



A STUDY ON THE EFFECTIVENESS OF GRIEVANCE REDRESSAL MECHANISM AT MANUFACTURING INDUSTRY

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Abstract: This study focus on the effectiveness of grievance redressal mechanism at the workplace. In this project broad research has been provided on how well the organization is handling the grievances. The effectiveness of employee 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. The primary objective is to examine the effectiveness of grievance redressal mechanism in the organization. The secondary objective is to understand the general factors influencing the employee's grievances and know the satisfaction level of employees towards their grievance handling system. The study used simple random sampling technique. Primary data collection method were used. By using SPSS Non parametric tools such as (U TEST, H TEST, CORRELATION, CHI SQUARE TEST AND WEIGHTED AVERAGE) were used for analysis of the data. The results on the analysis is the grievance redressal mechanism helps employees in providing a positive work environment.

Key words- Grievances, effectiveness, Employees.

I. INTRODUCTION

The implementation and productive administration of a powerful grievance redressal mechanism (GRM) are no more merely administrative formalities in today's dynamic and complex organisational landscape; rather, they are essential to creating a safe, effective, and just workplace. The ability to promptly and fairly address and resolve concerns has a substantial impact on stakeholders' trust, morale, and overall satisfaction, regardless of whether the organisation is a community-based organisation, public institution or business entity. In its broadest sense, a grievance is a complaint, perceived injustice, or discontent that results from a person or group relationship in an organisation. These complaints may originate from a number of things, such as disagreements at work, problems with service provision, or issues with policies. Organisations' long-term viability, operational effectiveness, and reputation are all impacted by how they respond to these complaints. A successful GRM matters for reasons more than only settling conflicts right away. It acts as an essential feedback loop, giving businesses crucial information about procedural imperfections systemic issues, and areas in need of development. Organizations can reduce potential disputes, improve transparency, and foster an accountable culture by handling grievances properly. The intention of this study is to investigate the value of grievance redressal applications and the elements that influence their success or failure. It aims to comprehend how businesses might maximize their GRMs in order to guarantee efficiency, equity, and stakeholder pleasure. This study will advance knowledge of the procedures and tactics required to create an organizational environment that is both responsive and just by examining the elements of successful GRMs.

II. OBJECTIVES

- To examine the role of grievance redressal mechanisms in maintaining workplace harmony
- To assess the impact of grievance redressal systems on employee productivity and morale
- To explore the challenges faced by organizations in implementing grievance redressal mechanisms
- To understand employee perceptions of grievance redressal mechanisms
- To provide recommendations for implementing and improving grievance redressal mechanisms.

III. REVIEW OF LITERATURE

(M. S. Mujumdar & Prabhu, 2023) This study aims to explore the telecom regulations and telecom reforms of different countries in the context of consumer complaints and grievance handling. The telecom dispute resolution mechanisms of countries such as Australia, the USA, the UK and India are studied.

(Narwat & Mohsin, 2022) The study revealed that the teachers working as employees in the education sector has a moderate level of awareness about the grievance mechanisms established for the redressal of grievances. The paper also concludes that the teachers/employees are well aware as to whom they have to present and report to file their complaint/redressal.

(Singh & Singh, 2021) The Indian banking sector is trying to match its technical and manpower capabilities to meet new challenges, complaints from customers are bound to increase. This has made customer happiness a major concern in the banking sector. Thus, the grievance redressal mechanism has become an important component of banking operations.

(Rai & Chacharkar, 2019) This has incredibly expanded its customer base. Thus, there is an addition to the grievances also. After the liberalization banking sector has seen enormous growth. This has resulted in the entry of various players in the market. Banks are trying very hard to make their customers happy and satisfied.

(Prajapat et al., 2018) This paper puts deep insight into incorporating all those problem areas which were found on the basis of the analysis phase plus some additional necessary areas. A grievance is a discontent or dispute which could arise at any level in any organization. (Dhanushya et al., 2018) This study is to identify the level of awareness among the employees about the grievance redressal mechanism of the company and to know the level of satisfaction towards the grievance redressal procedure of the company.

IV. RESEARCH METHODOLOGY

The research implements DESCRIPTIVE STUDY while employing Simple random sampling as a type of non-probability sampling where researchers select participants from easily accessible population parts. Questionnaire were used to collect the data.

ANALYSIS:**KRUSKAL WALLIS H TEST:**

Null Hypothesis (H0): There is no significant relationship between the gender and the satisfaction of the way that grievances are handled.

