



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

A Study On Grievance Handling Procedure In “AUROBINDO PHARMA” Company

N.Anusha MBA II Year SRIDEVI WOMEN' s ENGINEERING COLLEGE

ABSTRACT:

Aurobindo Company prioritizes an efficient grievance handling system to ensure a harmonious work environment. The company recognizes the significance of addressing employee concerns promptly and impartially. A structured approach is employed, encompassing clear channels of communication and designated grievance resolution mechanisms. Emphasis is placed on confidentiality and fairness throughout the process, fostering trust and transparency. Researcher was supported by stratified random sampling of 100 employees .Structured questionnaire method is used to collect the data. The data was analysed through the percentage analysis and cross tabulation method. Control in their effort to understand the issues of employees and remedy the issues amicably have a higher chance of maintain a lifestyle of high overall performance.

INTRODUCTION:

This project was done in span of 6 weeks in AUROBINDO PHARMA .This project tells us about importance of “GRIEVANCE HANDLING PROCEDURE”. Effective grievance handling plays a pivotal role in establishing good employee’s relationship and productive work place. A grievance procedure is necessary in large organization which has numerous personnel and many levels with the result that the manager is unable to keep a check on each individual or be involved in every aspects of working of the small organization. Grievance can cover a wide range of aspects ,typically related to dissatisfaction or complaints within an organization includes working conditions ,interpersonal conflicts ,unfair treatments ,policy violations and more. It’s essentially a formal way for individuals to address and resolve issues they may have in the workplace.

Aurobindo Pharma is an Indian pharmaceutical company known for manufacturing generic pharmaceuticals and active pharmaceutical ingredients. It was founded in 1986 by P.V. Ramprasad Reddy, a pharmacist, and K. Nityananda Reddy, a chemical engineer.1988-1989 with a single unit manufacturing semi synthetic penicillins(SSPs) at Pondicherry .Another unit was established for the manufacturing of CMIC Chloride near Hyderabad. It became public company in 1995. By the early 2000s, Aurobindo had established itself as a

major player in the generic pharmaceutical industry. The company continued to expand its manufacturing facilities and research capabilities.

LITERATURE REVIEW:

Aurobindo Pharma's commitment to quality and innovation is evident in its extensive product range, encompassing active pharmaceutical ingredients (APIs), formulations, and specialized therapies. The company's emphasis on research and development has led to a stream of novel formulations, reinforcing its position as a key player in the competitive pharmaceutical landscape.

One notable aspect of Aurobindo Pharma's success is its strategic focus on global markets. The company has established a robust presence in various regions, including the United States, Europe, and emerging markets. This global outreach has not only enhanced its market share but also diversified its revenue streams, contributing to sustained growth over the years.

In terms of compliance and regulatory standards, Aurobindo Pharma has consistently adhered to stringent guidelines, earning approvals from major regulatory bodies. This commitment to quality has bolstered the company's reputation and instilled confidence in both healthcare professionals and end-users.

Aurobindo Pharma's financial performance underscores its resilience and strategic management. With a strong balance sheet and consistent revenue growth, the company has weathered industry challenges and economic fluctuations, further solidifying its standing as a reliable and stable pharmaceutical player.

Beyond business success, Aurobindo Pharma has demonstrated a strong commitment to corporate social responsibility (CSR). Through various initiatives, the company actively contributes to community development, healthcare accessibility, and environmental sustainability.

OBJECTIVES:

- To identify whether the employees are aware of the grievance handling mechanism.
- To know the level of satisfaction towards employees by grievance handling
- To investigate the reason of dissatisfaction
- To take appropriate action and ensure the promises are kept

PROCEDURE:

Grievance handling procedure, clear and consistent communication is maintained with the individuals involved. Regular updates on the progress of investigations demonstrate transparency and commitment, reinforcing trust in the resolution process. Aurobindo Pharma views effective communication as a key element in managing expectations. There are some steps involved in grievance handling procedure

1. Reporting Mechanism:

Aurobindo Pharma emphasizes an open-door policy encouraging employees to express their concerns freely. Grievances can be reported through various channels, including HR representatives, a dedicated grievance

portal, or a formalized complaint form. The company prioritizes accessibility to ensure all employees, regardless of their position, can easily communicate their concerns.

