

# A STUDY ON GRIEVANCES HANDLING AT SAKTHI SUGAR INDUSTRY, ERODE

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## Abstract

*Employee Satisfaction and welfare measures makes interests among employee and develop their efficiency. A healthy environment provided by the employer which promotes fulfillment of an employee to enrich the life of them and keep their motivation levels high. Rules Regulations followed by the company has to be renewed per yearly once or any other special occasions. It may be followed both legislative and non-legislative for the Wages or salary of an employee and employer to extend some measures for employees.*

*This research paper following exploratory method. Through this primary study the employee satisfaction about health and safety measures, Rules to be followed by work environment of Sakthi Sugar Industry Erode was analyzed. By this research explore that employees are satisfied with exist welfare measures and Freedom of working. The followed measures which is canteen facility and transport facility were the three main areas where improvements are required.*

**Key word:** *Employee Satisfaction, Healthy environment, Sakthi Sugar Industry Erode.*

## Introduction:

Sugar industry placing a vital role in industry investment and provided profit manufacture concept for both employee and management and society in the way of financial and non-financial. Agro based rural sugar industry producing large level of opening for the youngsters through the Direct entry level employment by the HR department of the unit head office of sakthi sugar industry and the employees mostly selected nearer to the industry those people must know the basic level of knowledge about the industry and the sugarcane industry process.

The Sakthi sugar industry was located near to the kavery waterway, erode. The people surrounded of the sugar industry mostly depending their employments. Henceforth they all recruited as temporary workers during the cane crushing season. Latterly some of the auspicious temporary employees enlisted as permanent posting recommended by the senior managers in the industry. The employee who are all working in the sakthi sugar industry concentrated in the way of both legislative and non-legislative fixed by top most financial manager and managing director of the Sakthi group of industries.

According to Stephen P. Robbins and Timothy A. Judge explains the job satisfaction that is the positive feeling about their own job and employee attitudes explores job satisfaction. Employee beliefs in the grade to which they impact their working environment, performance, satisfaction and autonomy and happiness on which the job they doing rapidly in the industry. These statements established by the evaluation of their characteristics. This analysis used for the development of the production level and reduce the absentees level and improve the involvement on the work.

## Objectives of the Study

- To identify the outlook of the employees about welfare measures in Sakthi sugars limited.

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- To handle the grievances of worker who are all working in the production and Engineering department.
- To formulate the employee performance chart for knowing their attentiveness based on rules and regulations charted by the sugar industry.
- To develop and know the importance of higher order skills such as team work, Time management, flexibility, material handling and fund utilization actions etc.

### **Scope and Limitations of the Study**

- This study has been assumed to find out the grade of workers satisfaction with regard to current welfare & benefit structures at Sakthi Sugar Industry, Erode.
- Through this study, company has to be able to find the breaches in the existing welfare & benefit schemes and to improve these schemes.
- Conclusions based on this study cannot be apply in other Industries. There may be probabilities of misrepresentation of the reactions.
- The partial view of the respondent was another cause of the drawback.
- Time is the significant drawback. Owing to time limitation only narrow population was taken for the study.

### **Employee Welfare in Sugar Industry**

The main objective of employee welfare is to make a good relationship between employees and to make them happy in their work environment and to meet their requirements if they have in production and service department. The social movement for labour welfare in sugar industry is amended in 20<sup>th</sup> century by the government of India.

Sugar is regulated at the central and state levels. So, the conflicts may arise related to announcement of statutory minimum price (SMP) and State Advised Price (SAP), incentive schemes, molasses control and cogeneration. The suggested recommendations are applicable by the committee of sugar industry for the purpose of increasing the quality of industry and its employees in world wide.

### **About The Industry**

Incorporated in 1964, sakthi sugars limited is one of the most reputed manufacturer in all over tamilnadu and also one of the largest producers of sugar in the country. In this Industry manufacturers, financialists and suppliers of superior quality in process of sugar. They have four unit with three of them in Tamilnadu and one plant in Orissa with aggregate capacity of 19,000 tons of cane crush per day (TCD). The Excess of power generated by the sugar industry is exported to the power grid.

### **Data Collection and Sampling**

Data collection process helps to achieve the aforesaid objectives from primary and secondary sources of sugar industry. Primary data was collected by the questionnaire process and direct interview method. Secondary data was collected by annual reports of sugar Industry, journals, magazines etc. In this research of all responses to expose the research decision.

