

# A STUDY ON GRIEVANCE HANDLING PROCEDURE OF BIRLA CEMENT SATNA (M.P.)

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## Abstract

*Grievances are any discontent or dissatisfaction that affects organizational performance. As such it can be stated or unvoiced, written or oral, legitimate or ridiculous. If the dissatisfaction of employee goes unattended or the conditioning causing is not corrected, the irritation is likely to increase and lead to unfavorable attitude towards the management and unhealthy relation in the organization.*

**Keywords:** - Unvoiced, Legitimate, Mechanism, Adverse, Numerous, Grievances.

## INTRODUCTION

The formal mechanism for dealing with such workers dissatisfaction we say grievances procedure. All companies whether unionized or not should have established and known grievances methods of processing grievances. Primary value of grievance procedure is that it can assist in minimizing discontent and dissatisfaction that may have adverse effects upon co-operation and productivity. 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.

- To identify whether the employees are aware of the grievance handling mechanism followed at “Birla cement”
- To identify whether the grievance handling system leads to a favorable attitude toward the management.
- To study the source of grievance at BRILA CEMENT.
- To know the level of satisfaction towards the grievances handling procedures of the organization.

## Research methodology

Research is the process in which the research wishes to find out and result for a given problem does the solution help in future course of action “ a care full investigation or inquiry specially through source for new facts in any branch of knowledge “

## Research tools

Data sources – primary & secondary data

Research scheme – questionnaires

Sampling scheme – simple random sampling

Contract method – personal / direct

Sample size – 100

Method of data collection

Primary data – primary data are those which are collected a fresh and for the first time & thus happen to be original in character. This method was adopted because it helped. In securing detail information from a sample of respondent.

Secondary data- Secondary data are those which have already collected by someone else and which have already been passed through the statistical tool process. I have also used the secondary data. Which included they written company documents. Document secondary data consist of not only published record and report but also unpublished records.

- Internet
- Paper & records
- Books

### **DATA ANALYSIS & INTERPRETATION :-**

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 “BIRLA CEMENT “

Q1. Are you aware of the CIF (Culture integration forum) that redress your grievances?

**Interpretation - :** It is observed from the above graphs that 83% of employees are aware about CIF (culture integration forum) held four times a month for each department with the sales of solving employees, grievances. On the other hand only 17% of employee is not are aware about CIF.

Q2. What are employee’s grievances at present?

**Interpretation:-** it is observed from to the wages and salary , 13% of employees have grievances concerned to wages and salary 14% of employee have regarding working condition , while promotion contributes 23 % , 21% of employee have other grievances ( such as rest room available at raw ill . sites , quarters for families accommodations etc) at raw mill, sites quarters , for families accommodations etc) and no grievances are found among 18%of employees .

Q3. From how long employees are facing grievance?

**Interpretations :-** it is observed from the above that 24% of employees are facing grievances from a period less than six month while 58% of employees are facing grievances for a period that extend, beyond six month and 18% of employees have not answered as they don’t have any grievances as mentioned in above question

Q4. Do you agree that grievances reduce employee’ productivity?

**Interpretation: -** it is observed that 73% of respondent agree with the statement that, grievances reduces employees productivity while 27% of respondent disagree with this statement.

Q5. Do you share grievances with your colleague?

**Interpretation:-**It is observed that 80% of employees always prefer to share grievances with their colleagues while 11% of employees share grievances sometime and only 9% of employees never like to share grievance with colleagues.

Q6.Do respondent directly go and discuss grievance with immediate supervisor when a grievance arise?

**Interpretation:-** The above state that 70%of employees always go and discuss grievance with immediate supervisor when a grievance arises while 24%of employees sometimes discuss directly with supervisor and 6% employees never go and discuss about grievances with immediate supervisor.

Q7.Do you directly go and discuss grievances with immediate superior when a grievance arises?

**Interpretation:**-Grievances of & 71% of employees are resolved by supervisor within specific time limit and on other hand grievance 29% of employees are not responded within time limit.

Q8.Does supervisor respond to grievance in specific time limit?

**Interpretation:**-The above state that grievance of 71% of employees are resolved by supervisor within specific time limit on the other hand grievance of 29% of employees are not responded within time limit.

Q9.Does higher authority listen when respondents grievance is presented?

**Interpretation:**- we observed that 77% of employees say that higher authority listen patiently to grievances 8% of employees say that higher authority shouts at them 14% of employees say that higher authority does not listen at all and only 1% employee are unable to answer.

Q10.Does management gather all relevant facts about the grievance?

**Interpretation:**- It is observed that 73% of employees agree with the statement that a management gathers relevant facts about the grievance while 27% of employees disagree with the statement.

Q11.How much time management has taken to redress your grievance?

**Interpretation:**-It is observed that 42%of employees say that management redress grievance in less than one month ,4% of employee can't say that about this statement and 39% of employees say that their grievances are still pending and are not resolved.

