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# A Study on Effectiveness of Grievance Handling Procedure with Respect to Subasri Textile TIRUPPUR

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**ABSTRACT:** This project entitled “A Study on Effectiveness of Grievance Handling Procedure with respect to Subasri Textile is done to understand the effectiveness of the grievance handling procedure followed by Subasri Textile to resolve employee’s grievance. The primary objective of this study is to find the effectiveness of grievance handling procedure of the company. The secondary objective of this study is to identify the awareness level of the employees about the grievance handling mechanism of the company and to know the level of satisfaction towards the grievance handling procedure of the company.

The research type used in this study is descriptive in nature, which helped in developing the concept and in decision making. Primary data is used for analysis, which is gathered using questionnaire. Secondary data is also used for the study, which is gathered from internet and already done project reports.

## I. INTRODUCTION OF THE STUDY

Identify the awareness level of the employees about the grievance handling mechanism of the company and to know the level of satisfaction towards the grievance handling procedure of the company.

The research type used in this study is descriptive in nature, which helped in developing the concept and in decision making. Primary data is used for analysis, which is gathered using questionnaire. Secondary data is also used for the study, which is gathered from internet and already done project reports.

Convenience sampling is used while selecting samples for data collection. A sample size of 100 was taken out of 308, the population of the company. The gathered information is critically analyzed using percentage method and, statistical tools such as Chi Square and Spearman Rank Correlation to arrive at a conclusion.

From the findings of this study, it is concluded that Grievance Handling Procedure followed by the company is effective and satisfactory and suggestions are given for the further improvement of the procedure so that all employees can be highly satisfied.

## II. PROBLEM OF STATEMENT

A study on effectiveness of grievance handling procedure with respect to subasri textile.

### OBJECTIVE OF THE STUDY:

#### PRIMARY OBJECTIVE:

- To study the effectiveness of Grievance Handling Procedure in SUBASRI TEXTILE.

#### SECONDARY OBJECTIVE:

- To identify whether the employees are aware of the grievance handling mechanism.
- To know the level of satisfaction towards the grievance handling procedure of the organization.

#### SCOPE OF THE STUDY:

- The study throws light on need for Grievance handling procedure and this study facilitates the management for further improvement on the same.
- This study will be useful when similar kind of research is undertaken.

### NEED OF THE STUDY:

- Employees differ as individuals, in their needs, expectations and behavior. When their needs are not satisfied or their objectives are not achieved, the result is employee dissatisfaction. It is not an easy task for the management to keep all the employees satisfied and motivated, all the time.

- This forms the need for the study of the grievance handling procedure of the organization and its effectiveness towards job satisfaction to maintain healthy and harmonious environment of the organization.
- The main focus of this study revolves around the lower level management of the organization.

#### **LIMITATION OF THE STUDY:**

- The time period given for study was very limited.
- The respondents of the questionnaire were very busy and could not afford more time to answer. The average time to response was 5-6 minutes only.
- Study restricted to SUBASRI TEXTILE only.
- The sample size was restricted to 100 and may not represent the whole employee population.

### **III. REVIEW OF LITRATURE**

- 1). Dr.V.Mohana Sundaram, N.Saranya (2013), in his article "Employee Grievance" Organizations are made up of people and functions through people without people organization cannot exist. The resource of the men, money, material and machinery are collected, coordinated and utilized through people in the organization. It is through the combined efforts of people that materials and monetary resources are effectively utilized for the attainment of common objectives and goals without united human efforts no organization can achieve its goals.
- 2). Zulkiffee Bin Daud, Khulida Kirana Yahya (2011), in his research paper "The Influence of Heads of Department Personalities on the Selection of Grievance Handling Styles" Grievance management is an important topic in the area of industrial relations. Research on grievance management is burgeoning, and yet the understanding of its antecedents and consequences remains rather unclear. This research discusses the styles in handling grievance among heads of department at a telecommunication headquarters and branches located in Peninsular Malaysia and the determinant of personalities in selecting the appropriate style.
- 3). Sonika Sharma, Niti Sharma (2011), in his research paper entitled "Listening Skills: A Pre-Requisite for Grievance Handling" The ability to be an active listener is too often taken for granted. HR professionals play vital role in the organization. They inject a feeling of confidence and belief among the staff members by listening and solving their issues and concerns. Employee grievances are essentially human problems, real or imaginary.
- 4). Lawrence Nurse, Dwayne Devenish (2007), in his working paper entitled "Grievance Management and its Links to Workplace Justice" The Purpose of this paper is to explore the influence of workers demographic characteristics on their perceptions of procedural justice form grievance management. A related aim is to determine whether procedural justice perceptions have an impact on perceptions of distributive justice.