### **Sample Size**

The researcher has choosen the 50 employees in Sakthi Sugar Industry, the sample size is 50.

### **Tools for Analysis**

- Simple percentage Calculation

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- Annova Table
- Chi-square Test

### Data Analysis and Interpretation

**Table 1:** Awareness towards the legislative and non-legislative for the Welfare facility of an employee provided at Sakthi Sugars Limited, Erode.

Options	No. of. Respondents	percentage
Yes	37	75%
No	13	25%
Total	50	100%

Source: Primary Data

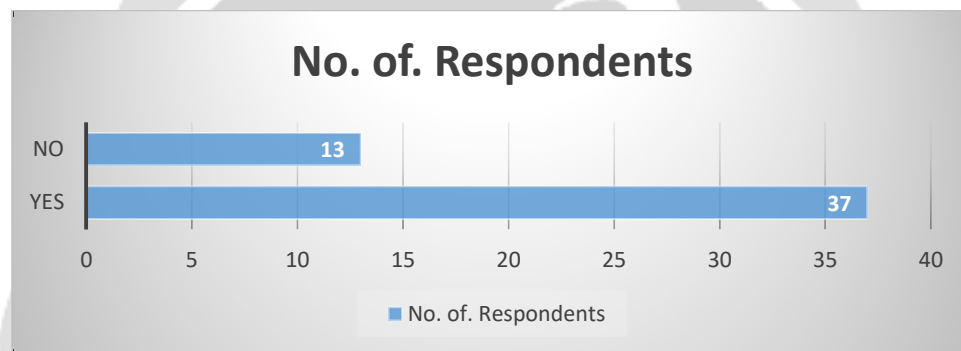


Figure 1: Chart Shows Awareness about Welfare facility of the respondents

**Interpretation 1:** The above table-1 shows that 75% of the respondents are aware and 25% of the respondents are unaware of the legislative and non-legislative for the Welfare facility of an employee provided at Sakthi Sugars Limited, Erode. It can be explained that most of the respondents are aware of the employee welfare facilities provided at the company.

**Table 2:** Medical and First aid facility arrangements by the Industry

Options	No. of. Respondents	percentage
Excellent	03	06%
Very Good	08	16%
Good	09	18%
Satisfactory	18	36%
Poor	12	24%
Total	50	100%

Source: Primary Data

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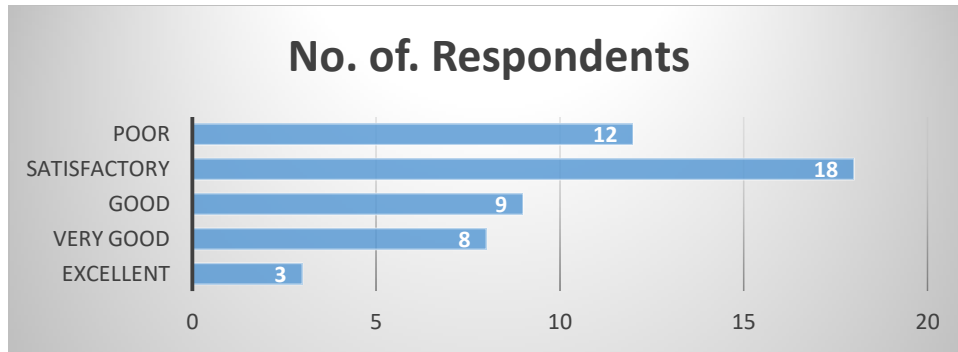


Figure 2: Chart shows medical and first aid facilities provided by the company

**Interpretation 2:** From the table 2 shows that 24% of respondents feel that the medical and First aid facilities are poor, while 36% of respondents feel medical and First aid facilities are satisfactory and another 18% of the respondents convey as good, and only 16% of the respondents feel medical and first aid facilities are very good and 6% of respondents exposes that medical and first aid facilities are excellent. From this scenario shows that medical and first aid facilities such as mini clinic, free first – aid availabilities are poor.

