



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

A Study On Effectiveness Of Grievance Redressal Machinery With Special Reference

MR.VENKATRAMAN I.S.B.Com., MBA,

School of management, Sathyabama Institute of Science of Technology

Chennai, Tamilnadu, South India

Dr. A. Palani M.B.A, M.Phil., Ph.D,

Head, Department of Commerce,

Sathyabama Institute Of Science And Technology

Chennai, Tamilnadu, South India

Abstract

- The project entitle as “A STUDY on effectiveness of grievance redressal machinery with Special REFERENCE to pamani fertilizers, mannargudi”
- The study focused on how employees struggle with the job environment due to having some grievances.
- The objectives of the study are to trace out the better working of grievances handling procedure with respect to temperament of employees.
- Moreover, the researcher found various sensitive factors that severely affect the employees’ morale that absolutely pull down their effective performance.
- The researcher found some areas which are still having any amendment from grievances redressal machinery against which some suggestions were given for better working in all respects.
- Finally the researcher suggested the ways to improve the performance in terms of downing the grievances and raising the morale through some rectification done over the default areas.

Introduction

- ✓ Whom does this impact of covid 19 on industry?
- ✓ What does the impact of employees in the industry and daily wages workers
- ✓ When did this occurred? {During the pandemic and still goes on}
- ✓ Where did this occurred? {All over the world, but study was on southern Chennai}
- ✓ Why small scale industry sector got hit? {Because the entire production was stopped, transportation stopped .}
- How shall we overcome? {That's what this study is about and the suggestions are attached}
- How much time will be required to overcome? {5 to 10 years}.

INDUSTRY PROFILE

The Tamil Nadu co-operative marketing federation limited has been serving the state of Tamil Nadu in different roles for about 32 years since 1959, Primary after the interests of the consumer in Tamil Nadu. the organization has grown up into a sound apex body employing 962 persons consisting of 67 officers and other personnel who are full time employees of its own.

TANFED is the federation of the primary co-operative marketing societies in Tamil Nadu and has the following set-up of membership and contribution as on 31.12.1999

REVIEW OF LITRATURE

- Most grievances seriously disturb the employees. This may affect their morale, productivity and their willingness to co-operate with the organization. If an explosive situation develops, this can be promptly attended to if a grievance handling procedure is already in existence.
- The management has complete authority to operate the business as it sees fit-subject, of course to its legal and moral obligations and the contracts it has entered into with its workers or their representative trade union.

OJECTIVES OF STUDY

- A grievance refers to any form of discontent or dissatisfaction with any aspect of the organization.
- The dissatisfaction must arise out of employment and not from personal or family problems.
- A grievance arises only when an employee feels that injustice has been done to him.
- Grievances if not redressed in time, tend to lower morale and productivity of employees

RESEARCH METHODOLOGY

SOURCE OF DATA COLLECTION

- Primary data and secondary sources of data were gathered for the research. primary source of data was collected through questionnaire method and survey interviews.
- The secondary sources of information were collected from past research work, books, journals, articles, etc.

METHODS FOR COLLECTING PRIMARY DATA

- In collecting data for the study, questionnaire and direct interview methods were employed. The questionnaire was used to ensure to ensure that only relevant questions were asked and also to ensure that the questions were properly structured

RESEARCH DESIGN

An examination outline is the game plan of condition for the gathering and investigation of information in way that intends to consolidate pertinence to the exploration reason.

ANALYTICAL TOOLS

PERCENTAGES:

Percentage allude to a specific kind of extent. Parts are utilized as part of drawing examination between two or more arrangement of information. Percentages are utilized to portray connections it is communicated as. $\text{Percentage} = (\text{no of employees} / \text{total no of employees}) \times 100$

Charts:

Charts are sensible presentation of data for straight forwards perception of relative positions that is not by and large possible with clear words or numbers. The forms of charts generally used as a business division data presentation are:

Bar and pie.

BAR CHARTS: The bar chart is frequently utilized for presentation of subjective information. The information can be relentless or discrete data, which are plotted against discrete data intervals. The vertical bar diagram, moreover called visual chart where the length or tallness of the troubadour address the numerical rough guess of the event or estimation. Width or fissure between the bars is of no vitality to the bar layout data, not with standing they are uniform in diagram.