Q12.Are employees informed about the action taken in view of their grievances and 29% of employees dot accept the statement?

**Interpretation:**-It is observed that 71% of employees have accepted that they are informed about they informed about the action taken in view of their grievances and 29% of employees do not accept the statement.

Q13 .Are there any discrepancies in handling the grievances in the organization?

**Interpretation:**-It is observed that 48% of employees say there are never any discrepancies in handling the grievances in the organization ,42% of employee say that sometimes it is possible and only 10% of employees say that there are always discrepancies in handling grievances.

Q14.Do you feel that present grievances handling policy of your organization is effective?

**Interpretation:**-It is observed that 19%of employees strongly agree that the grievances handling policy of organization is effective , 50% of employee only agree ,8%remains neutral to this statement 14% disagree and 9% of employees strongly disagree with this statement.

Q15.How do you feel about the decision given corresponding to your grievances?

**Interpretation:**-It is observed that 25%of employees are highly satisfied with decision given corresponding to their grievances, 5%of employees are not satisfied with the decision given analogous to the grievances.

Q16.Is there any temporary relief provided until proper decision is made so that it does not raise any adverse effects within the organization?

**Interpretation:**- 75% of employees have accepted that temporary relief is provided until proper decision is made so that it does not raise any unelenerable effects within the organization 23%of employees have not accepted the statement and 2%of employees are unable to answer it .

Q17.If the decision is not satisfactory are you given opportunity to take it to higher officials?

**Interpretation:-** It is observed that 80% of employees have agree to the statement that they are given opportunity to speak to higher officials if not satisfied with supervisor's decision and 20% of employees are against this statement.

#### **FINDINGS AND SUGGESTIONS:-**

- It is observed from the above graphs that 83% of employees are aware about CIF (culture integration forum) held four times a month for each department with the sales of solving employees, grievances. On the other hand only 17% of employee is not are aware about CIF.
- it is observed from to the wages and salary , 13% of employees have grievances concerned to wages and salary 14% of employee have regarding working condition , while promotion contributes 23 % , 21% of employee have other grievances ( such as rest room available at raw mill . sites , quarters for families accommodations etc) at raw mill, sites quarters , for families accommodations etc) and no grievances are found among 18%of employees .
- it is observed from the above that 24% of employees are facing grievances from a period less than six month while 58% of employees are facing grievances for a period that extend, beyond six month and 18% of employees have not answered as they don't have any grievances as mentioned in above question.
- it is observed that 73% of respondent agree with the statement that, grievances reduces employees productivity while 27% of respondent disagree with this statement.
- It is observed that 80% of employees always prefer to share grievances with their colleagues while 11% of employees share grievances sometime and only 9% of employees never like to share grievance with colleagues.
- The above state that 70%of employees always go and discuss grievance with immediate supervisor when a grievance arises while 24%of employees sometimes discuss directly with supervisor and 6% employees never go and discuss about grievances with immediate supervisor.
- Grievances of & 71% of employees are resolved by supervisor within specific time limit and on other hand grievance 29% of employees are not responded within time limit.
- The above state that grievance of 71% of employees are resolved by supervisor within specific time limit on the other hand grievance of 29% of employees are not responded within time limit.
- we observed that 77% of employees say that higher authority listen patiently to grievances 8% of employees say that higher authority shouts at them 14% of employees say that higher authority does not listen at all and only 1% employee are unable to answer.
- It is observed that 73% of employees agree with the statement that a management gathers relevant facts about the grievance while 27% of employees disagree with the statement.
- It is observed that 42%of employees say that management redress grievance in less than one month ,4% of employee can't say that about this statement and 39% of employees say that their grievances are still pending and are not resolved.
- It is observed that 71% of employees have accepted that they are informed about they informed about the action taken in view of their grievances and 29% of employees do not accept the statement.
- It is observed that 48% of employees say there are never any discrepancies in handling the grievances in the organization ,42% of employee say that sometimes it is possible and only 10% of employees say that there are always discrepancies in handling grievances.
- It is observed that 19%of employees strongly agree that the grievances handling policy of organization is effective , 50% of employee only agree ,8%remains neutral to this statement 14% disagree and 9% of employees strongly disagree with this statement.
- It is observed that 25%of employees are highly satisfied with decision given corresponding to their grievances, 5%of employees are not satisfied with the decision given analogous to the grievances.

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- It is observed that 80% of employees have agree to the statement that they are given opportunity to speak to higher officials if not satisfied with supervisor's decision and 20% of employees are against this statement.

### LIMITATIONS:-

- As it was extremely confidential report ,data collection was very sensitive in nature.
- Lots of files to be refered to get the data regarding grievancesand meeting held.
- Filling up of questionnaires was very difficult as employees were not ready to fill with fear factor in their mind.

### CONCLUSION

The study reveals that the grievance handling mechanism is satisfactory. The organization 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 to the organization.

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