2. Receipt and Acknowledgment:

Upon receiving a grievance, the HR department acknowledges the complaint promptly, assuring the employee that their concern is being taken seriously. This initial acknowledgment is crucial to instill confidence in the grievance handling process and reassure the employee that their voice is heard.

3. Confidentiality and Impartiality:

Aurobindo Pharma places a high value on confidentiality and impartiality throughout the grievance handling process. The identity of the complainant and any involved parties is kept confidential to the extent possible, and only individuals directly involved in the resolution process have access to the information. Impartiality is maintained to ensure a fair and unbiased investigation.

4. Preliminary Assessment:

The HR department conducts a preliminary assessment to understand the nature and severity of the grievance. This may involve gathering initial information from the complainant, identifying key individuals involved, and determining the appropriate course of action. The goal is to categorize grievances based on their complexity and urgency.

5. Investigation:

For grievances requiring further investigation, Aurobindo Pharma initiates a thorough and unbiased inquiry. This may involve interviews with relevant parties, collection of evidence, and a detailed review of applicable policies and procedures. The investigation aims to determine the validity of the complaint and identify any underlying issues contributing to the grievance.

6. Resolution Options:

Once the investigation is complete, Aurobindo Pharma offers a range of resolution options. This could include mediation, counseling, disciplinary actions (if warranted), policy adjustments, or a combination of these measures. The choice of resolution depends on the specific circumstances of each grievance and aligns with the company's commitment to fair and just outcomes.

7. Communication:

Throughout the grievance handling process, effective communication is maintained with the complainant. Regular updates are provided on the progress of the investigation, ensuring transparency and demonstrating the company's dedication to resolving concerns. Clear and concise communication helps manage expectations and fosters trust in the resolution process.

8. Feedback and Continuous Improvement:

Aurobindo Pharma values feedback as an essential component of its grievance handling procedure. After the resolution, the company seeks input from all parties involved to understand their satisfaction with the process and outcome. This feedback loop informs continuous improvements to the grievance handling system, ensuring it remains responsive to the evolving needs of the organization and its employees.

9. Training and Awareness:

To proactively address grievances, Aurobindo Pharma invests in regular training programs for employees and management. These programs cover awareness of grievance handling procedures, conflict resolution skills, and creating a positive work culture. By fostering a culture of open communication and respect, the company aims to prevent grievances and promote a collaborative workplace.

RESEARCH METHODOLOGY:

Research methodology refers to the systematic approach and procedures employed to conduct research and gather relevant information. It serves as a blueprint for researchers, outlining the steps they will take to answer specific research questions or achieve research objectives.

RESEARCH TOOLS

Data sources – primary & secondary data

Research scheme – questionnaires

Sampling scheme – simple random sampling

Contract method – personal / direct

Sample size – 100

METHODS OF DATA COLLECTION

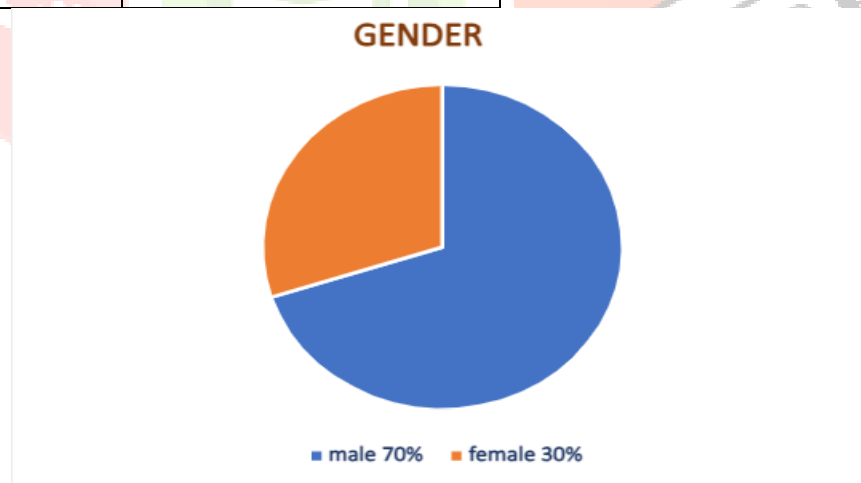
Primary research involves the collection of original data directly from individuals, entities, or sources. This type of research is conducted to address specific research questions or objectives and is tailored to the unique needs of the study.