**Table 3:** Canteen facility provided by the Industry

Options	No. of Respondents	percentage
Excellent	04	08%
Very Good	10	20%
Good	02	04%
Satisfactory	12	24%
Poor	22	44%
Total	50	100%

Source: Primary Data

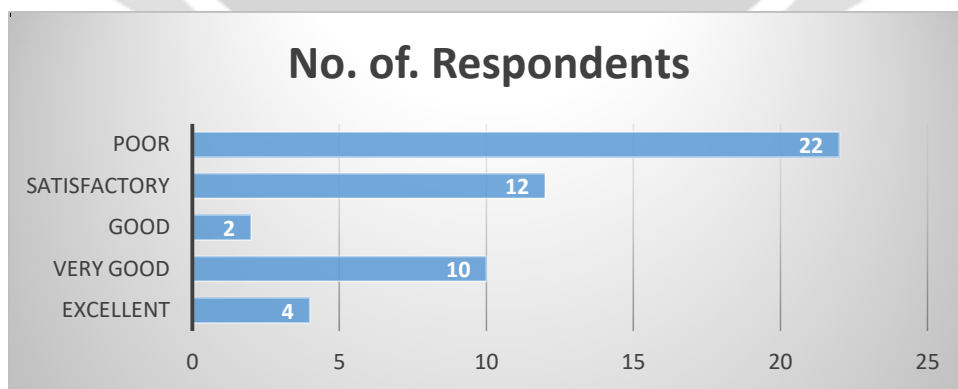


Figure 3: Chart shows Canteen facility provided by the Industry

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**Interpretation 3:** From the table 3 expose that 44% of the respondents say that the canteen facilities are poor, 24% of respondents think canteen facilities are satisfactory, and only 4% say canteen facilities are good whereas 20% say very good and 8% of respondents say canteen facilities are excellent. By this data canteen facilities is in poor condition.

**Table 4:** Transport and parking facilities provided by the Industry

Options	No. of. Respondents	percentage
Excellent	02	04%
Very Good	08	16%
Good	05	10%
Satisfactory	14	28%
Poor	21	42%
Total	50	100%

Source: Primary Data

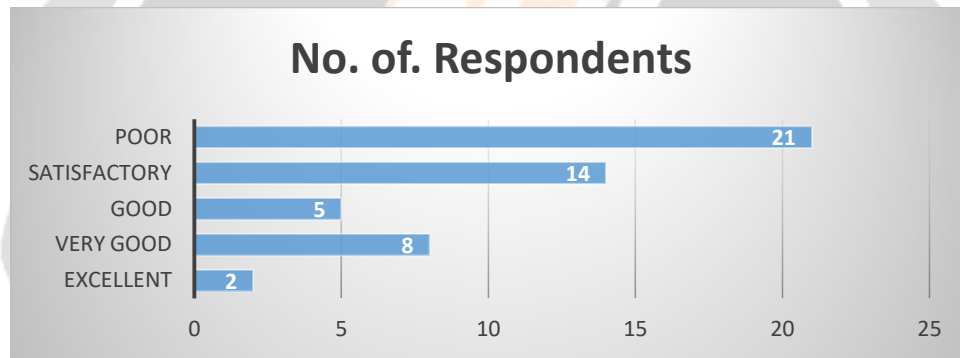


Figure 4: Chart shows Transport and parking facilities provided by the Industry

**Interpretation4:** From the table 4 it can notice that 42% of the respondents say that the Transport and parking facilities are poor, while 28% of them think Transport and parking facilities is satisfactory and 10% of the respondents say good, whereas 16% of the respondents convey that the Transport and parking facilities are very good and only 4% say parking facilities are excellent. It can be defining that employee’s opinion on parking facility is in poor condition.

**Table 5:** Uniform, helmets and safety shoes provided by the Industry

Options	No. of. Respondents	percentage
Excellent	07	14%
Very Good	12	20%
Good	20	40%
Satisfactory	07	14%
Poor	04	08%
Total	50	100%