Alternative Hypothesis (H1): There is a significant relationship between gender and the satisfaction of the way that grievances are handled.

Ranks

	Gender	N	Mean Rank
Satisfaction of the way that grievances are handled	Male	145	135.73
	Female	65	38.06
	Total	210	

Test Statistics^{a,b}

	Satisfaction of the way that grievances are handled
Chi-Square	131.444
df	1
Asymp. Sig.	.000

FINDINGS:

The table is compared with the significance value $P=0.05$ level. From the above table it is found that the calculated value is lesser than the significance level $P<0.05$, we reject null hypothesis H_0 . We accept the alternative hypothesis.

CONCLUSION:

We accept Alternative hypothesis, we conclude that there is significant relationship between the gender and the satisfaction of the way that grievances are handled.

CHI SQUARE TEST

NULL HYPOTHESIS (H0): There is no significant relationship between age and the transparency of the grievance redressal process

ALTERNATIVE HYPOTHESIS(H1): There is a significant relationship between the age and transparency of the grievance redressal process.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Transparency in the grievance redressal process * Age	210	99.1%	2	.9%	212	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.329E2 ^a	12	.000
Likelihood Ratio	359.336	12	.000
Linear-by-Linear Association	170.965	1	.000
N of Valid Cases	210		

FINDINGS:

The table is compared with the significance value $P=0.05$ level. From the above table it is found that the calculated value is lesser than the significance level $P<0.05$, we reject null hypothesis H_0 . We accept the alternative hypothesis.

CONCLUSION:

We accept Alternative hypothesis, we conclude that there is significant relationship between the age and transparency of the grievance redressal process.

V. SUMMARY OF FINDINGS

Most of the respondents are employees between the age of 25-34. Most of the employees are male. The majority of the employees are at the experience level between 1-3 years. Most of the employees are at the experience level between 6 months to 1 year. The majority of the employees are at the middle level position in the organization. It is inferred that most of the employees strongly agree that the grievance redressal mechanism helps to resolve the workplace issues effectively. Most of employees are neutral that managers and hr respond quickly to grievances in the organization. Majority of the employees say that they are neutral about addressing grievances properly leads to better employee morale. 47% says that the overall harmony in the organization is excellent. The majority of the employees are very satisfied with the way that the

grievances have been handled Most of the employees are very satisfied in the overall job satisfaction in relation to the effectiveness of the grievance redressal system. 37% of the employees agree the timeliness of the grievance redressal process in the organization. The majority of the employees agree that the written complaints type of grievance redressal mechanism is often used in the organization. The majority say they agree that there is a lack of employee trust in the grievance redressal system. Most of the employees disagree that there is an ease of accessing the grievance redressal mechanism in the workplace. The majority of the employees strongly agree that there is transparency in the grievance redressal process in the organization. It is inferred that 43% of the employees are satisfied.

VI. CONCLUSION

In conclusion, maintaining an optimistic cultural atmosphere depends greatly on the way a grievance redressal system operates at work. It guarantees that workers are supported, heard, and valued, which promotes a feeling of trust and community within the business. A well-designed grievance procedure can increase employee retention, boost job satisfaction, and stop disputes from getting worse. Additionally, it gives management essential details about possible difficulties that need prompt action. However, the grievance redressal system's effectiveness is primarily dependent on its openness, use, and prompt problem-solving. Workers need to have faith that their problems will be solved fairly and without fear of reprisal. As a result, companies must constantly assess and enhance their grievance procedures to make sure they comply with legislative requirements and industry best practices. In summary, an effective grievance redressal mechanism decreases operational and legal risks, promotes a positive work culture, and benefits employees along with the business as a whole

VII. RECOMMENDATIONS FOR FUTURE RESEARCH

For the purpose to identify industry-specific challenges and best practices, further research could compare the efficiency of grievance redressal applications across various industries (such as business, healthcare, manufacturing, and education). It would be simpler to modify grievance procedures to the particular requirements of each sector if those differences became understood.

A more thorough comprehension of the larger organisational benefits provided by such systems would be possible by investigating the direct effects that an operational grievance mechanism. Employee satisfaction with the grievance remedies process and their level of awareness of it could be the topic of future studies. Companies can be able to pinpoint opportunities for improvement by researching how staff members see the system's efficacy. The next study could examine how technology, like powered by AI systems or automated complaint management systems, can enhance the success rate and accessibility of grievance redressal methods in light of the growing use of digital technologies.

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