DATA ANALYSIS:

My study was strictly based on the primary data collection method by means of questionnaire dealing and involving the overall sample of 100 people working at “AUROBINDO PHARMA “

Q1.Gender

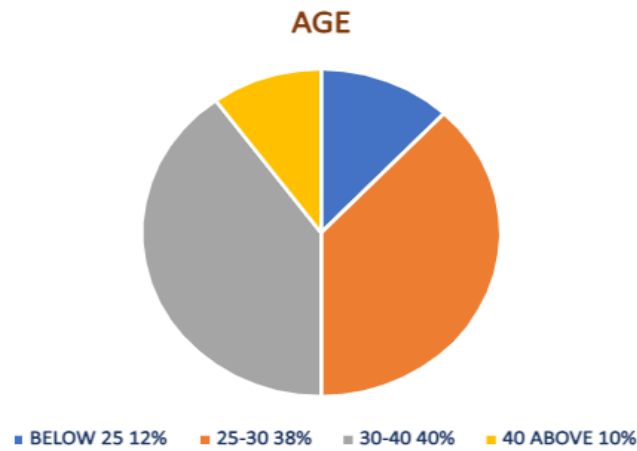
GENDER	PERCENTAGE
MALE	70%
FEMALE	30%



Interpretation: It is observed from the above graphs that 70% of male employees and 30% of female employees are responded to the questionnaire.

Q2. Age?

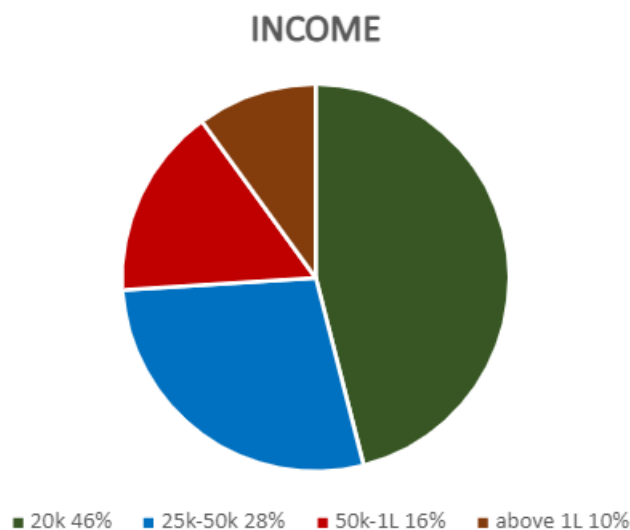
Age	Percentage
Below 25	12%
25-30	38%
30-40	40%
40 Above	10%



Interpretation: From above graph age below 25 were responded 12%, age from 25-30 as 38%, 40% from age 30-40, 10% age from above 40

Q3. Income

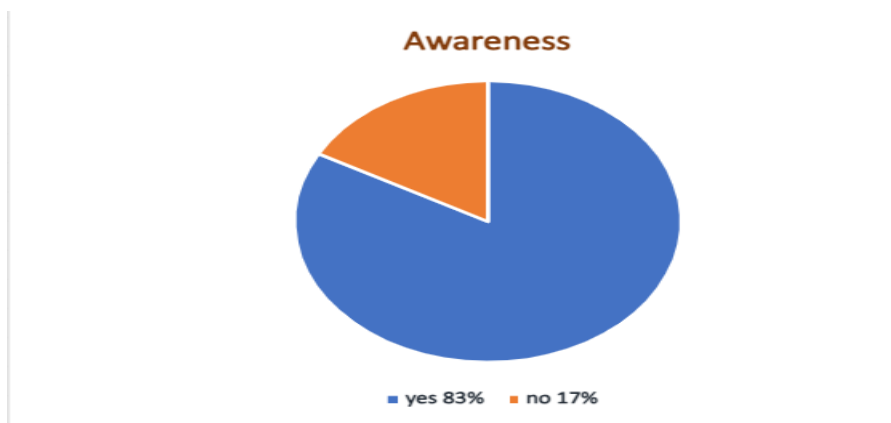
Income	Percentage
Below 20K	46%
25K-50K	28%
50K-1lakhs	16%
Above 1lakhs	10%



Interpretation: From above graph 46% people are earning 20K per month, 28% are earning between 25K-50K, 16% are between 50k-1lakh, 10% are above 1lakh are responded my questionnaire

Q4. Are you aware of grievance?

