

A STUDY ON EFFECTIVENESS OF GRIEVANCE REDRESSAL FOR EMPLOYEES IN NLC, NEYVELI DISTRICT.

KARPAGAVALLIM

MBA 1st year,

Department of Management studies
Periyar Maniammai Institute of
Science and Technology,
Vallam, Thanjavur .

Dr.RAJANDRAN. KVR

Associate Professor&Head,

Department of Management Studies,
Periyar Maniammai Institute of
Science and Technology,
Vallam, Thanjavur .

ABSTRACT

Every company has some grievances. The grievances arise in many aspects. Such as wages, salaries and overtimes. Grievance method is a formal, legal or unethical complaints process that can be used by individuals, workers, communities or any society organization that are being negatively affected by certain business activities and operations. The study collected data from respondents. Tested hypothesis is analysed by chi-square. The result of the research is there is grievances facing employees and the grievances are taking care of the higher authorities.

KEYWORDS: Grievances, employee complaints, higher authorities, policies, supervisors.

I. INTRODUCTION:

Grievance redressal happened in many organizations. Grievances are mainly focused by the employee's unsatisfaction. Grievance redressal means how faster the higher officials rectify the employee's problems. Every employee thought that working honestly from their organization. So belief their higher officials. But the organization or higher officials does not notify their grievances then the employee lost their belief and thought that the organization is treated them unfairly and inequality with them. Grievance redressal is a process of collecting complaints from employees and rectify that.

used for this research. This paper conclude that grievance is not negative, but a positive, function which gives the company a proper direction.

- **Ramya and Shenbagam**(2014), explained the socio-demo graphics details of the employee and to know the level of satisfaction towards the grievance handling procedure to be clarified. The sample size is there are 120 employees are working in various department.

- **Madhavi Sukhatani**(2016), explained effectiveness of grievancehandling. The result show that BJCLcompany tries to solve grievance within time limit with proper feedback. The sample size is 101 people working at BJCL.

- **Anushree**(2018),determined whether, employees efficiently manage the grievance of their employees. The total population is 882 and the sample size is 265 employees. The research is conducted in the Hosur at Ashok Leyland (Plant-I) correlation and regression tools are used for this research. This research

II. REVIEW OF LITERATURE:

- **Vidhya** (2012), defined the grievances is not immune, it is a virus that affects employee's physical and mental well-being drastically affecting the employee's involvement in work. Total respondents are 250. Percentage analysis is

summarizes the satisfaction of employees with the procedures for grievance handling.

• **Lawrence Nurse & Dwayne Devenish**(2007), focused on Grievance management and its links to workplace justice . The researcher explored the influence of worker based on demographic characteristics and perception of procedural justice from grievance management. A related aim is to determine whether procedural justice perception have an impact perception of distributive justice.

III. RESEARCH METHODOLOGY

- Total population - 100
- Sample size - 70(According to RAO software)
- Sample technique - Simple random sampling
- Area of research - The research is based on the survey of employees from NLC(Neyveli Lignite Corporate) Neyveli.
- Dependent variables Employees feelings and behaviour.
- Independent variables - Higher management, work pressure, grievance redressal policies, complaints.
- Primary data: Collected data from NLC(Neyveli Lignite Corporate) Neyveli.
- Secondary data: The source of secondary data newspapers, journals, articles.

3.1 OBJECTIVE:

- To find out whether the employees are aware of the grievance redressal mechanism.

3.2 HYPOTHESIS:

- **H0:** There is no relationship between employees work and grievances.
- **H1:** There is a relationship between employees work and grievances.

III. DATA ANALYSIS:

Table 4.1 CHI SQUARE TEST:

	YES	NO	TOTAL
MALE	42	9	51
FEMALE	16	3	19
TOTAL	58	12	70

O	E	O-E	$(O - E)^2$	$\sum (O - E)^2 / E$
42	42.26	-0.26	0.0676	0.0016
9	8.74	0.26	0.0676	0.0077
16	15.74	0.26	0.0676	0.0043
3	3.26	-0.26	0.0676	0.0021
			TOTAL	0.0157

The table value of chi square for 5 degree of freedom at 5 percent level of significance is 3.84. Comparing calculated value of chi square we find that calculated value is less than the table 0.0157. So, the hypothesis testing accepted the alternative hypothesis.

IV. CONCLUSION:

In my opinion most of the employees said that they facing grievances in their organization. And also they tell that the upper management is the main reason for the grievance. The employees complaints their grievances of their higher officials. Some grievances has taken care off and some of them don't care about grievances. So, the official must take care the grievances and solve that.

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