaint by one or more workers regarding the organization. It may be related to wages, working conditions, leave, relocation, overtime, promotion, seniority, assignment and termination of service.

The knowledge worker has to deal with the growing competition survival care company, so staff shortages in that regard is an issue that management should take care of. Grievance is the feeling of resentment or dissatisfaction with something that is believed to be wrong or unreasonable, especially in the context of an employee's grievances in the workplace. Previous causes for grievances among employees are common in nature, but as competition grows and companies

operate globally it leads to a war for talent in the labour market, so the causes of grievances also vary in nature. Many researchers have found a strong link between employee shortages and employee performance, as well as employee earnings goals and job satisfaction. If grievances are not managed properly it can directly or indirectly affect the productivity and performance of the company. Therefore, the company must properly address or prevent survival and market excellence.

OBJECTIVES OF THE STUDY

The primary objective of this Study on significance of grievance handling system towards employee motivation in manufacturing industry and the secondary objective is to know satisfaction level in the existing grievance handling system in manufacturing industry. To know decision taken by the top management are satisfied in manufacturing industry. To know the effectiveness of grievance handling settlement in manufacturing industry

Review of literature

Grievance

According to Rose (2004) Lack of any dissatisfaction related to work and workplace Revealed in a formal way by the employee to his immediate supervisor. Grievance is just a dissatisfaction in the world place .

Organization goals

Brian S. Klass (1989) Has identified some of the impacts of defects such as attendance, low productivity, turnover, and distribution behaviour. Mostly the target are making the employee dissatisfied some goals are very hard to achieve for identify the grievance.

Work place

Freeman and Medoff (1984), Their study revealed that the motive for leaving rates is less in unionized appearances than in non-unionized workplaces. In workplace employee to employees relationships has to be good and also employee to supervise relationship has to be more than satisfied. Maintain the work place with the good environment.

Supervisor handling

Bemmels and Reshef (1991) Mentioned that the supervisor's behaviour and personal attitudes may affect their style of dealing with grievances. Every supervisor has to be know about employees

and pick the correct style of grievance handling process. Make sure that grievance handled by supervisor has to be effective to the employees.

Expression

Kaufman and Taras (1999), His study shows that non-union workers are less capable of resolving grievances and receive less benefits because they are unable to express it. Most of the employees will not express the feeling how they feel about the organisation. Every employee has to express their feelings to the supervisor.

Adopt the challenge

Joshua C. Polster (2011) Over the past fifty years, non-union employers have increasingly adopted systematic grievance redressal procedures that allow employees to challenge a company's decision or policy and provide appellate manager judgments on the challenge.

RESEARCH METHODOLOGY

Based on my study I use descriptive research. And also I take 150 respondents for my study. I use questionnaire as a Primary data and Secondary data from books. This is only article of my full research.

RESULT

TABLE SHOWING AGE

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
20-25	77	50%
26-30	29	19%
31-35	17	11%
36-40	15	10%
41and above	16	10%
Total	150	100%

INFERENCE:

Majority of the respondents are 20-25

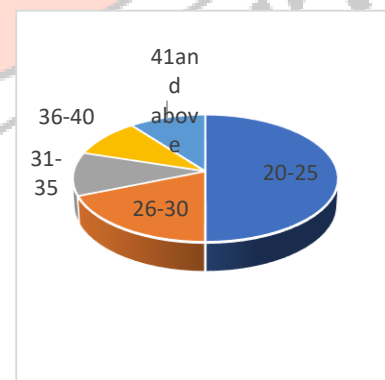
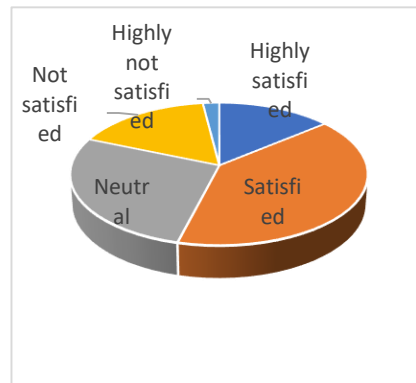


TABLE SHOWING SATISFIED LEVEL WITH THE EXISTING GRIEVANCE HANDLING SYSTEM

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Highly satisfied	21	14%
Satisfied	60	40%
Neutral	41	27%
Not satisfied	25	17%
Highly not satisfied	3	2%
Total	150	100%

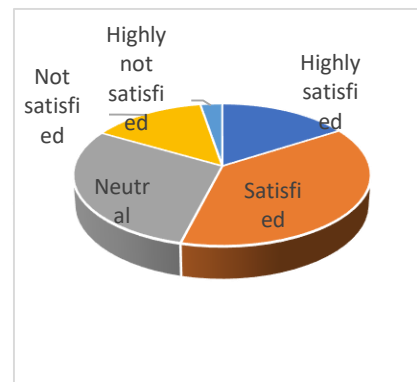


INFERENCE

Majority of the respondents are Satisfied

TABLE SHOWING DECISION TAKEN BY THE TOP MANAGEMENT GRIEVANCE IS SATISFACTORY LEVEL

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Highly satisfied	24	16%
Satisfied	57	38%
Neutral	44	29%
Not satisfied	21	14%
Highly not satisfied	4	3%
Total	150	100%