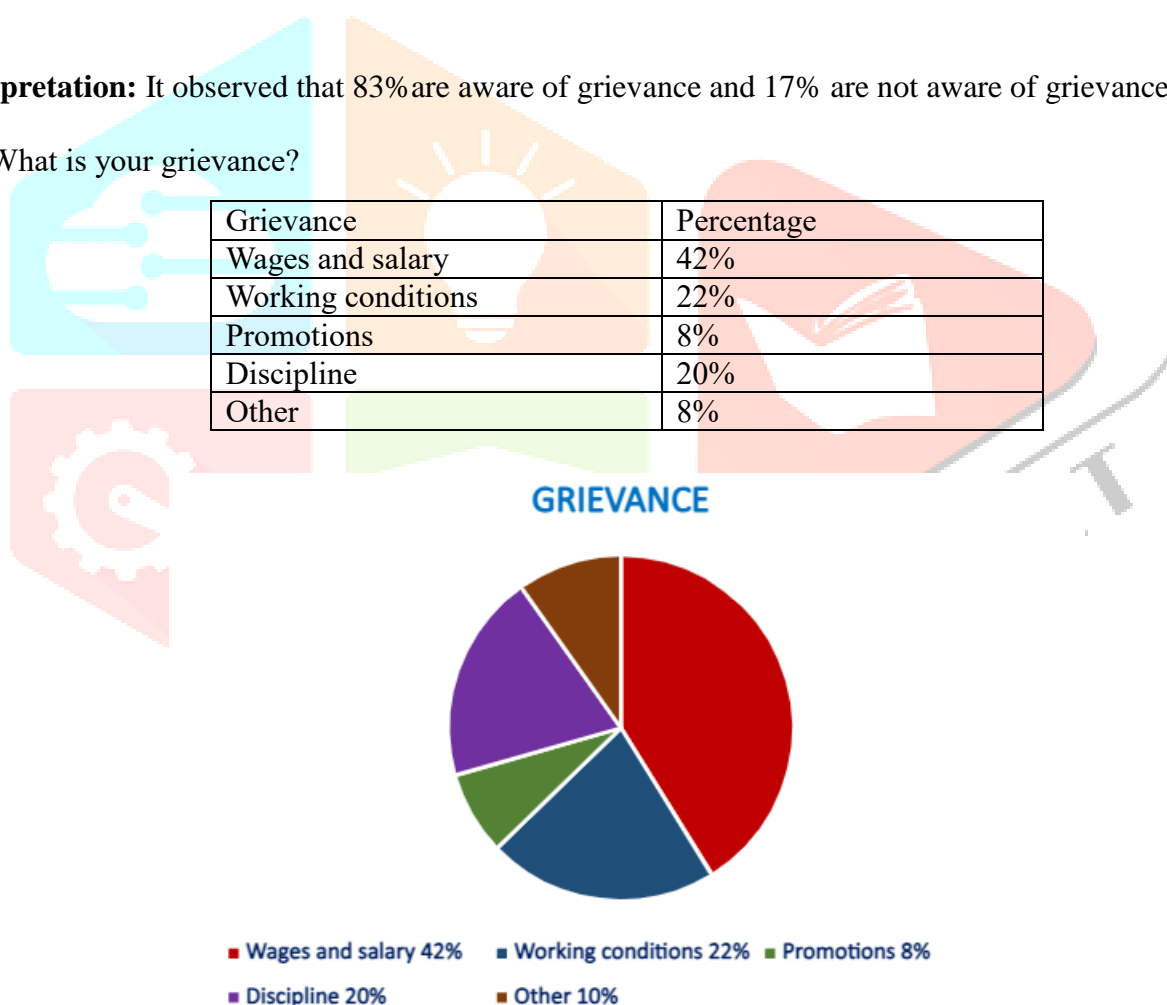
Awareness	Percentage
Yes	83%
no	17%



Interpretation: It observed that 83% are aware of grievance and 17% are not aware of grievance

Q5. What is your grievance?