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Source: Primary Data

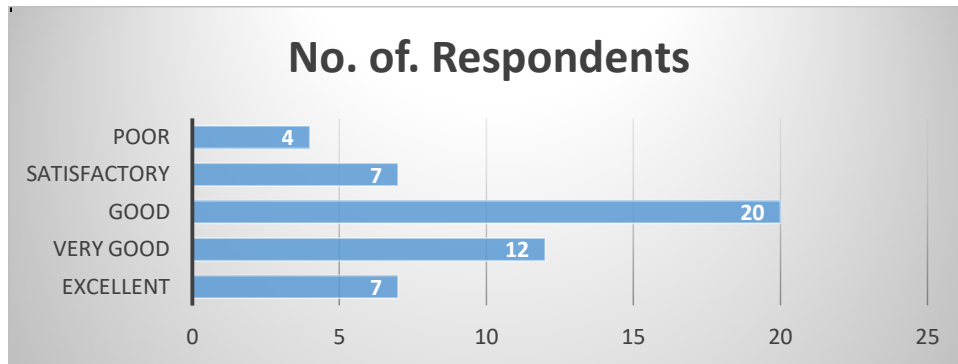


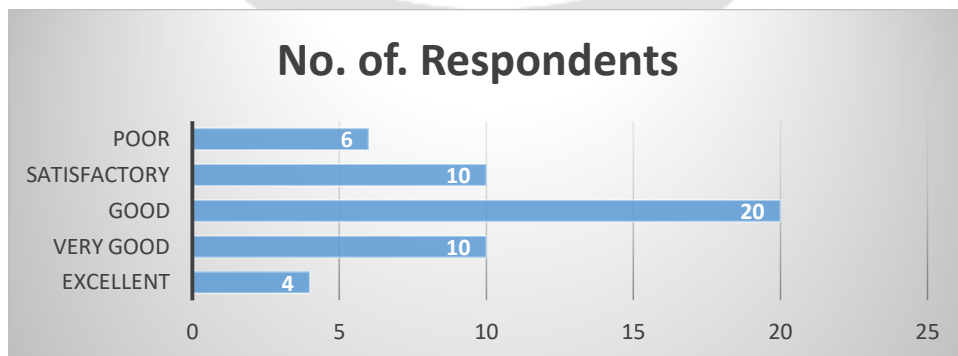
Figure 5: Chart shows Uniform, helmets and safety shoes provided by the Industry

**Interpretation 5:** From the table-5 it can explain that 40% of the respondents say that the Uniform and safety shoe are good, while 8% of the respondents say uniform and safety shoes are poor, whereas 24% think Uniform and safety shoes are very good and another 14% of the respondents say excellent and 14% think Uniform and safety shoes are satisfactory. It can be given the solution that uniform and safety shoes provided by the company to the employees are good.

**Table 6:** Rest room/wash room and recreational facility provided by the Industry

Options	No. of Respondents	percentage
Excellent	04	08%
Very Good	10	20%
Good	20	40%
Satisfactory	10	20%
Poor	06	12%
Total	50	100%

Source: Primary Data



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Figure 6: Chart shows Rest room/wash room and recreational facility provided by the Industry

**Interpretation 6:** From the table 6 it can analysed that 40% of the respondents feel that the rest rooms/ wash rooms are good, while 10% think rest rooms are satisfactory whereas 10% of the respondents feel very good about rest rooms, 12% convey rest rooms are poor and 8% say rest rooms are excellent. It can be reported that respondents feel Rest rooms/ wash rooms provided by the company are good.

**Table 7:** The commitment of the organization in promoting employee welfare facilities by the Industry

Options	No. of. Respondents	percentage
Strongly Agree	07	14%
Agree	15	30%
Neutral	20	40%
Disagree	05	10%
Strongly Disagree	05	10%
	03	06%
Total	50	100%

Source: Primary Data

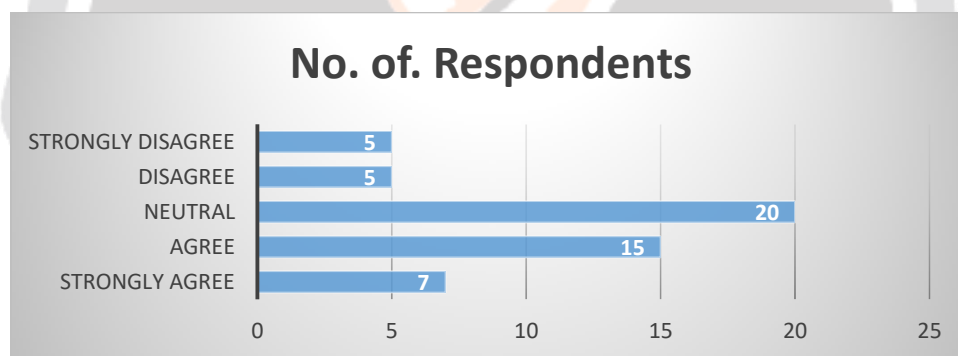


Figure 7: Chart shows the commitment of the organization in promoting employee welfare facilities by the Industry

**Interpretation 7:** The table 7 conveys that 40% of the respondents are neutral about the commitment of the company in promoting employee welfare facilities, 30% of respondents Agree with the organization is committed in promoting employee welfare facilities, 14% of respondents stongly agree towards welfare facilities and 10% of the respondents disagree that the company’s commitment in employee welfare facilities and 10% of the respondents strongly disagree that the company’s commitment towards employee welfare facilities. It can be explained that the opinion of the respondents is neutral regarding the commitment of the organization in the promotion of employee welfare facilities.