### **IV. RESEARCH METHODOLOGY**

The procedure using, which researchers go about their work of describing, explaining and predicting phenomena, is called Methodology. Methods compromise the procedures used for generating, collecting, and evaluating data. Methods are the ways of obtaining information useful for assessing explanation.

#### **RESEARCH DESIGN:**

Research is a process in which the researcher wishes to find out the end result for a given problem and thus the solution helps in future course of action. The research has been defined as "A careful investigation or enquiry especially through search for new fact in any branch of knowledge".

#### **TYPE OF RESEARCH:**

The type of research used in this project is descriptive in nature. Descriptive research is essentially a fact finding related largely to the present, abstracting generations by cross sectional study of the current situation.

#### **DESIGN OF DESCRIPTIVE STUDIES:**

1. Formulating the objectives of the study.
2. Defining the population and selecting the sample.
3. Designing the method of data collection.
4. Analysis of the data.
5. Conclusion and recommendation for further improvement in the practices.

#### **DATA COLLECTION METHOD:**

Data was collected using Questionnaire. A questionnaire consists of a number of questions involving both specific and general question related to the study topic.

**SOURCES OF DATA:**

There are two sources of data namely **primary & secondary**.

**PRIMARY DATA:**

Primary data are fresh data which are collected through survey from the employees using questionnaire.

**SECONDARY DATA:**

Secondary data are those collected from books, internet, reports of already done project works, etc.

**STATISTICAL TOOLS USED:**

1. Simple Percentage Method
2. Chi - Square
3. Spearman Rank Correlation

**SAMPLING TECHNIQUE:**

Sampling Design: Convenience sampling

Sampling Unit : The sampling unit is limited to the employees of SUBASRI TEXTILE.

Population : 300

Sample Size : 100

**ANALYSIS OF INTERPRETATION:****2.1 PERCENTAGE METHOD:**

**TABLE 1: Distribution of respondents based on grievance handling committee members' active involvement in resolving problem**

**Table 2.1.1**

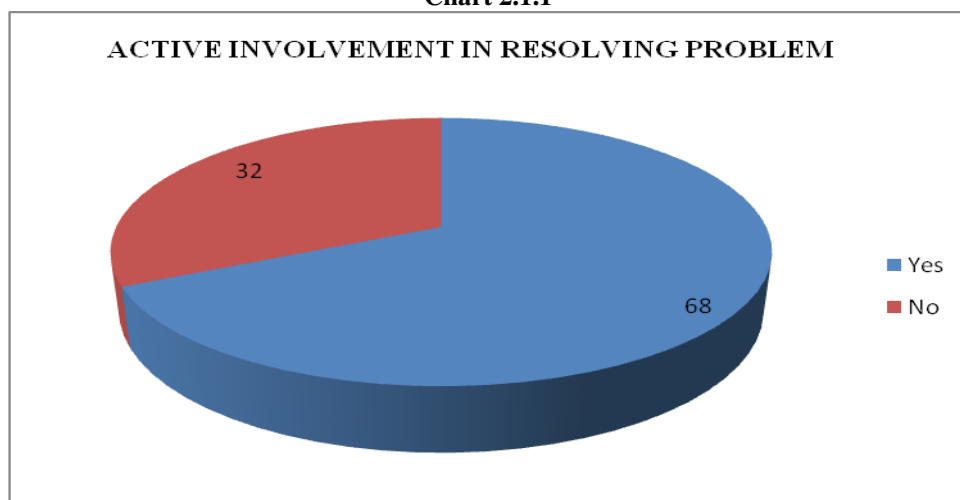
ACTIVE INVOLVEMENT	NO. OF RESPONDENTS	PERCENTAGE
Yes	68	68%
No	32	32%
<b>Total</b>	<b>100</b>	<b>100%</b>

**Source:** Data collected from employees of Subasri Textile.

**INFERENCE:**

From the above table it is inferred that 68% of the employees say that grievance handling committee members actively engage in resolving their problem and 32% of the employees say that committee members are not actively engage in resolving their problem.

**Chart 2.1.1**



**2. CHI SQUARE TEST:**

Satisfaction level of the conflict resolving procedure of the company based on experience.