Grievance	Percentage
Wages and salary	42%
Working conditions	22%
Promotions	8%
Discipline	20%
Other	8%

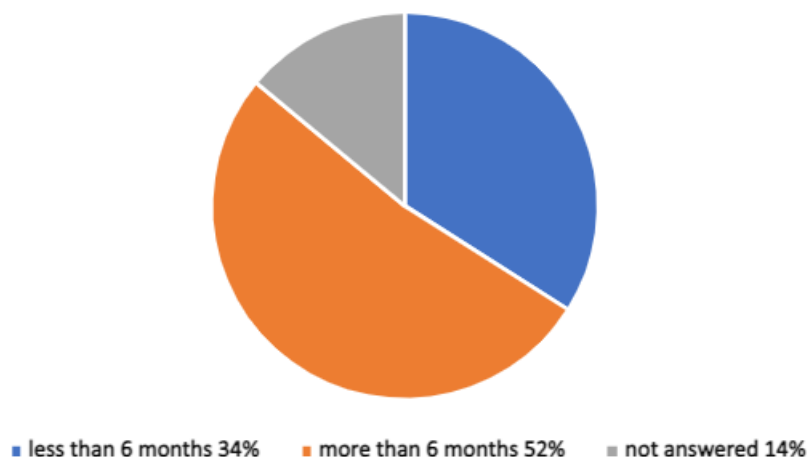


Interpretation: it is observed from to the wages and salary , 42% of employees have grievances concerned to wages and salary 22% of employee have regarding working condition , while promotion contributes 8 % , discipline 20% ,21% of employee have other grievances (such as rest room available at raw ill . sites , quarters for families accommodations etc)

Q6. From how long are you facing the grievance?

How long are you facing	Percentage
Less than 6 months	34%
More than 6 months	52%
Not answered	14%

how long your facing

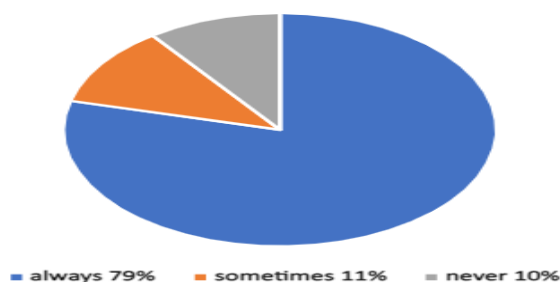


Interpretation: it is observed from the above that 34% of employees are facing grievances from a period less than six month while 52% of employees are facing grievances for a period that extend, beyond six month and 14% of employees have not answered

Q7. Did you share grievance with your colleague?