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**Table 8:** Employee Counseling provided by the Industry

Options	No. of. Respondents	percentage
Strongly Agree	02	04%
Agree	12	24%
Neutral	24	48%
Disagree	08	16%
Strongly Disagree	04	08%
Total	50	100%

Source: Primary Data

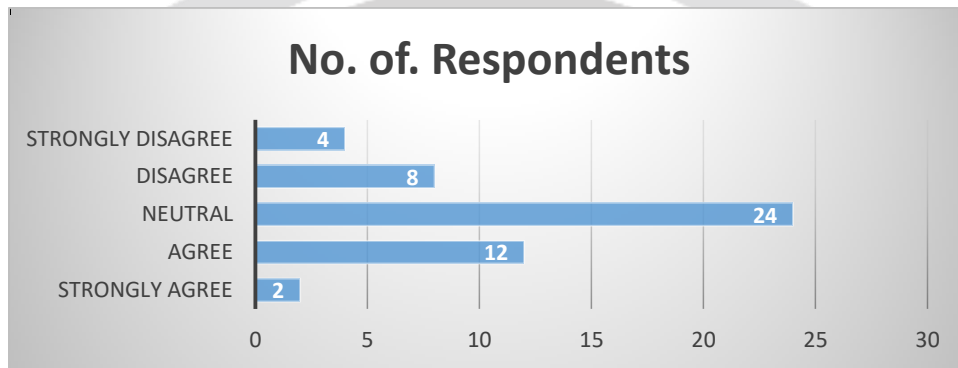


Figure 8: Chart shows the Employee Counseling provided by the Industry

**Interpretation 8:** From the table 8 shows that 48% of the respondents are Neutral about the employee counseling, while 12% are agree about the counseling and 16% of the respondents are disagree whereas 8% of the respondents are strongly disagree 4% of the respondents are strongly agree with employee counseling. It can be explained that respondents have neutral opinion about the employee counseling of the company.

**Table 9:** facilities implementing process helps to increase motivation and productivity

Options	No. of. Respondents	percentage
Strongly Agree	06	12%
Agree	22	44%
Neutral	17	34%
Disagree	03	06%
Strongly Disagree	02	04%
Total	50	100%

Source: Primary Data

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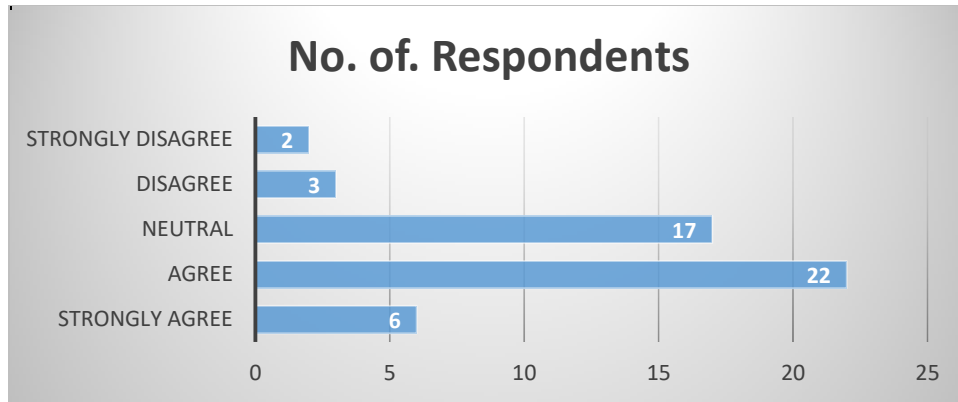


Figure 9: Chart shows facilities implementing process helps to increase motivation and productivity

**Interpretation 9:** From the table 9 it can shows that 22% of the respondents are Agree that the welfare facilities helps to increase motivation and Productivity, 34% are Neutral, whereas 12% of the respondents strongly agree that the welfare facilities motivates them and helps to increases the productivity, 6% of the respondents disagree and 4% strongly disagree with the welfare facilities helping in motivation of the employees and productivity of the company. It can be reported as respondents with the welfare facilities leading to the motivation ranges from agree to neutral. And also it helps to increase the productivity in the industry.