Area of research.

- Area of research in sholinganallur, Chennai.
- The method used is survey methods.
- The sample size is 113.

STRUCTURE OF QUESTIONNAIRE

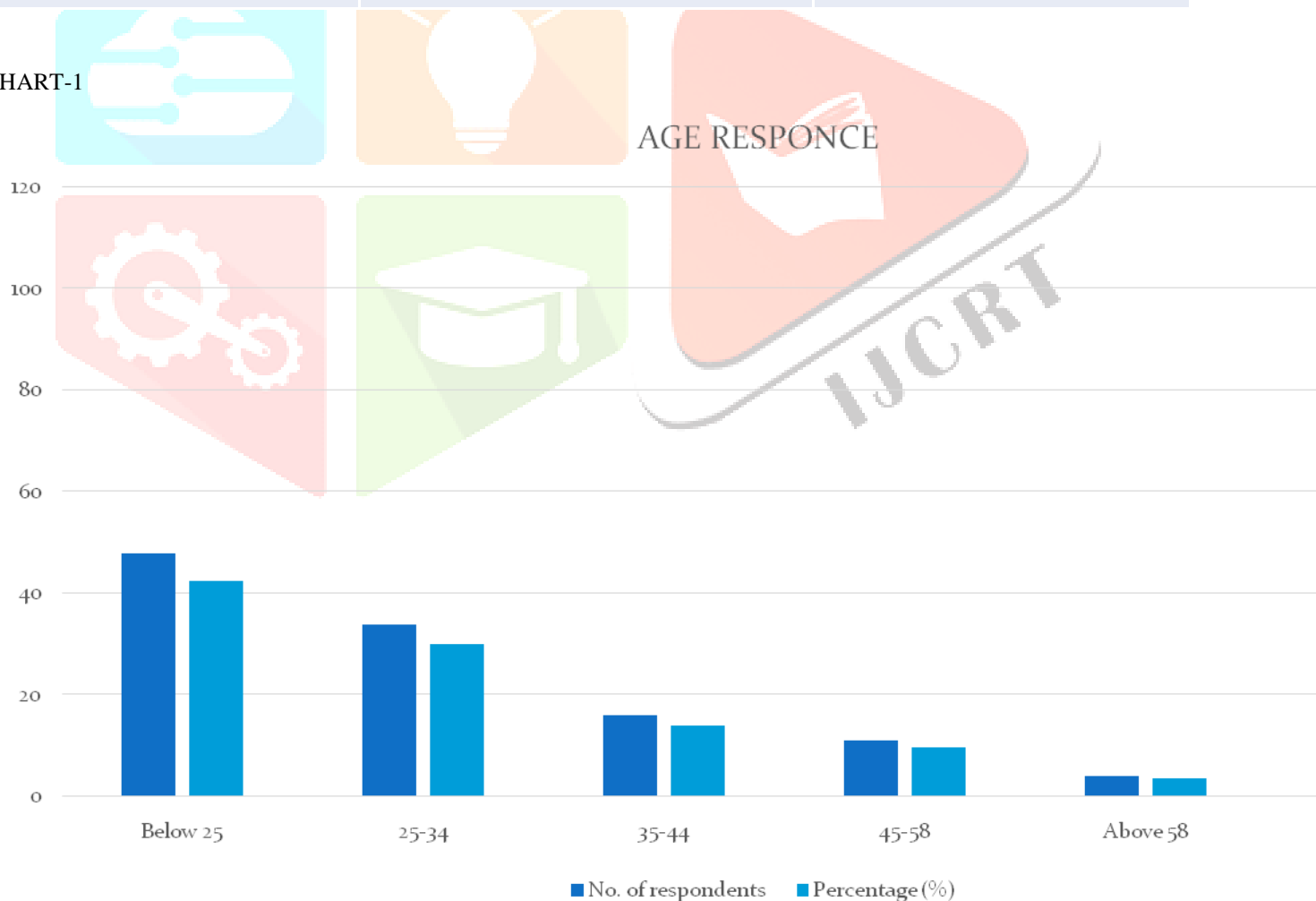
- 1.Age
- 2.Gender
- 3.Educational qualification
- 4.Marital status
- 5.Native place