Sharing with colleague	Percentage
Always	79%
Sometimes	11%
Never	10%

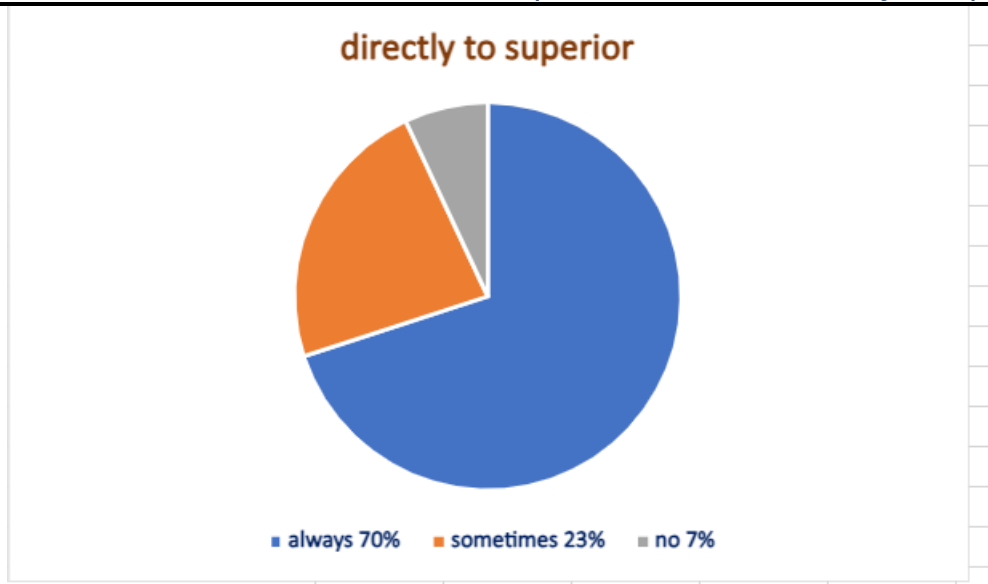
sharing with colleague



Interpretation: It is observed that 79% of employees always prefer to share grievances with their colleagues while 11% of employees share grievances sometime and only 10% of employees never like to share grievance with colleagues

Q8. Do you directly go and discuss your grievance with superior immediately?

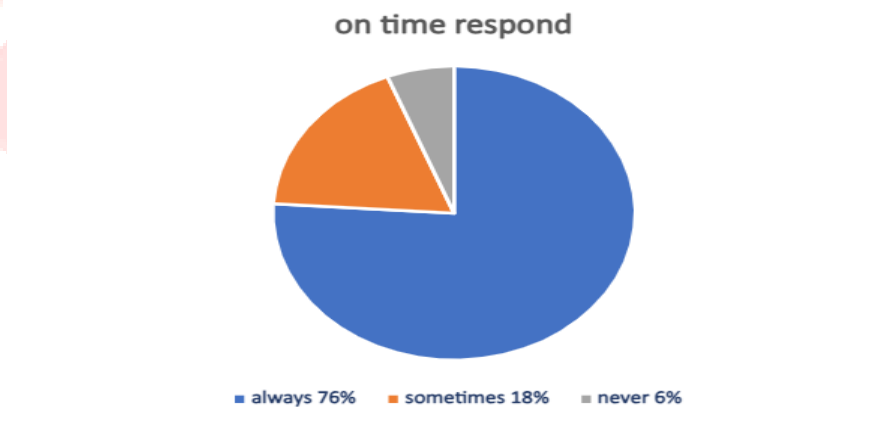
Directly to superior	Percentage
Always	70%
Sometimes	23%
Never	7%



Interpretation: The above state that 70% of employees always go and discuss grievance with immediate supervisor when a grievance arises while 23% of employees sometimes discuss directly with supervisor and 7% employees never go and discuss about grievances with immediate supervisor.

Q9. Does your superior respond to your grievance on time?

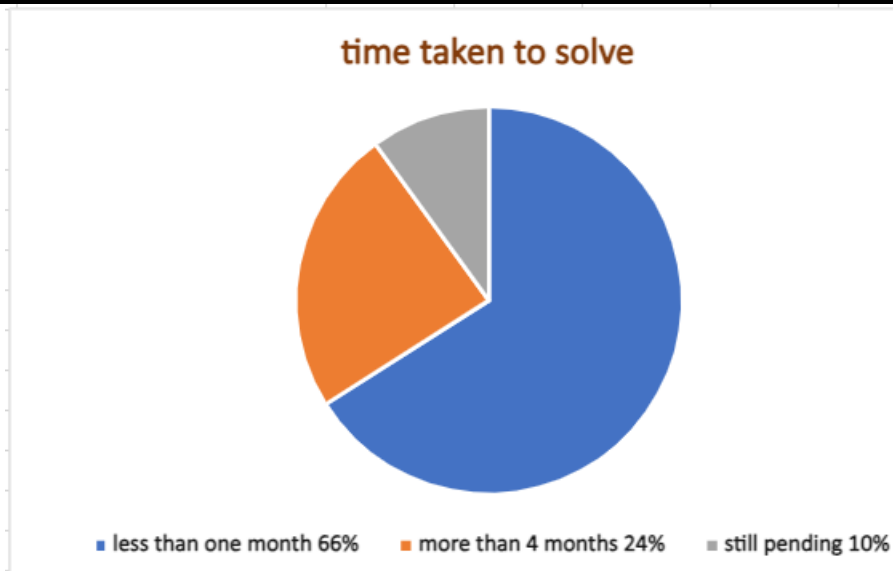
On time respond	Percentage
Always	76%
sometimes	18%
never	6%



Interpretation: Grievances of & 76% of employees are responded on time by supervisor, 18% employees are responded on time by supervisor, 6% of employees are never responded within time limit.