**Null Hypothesis:** There is no significant association between the experience and the satisfaction level of the employees in the conflict resolving procedure of the employees

**Alternative Hypothesis:** There is significant association between the experience and the satisfaction level of the employees in the conflict resolving procedure of the employees

**OBSERVED FREQUENCY: TABLE 2.2.1**

EXPERIENCE	HIGHLY SATISFIED	SATISFIED	Neutral	TOTAL
1-3 Years	21	34	26	81
4-10 Years	5	5	3	13
Above 10 Years	3	0	3	6
<b>Total</b>	<b>29</b>	<b>39</b>	<b>32</b>	<b>100</b>

**EXPECTED FREQUENCY: TABLE 2.2.2**

EXPERIENCE	HIGHLY SATISFIED	SATISFIED	Neutral	TOTAL
1-3 Years	23	32	26	81
4-10 Years	4	5	4	13
Above 10 Years	2	2	2	6
<b>Total</b>	<b>29</b>	<b>39</b>	<b>32</b>	<b>100</b>

**COMPUTATION TABLE FOR CHI SQUARE:  
TABLE 2.2.3**

O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
21	23	-2	4	0.174
34	32	2	4	0.125
26	26	0	0	0
5	4	1	1	0.25
5	5	0	0	0
3	4	-1	1	0.25
3	2	1	1	0.5
0	2	-2	4	2
3	2	1	1	0.5
<b>TOTAL</b>			<b>3.799</b>	

$$\begin{aligned} \text{Degree Of Freedom} &= (r - 1) (c - 1) \\ &= (3 - 1) (3 - 1) \\ &= 4 \end{aligned}$$

Table value for Chi Square for 4 degrees of freedom at 5% level of significance = 9.488



**V. RESULT**

Calculated value < Table value Therefore null hypothesis is accepted.

Hence there is no significant association between the experience and the satisfaction level of the employees in the conflict resolving procedure of the employees.

**3. SPEARMAN RANK CORRELATION:**

**Satisfaction level of the conflict resolving procedure of the company and nature of work and work environment of the employees**

**NULL HYPOTHESIS:** Nature of work and work environment, and satisfaction level are independent.

**ALTERNATIVE HYPOTHESIS:** Nature of work and work environment, and satisfaction level are independent.

**LEVEL OF SIGNIFICANCE:** 5%

**Z VALUE FOR TWO TAILED TEST:**  $|Z| = 1.96$  for 5% level of significance

**CALCULATION OF  $r_s$  :**

**TABLE 2.3.1**

PARTICULARS	STRONGLY AGREE	AGREE	NEUTRAL
Nature of work and Environment	25	44	31
Satisfaction level	27	48	25

**RANKING:**

Let,

X = Nature of work and environment

Y = Satisfaction level

**RANK TABLE: TABLE 2.3.2**

X	25	44	31
RANK	1	3	2
Y	27	48	25
RANK	2	3	1

**CALCULATION FOR Z-STATISTICS:**

$$\sum D^2 = (1-2)^2 + (3-3)^2 + (2-1)^2 = 2$$

$$r_s = 1 - (6 \sum D^2) / (n(n^2 - 1))$$

$$r_s = 1 - (6(2) / (3(3^2 - 1))) = 0.5$$

$$\text{Standard error of } r_s = 1 / (\text{sqrt}(n-1)) = 1 / (\text{sqrt}(3-1)) = .71 \quad \text{Test statistics} = r_s / (1 / (\text{sqrt}(n-1))) = 0.5 / (1 / (\text{sqrt}(3-1))) = 1.004$$

**DECISION:**

Since calculated value is less than 1.96, null hypothesis is accepted.

Hence Nature of work and work environment, and satisfaction level are independent.

**FINDING:**

1. 68% of the respondents say that grievance redressal committee members actively engage in resolving the problems.
2. Calculated value < Table value Therefore null hypothesis is accepted.
3. Hence there is no significant association between the experience and the satisfaction level of the employees in the conflict resolving procedure of the employees.
4. The calculated value is less than 1.96, null hypothesis is accepted.



5. Hence Nature of work and work environment, and satisfaction level are independent.

#### **SUGGESTION:**

1. Operators and supervisor relation should be improved since only 35% of the respondents are communicating their grievance to the supervisor.
2. Conflict management in the organization will be helpful to reduce the number of grievance rates.
3. Open door policy can be used. The barriers that exist between the various categories are to some extent broken by personal contact and mutual understanding.

#### **VI. CONCLUSION**

The study reveals that the Grievance handling procedure is satisfactory. The organization is recognizing the importance of satisfying the employees and retaining them. Further improvements can be made so that all members are highly satisfied with the procedure. The suggestions and recommendations when implemented will still more benefit the organization. Most of the surveyed employees are satisfied with the method adopted by the organization for redressing the grievances or complaints of the employees.

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