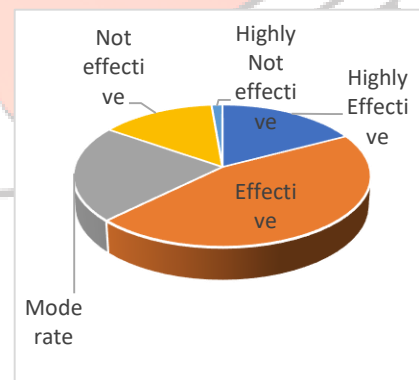


INFERENCE

Majority of the respondents are Satisfied

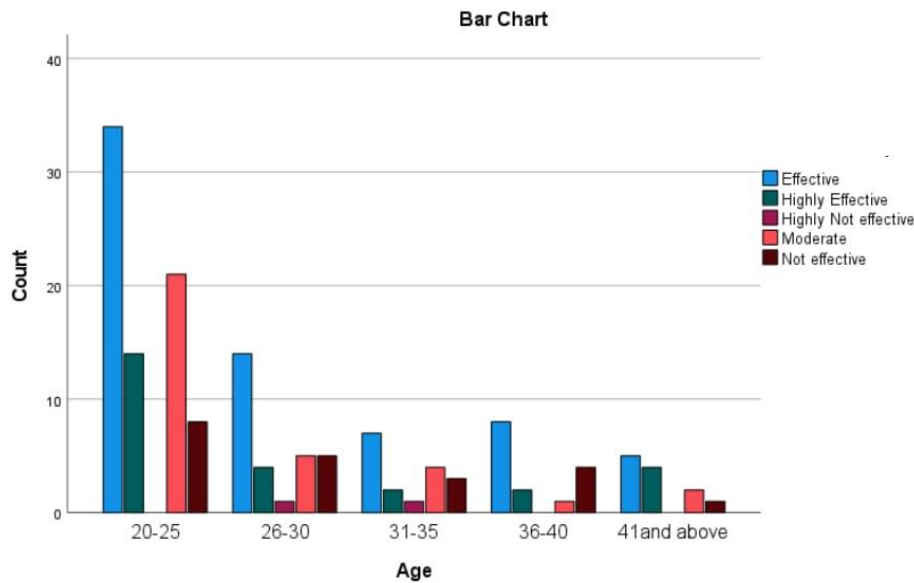
TABLE SHOWING LEVEL THE MANAGEMENT IS EFFECTIVE IN GRIEVANCE SETTLEMENT

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
Highly Effective	26	17%
Effective	68	46%
Moderate	33	22%
Not effective	21	14%
Highly Not effective	2	1%
Total	150	100%



INFERENCE

Majority of the respondents are effective



INTERPRETATION:

From the above bar chart it is interpreted that Majority of the respondents are Effective in all age groups.

Anova data analysis

	Age	N	Mean	Std. Deviation	Std. Error
existing grievance handling system	20-25	77	3.58	.991	.113
	26-30	29	3.28	1.099	.204
	31-35	17	3.53	.717	.174
	36-40	15	3.33	1.113	.287
	41and above	12	3.33	.985	.284
	Total	150	3.47	.995	.081
The decision taken by the top management	20-25	77	3.45	.953	.109
	26-30	29	3.66	.936	.174
	31-35	17	3.59	1.064	.258
	36-40	15	3.27	1.223	.316
	41and above	12	3.67	1.231	.355
Total	150	3.51	1.008	.082	

ANOVA

		Sum of Square	df	Mean Square	F	Sig.
existing grievance handling system	Between Groups	2.664	4	.666	.667	.616
	Within Groups	144.730	145	.998		
	Total	147.393	149			
The decision taken by the top management	Between Groups	2.133	4	.533	.518	.723
	Within Groups	149.360	145	1.030		
	Total	151.493	149			

INFERENCE

Majority of the respondents are Satisfied and Sig value for existing grievance handling system is .616 . Sig value for The decision taken by the top management is .723 sig value is more than 0.5 so hypothesis accepted

CHI-SQUARE TESTS

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	13.984 ^a	16	.600
Likelihood Ratio	13.835	16	.611
N of Valid Cases	150		

- a. 15 cells (60.0%) have expected count less than 5.
The minimum expected count is .16.

INFERENCE

Majority of the respondents are effective. Sig value. 600 sig value is more than 0.5 so hypothesis accepted

FINDINGS:

- 50% respondents are from age group 20-25
- 40% of the respondents are Satisfied for SATISFIED LEVEL WITH THE EXISTING GRIEVANCE HANDLING SYSTEM
- 38% of the respondents are Satisfied for DECISION TAKEN BY THE TOP MANAGEMENT GRIEVANCE IS SATISFACTORY LEVEL
- 46% of the respondents are for Effective for LEVEL THE MANAGEMENT IS EFFECTIVE IN GRIEVANCE SETTLEMENT
- Supervisors has a good relationship with the employees
- Most of the employees are not involved in organization goals
- And also I find that most of the employees are under employees

SUGGESTIONS

- According to my study existing grievance handling method are satisfied so continue the same environment in work place
- According to my study decision taken by management are satisfied so continue the same environment
- According to my study settlement of grievance handling is effective so I suggest that improve the settlement level
- According to my study most of the employees suggested to have a suggestion box
- According to my student supervisor has to spend time with employees

CONCLUSION

The study was about employee grievance handling mechanism which has been conducted in manufacturing industry. Then I which helps to understand that employees are aware about the grievance handling mechanism done in the organisation. The study reveals that the grievance handling mechanism is satisfactory. The organisation is recognizing the importance of satisfying the employees and retaining them. Further improvement can be made so that all members are highly satisfied with the procedure. The suggestion and recommendations when implemented will still more benefit the organisation.

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