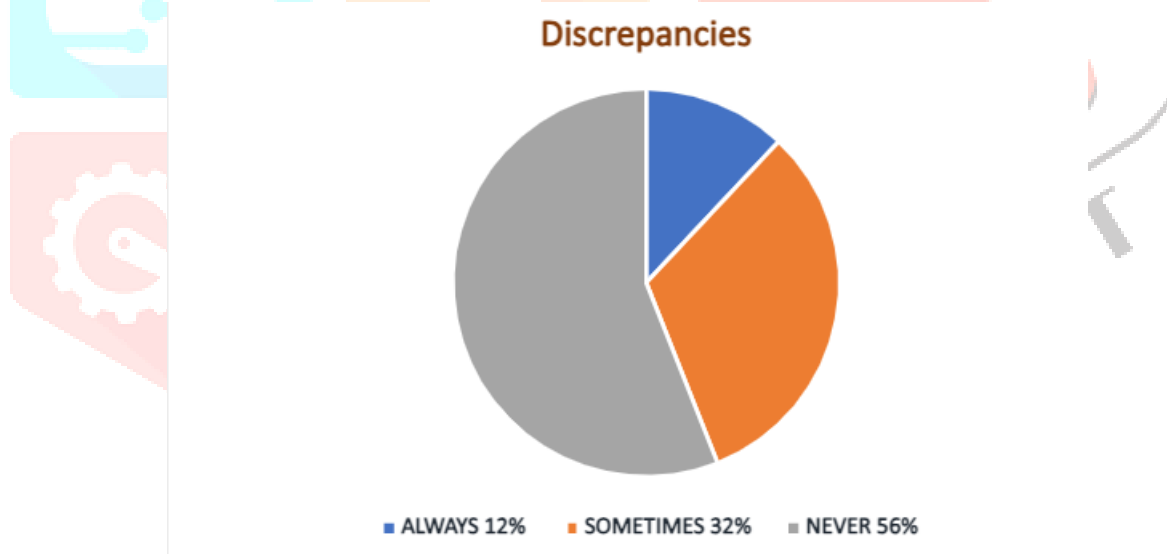
Q10. How much time management has taken to solve your grievance?

Time taken to solve	Percentage
Less than one month	66%
More than 4 months	24%
Still pending	10%



Interpretation: The above state that grievance of 66% of employees grievance are resolved by less than one month, 24% are resolved by more than 4 months, 10% of employees grievance are still pending
 Q11. Are there any discrepancies in handling the grievances in the organization?

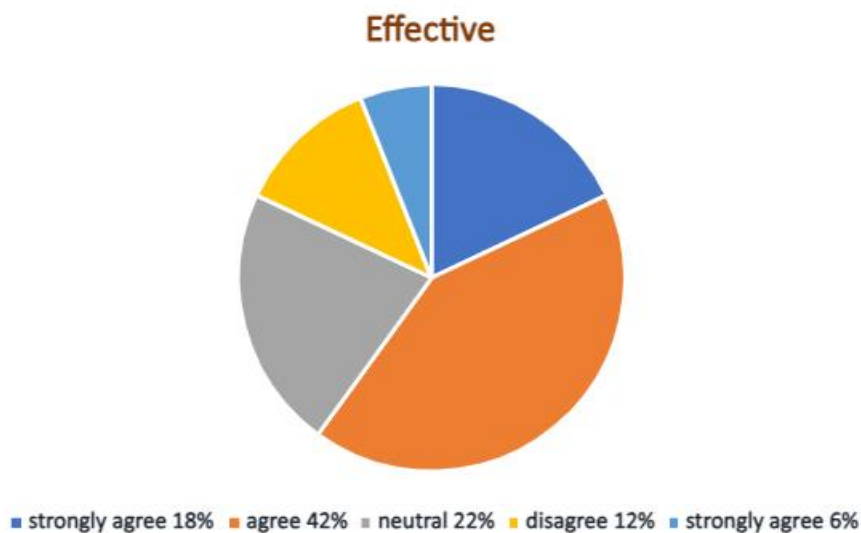
Discrepancies	Percentage
Always	12%
Sometimes	32%
never	56%



Interpretation: it is observed that 56% of employees say there are never any discrepancies in handling the grievances in the organization, 32% of employee say that sometimes it is possible and only 12% of employees say that there are always discrepancies in handling grievances.