PERCENTAGE OF DATA ANALYSIS

TABLE: 1 AGE OF RESPONSE

Age	No. of respondents	Percentage (%)
Below 25	48	42.47
25-34	34	30.08
35-44	16	14.05
45-58	11	9.73
Above 58	4	3.53
Total	113	100

CHART-1



Interpretation

From the above table it is interpreted that 75% of respondents are in the age category of 25-34 years, 75% respondents are in 35-44 years, 12% respondents are in the age category of 45-58 years, 8% of the respondents are above 50 years, 3% of respondents are in the age category of 60 and above.

Inference

Majority (75%) of the respondents are in the age category of below 25 years

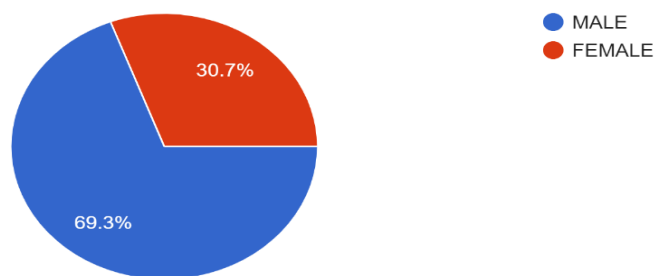
TABLE-2 Gender of response

PARTICULARS	PERCENTAGE
MALE	69.3
FEMALE	30.8
OTHERS	0.9

CHART- 2

GENDER

114 responses



Interpretation

From the above table it is interpreted that 69.3% of respondents are in the gender category of male, 30.8% respondents are in female, 7% respondents are in the others.

Inference

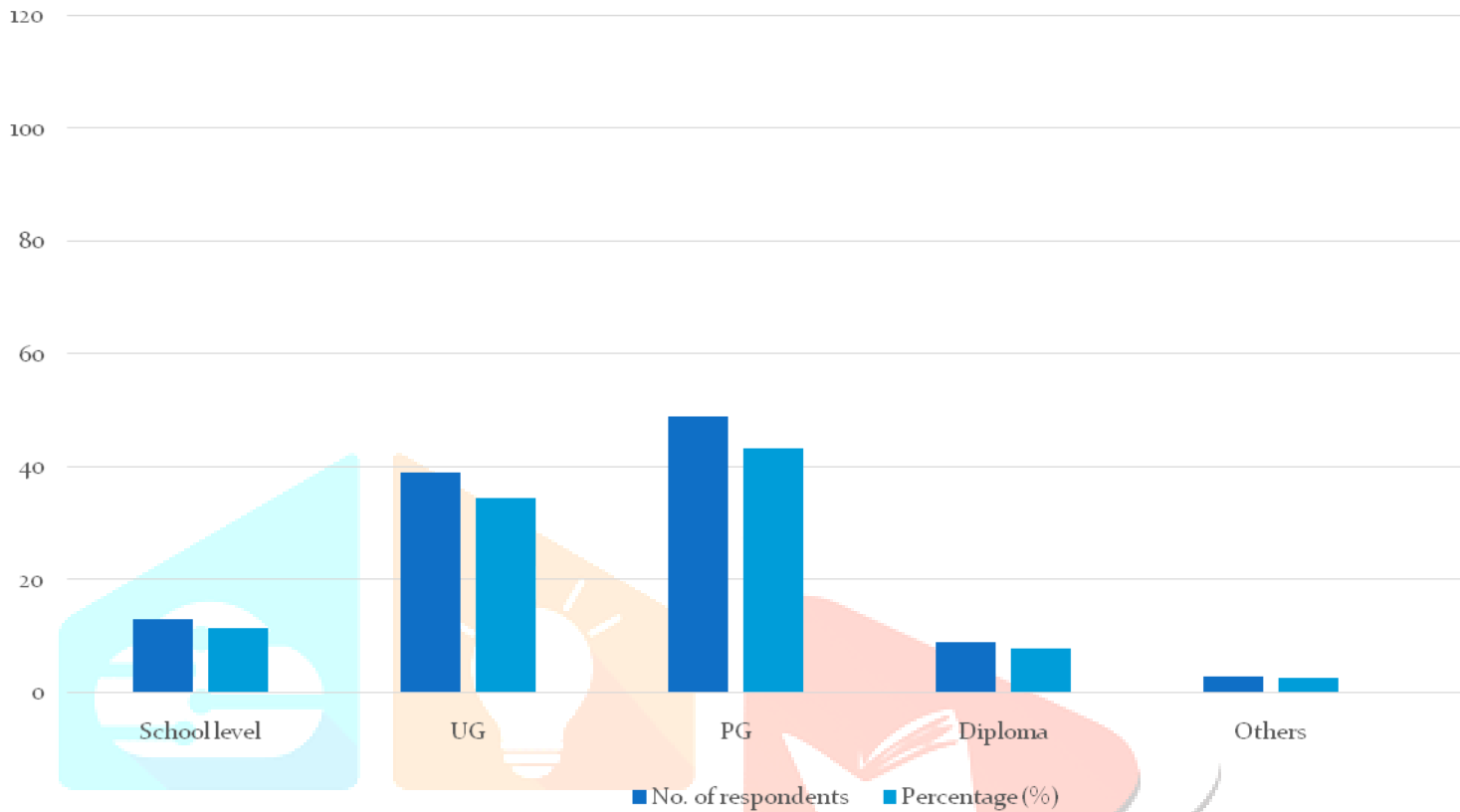
Majority (69.3%) of the respondents are in the gender category of male.