Q12. Do you feel that present grievances handling policy of your organization is effective?

Effective	Percentage
Strongly agree	18%
Agree	42%
Neutral	22%
Disagree	12%
Strongly disagree	6%



Interpretation: It is observed that 18% of employees strongly agree that the grievance handling policy of the organization is effective, 42% of employees only agree, 22% remain neutral to this statement, 12% disagree, and 6% of employees strongly disagree with this statement.

Q13. Are you satisfied with your grievance decision taken by management?

Satisfied	Percentage
Yes	86%
No	14%



Interpretation: It is observed that 86% of employees are satisfied by management's grievance decision, and 14% are not satisfied.

FINDINGS:

The most prevalent grievances centered around workload, communication gaps, and interpersonal conflicts, reflecting the diverse challenges faced by employees. While Aurobindo Pharma demonstrated commendable response times, occasional delays were noted, impacting employee morale.

Effective communication emerged as a critical factor, with employees expressing a desire for clearer communication on grievance status. The resolution mechanisms proved generally effective, yielding positive outcomes. However, there were instances where improvements could enhance overall effectiveness.

The need for proactive conflict resolution strategies, transparent communication channels, and timely updates became evident. Employees also called for a more structured feedback mechanism to provide insights into the ongoing effectiveness of grievance resolution processes. These findings underscore the importance of refining existing processes to create a workplace environment where concerns are promptly addressed, communication is transparent, and conflicts are resolved efficiently, ultimately contributing to a more satisfied and engaged workforce at Aurobindo Pharma.

SUGGESTIONS:

To enhance grievance handling at Aurobindo Pharma, prioritize proactive communication by implementing regular updates on grievance status. Conduct comprehensive conflict resolution training for managers to address issues early, fostering a healthier workplace. Introduce professional mediation services for interpersonal conflicts, providing neutral guidance. Create an anonymous feedback channel to encourage open communication and address concerns more comprehensively. Implement continuous improvement strategies by regularly reviewing and adapting grievance processes based on employee feedback. Consider establishing Employee Assistance Programs for additional support and formalize grievance committees to ensure diverse perspectives in resolution. These initiatives will contribute to a more transparent, empathetic, and efficient grievance handling system, aligning with Aurobindo Pharma's commitment to employee well-being.

CONCLUSION:

In conclusion, refining grievance handling at Aurobindo Pharma is crucial for fostering a positive work culture. By prioritizing transparent communication, conflict resolution training, and introducing mediation services, the company can proactively address employee concerns. The implementation of anonymous feedback channels, continuous improvement measures, and support programs further underscores a commitment to employee well-being. Formalizing grievance committees ensures diverse perspectives, contributing to fair and effective resolutions. These collective efforts not only enhance the grievance resolution process but also strengthen the overall employee experience at Aurobindo Pharma, reinforcing the organization's dedication to creating a supportive and harmonious workplace.

REFERENCE:

Ritambhara Sharma (2018) " A Study of Corporate Governance and Grievance Handling Procedure at Workplace." www.ascgujarat.org

Adithi Pradeep, Alfiya Niha, Gopika Gopan and Vinod Kumar K (2018) " Best practices in grievance handling mechanism: a study in Kerala."

www.sciencepubco.com/index.php/IJET

Peter Cappelli and Keith Chauvin (2015) the research on topic "A Test of an

Efficiency Model of Grievance Activity." www.jstor.org

Lydia Sylvia Danku, Adokou Faustin Apeletey (2015) the researcher conduct on topic

"Assessing Discipline Handling and Grievance Management Procedure in

Educational Service in Ghana." www.hrmars.com/journals