TABLE:13 Education Qualification

Educational qualification	No. of respondents	Percentage (%)
School level	13	11.50
UG	39	34.51
PG	49	43.36
Diploma	9	7.96
Others	3	2.65
Total	113	100

CHART-13

EDUCATIONAL QUALIFICATION

**Interpretation**

From the above table it is interpreted that 45% of respondents post graduate, 40% respondents are in graduate, 20% respondents are in schooled.

Inference

Majority (45%) of the respondents are in the gender category of Post graduate

TABLE:15

Native place

Native place	No. of respondents	Percentage (%)
Rural	39	34.51
Town	42	37.16
City	29	25.66
Metropolis	3	2.65
Total	113	100

Interpretation

From the above table it is interpreted that 34.5% of respondents are in Rural area, 37.16% respondents are in Town.

Inference

Majority (34.5%) of the respondents are in the gender category of Rural.

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDING OF THE STUDY

- Major size of body of respondents did school education and UG and very few did PG and diploma.
- Highest proportion of respondents is from rural and town and very countable are from city.
- Extreme number of respondents got married and very few are left out.
- Almost more than half portion of body constitutes nuclear family members, more than quarter portion constitutes joint family members and very thin portion constitutes extended nuclear members.

SUGGESTIONS AND RECOMMENDATION

- The firm should bring the employees even from city side for establishing modern culture among employees.
- The firm should retain the employee's right from youngster stage to their superannuation stage.
- The firm should concentrate more on family status of employees and their personal problem.
- The firm should design fair salary package for employees according to their qualification, experience and performance and that should be revised periodically.

CONCLUSION

Pamani Fertilizers plays a vital role in the economic development in terms of contribution to agricultural productions. It produces agricultural inputs by which fertility of land is being multiplied that enhance the magnitude of GNP.

The firm must establish a proper procedure for grievances handling machinery by which it should create awareness among employees about how to approach for resolving them. The firm should keenly monitor and regulate the proper working of machinery at all times. This will help to improve the employees' morale and retention which in turn establish a quality atmosphere.

REFERENCE

- C.R. Kothari, Research Methodology New Age international (P)Ltd., New Delhi. 2005
- Dr. Subbara, Essential of human Resource Management and Industrial relations Himalaya publishing house, New Delhi
- Mr. Triupathi, Personnel Management and Industrial Relations suitananchand & sons educational publishing New Delhi.
- C.B Mamozia, S.V. Gankar, Personnel Management, Himalaya Publishing House New Delhi, 2002.
- Richard E. Walton, Criteria for quality of working life, free presses, New York, 1975
- Gupta S.P., (2002), "Statistics for management" S.chand & company ltd, New Delhi.