**Table 10:** Provision of sufficient area to work and good drinking water in working area.

Options	No. of Respondents	percentage
Yes	38	76%
No	12	24%
Total	50	100%

Source: Primary Data

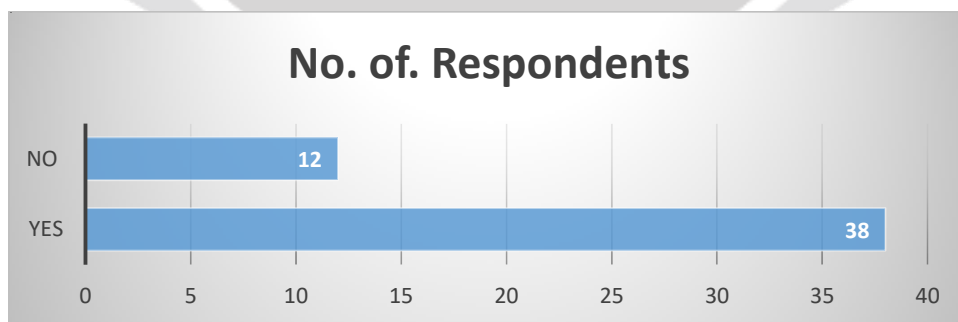


Figure 10: Chart shows Provision of sufficient area to work and good drinking water

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**Interpretation 10:** From the table 10 the data explains that 76% of the respondents agree with their sufficient drinking water and 24% do not agree towards sufficient drinking water and provision of area in working environment. It can be finalized that the company provides sufficient drinking water to their employees.

### Findings of the study

i. Maximum of the respondents are conscious about the legislative and non-legislative for the Welfare facility of an employee provided at Sakthi Sugars Limited, Erode. ii. Medical and first aid facilities such as mini clinic, free first – aid availabilities are poor due to inappropriate preservation of pills and first-aid services and very less number of doctors. iii. Canteen facilities are poor because the cleanliness maintained, proper storage of raw materials, food served is nutritious quality and quantity of food served is not enough. iv. Majority of the respondents feels Transport and Parking facilities are poor because of the long distance people felt a little bit harder to reach the industry and securities are not enough to maintain the parking facility. v. Evaluation of the Uniform and Safety shoes provided by the company are good. vi. Rest room facilities and maintenance are good due to the number of people for maintenance of cleanliness, more number of toilets, provision of hot water facilities, sanitizers and tissues. vii. The assurance of the company in Employee Welfare promotion is neutral, viii. There is provision of sufficient drinking water to the workers and the water is easily accessible. The water provided is potable and water filters are situated inside the working premises and production areas. xi. Respondents carry that the provision of Employee Welfare Facilities helps in motivation and productivity of the Company, enhancements employee confidence and also delivers job fulfillment. x. Ventilation, lighting, temperature, seating arrangement, and cleanliness inside the working area or the production area are satisfactory and good. There more number of windows and exhaust fans to keep the environment fresh, bright, cool and temperate.

### Suggestions:

i. Transport and canteen facilities should be provided to the workers to boost their confidence and carry little alteration from their nonstop monotonous work and to retard stress of the workers. ii. Medical facilities should be given so as to reduce the absence and to preserve the employees more protected and fit enough. iii. Company should be more dedicated to encourage welfare facilities as it generates more productivity which in turn welfares the company. iv. Yearly health scan, employee treatment, various healthiness camps, hospitalization facilities should be more enhanced by directing the health camps at least two in a month. v. The number of medical doctors or physicians should be amplified.

### Conclusion

Human resource plays a vital role particularly in manufacturing firm .Employee welfare services are concern to this division, if the employee happy in their work with welfare facilities then only the productivity of that organization can be increased. Based on the study of Employee Welfare Facilities and grievances handling process in sugar manufacturing industry it is strong that the firms are very keen in the encouraging some welfare facilities provided by industries. Some of them must improve in the industry for the future forecasting process.

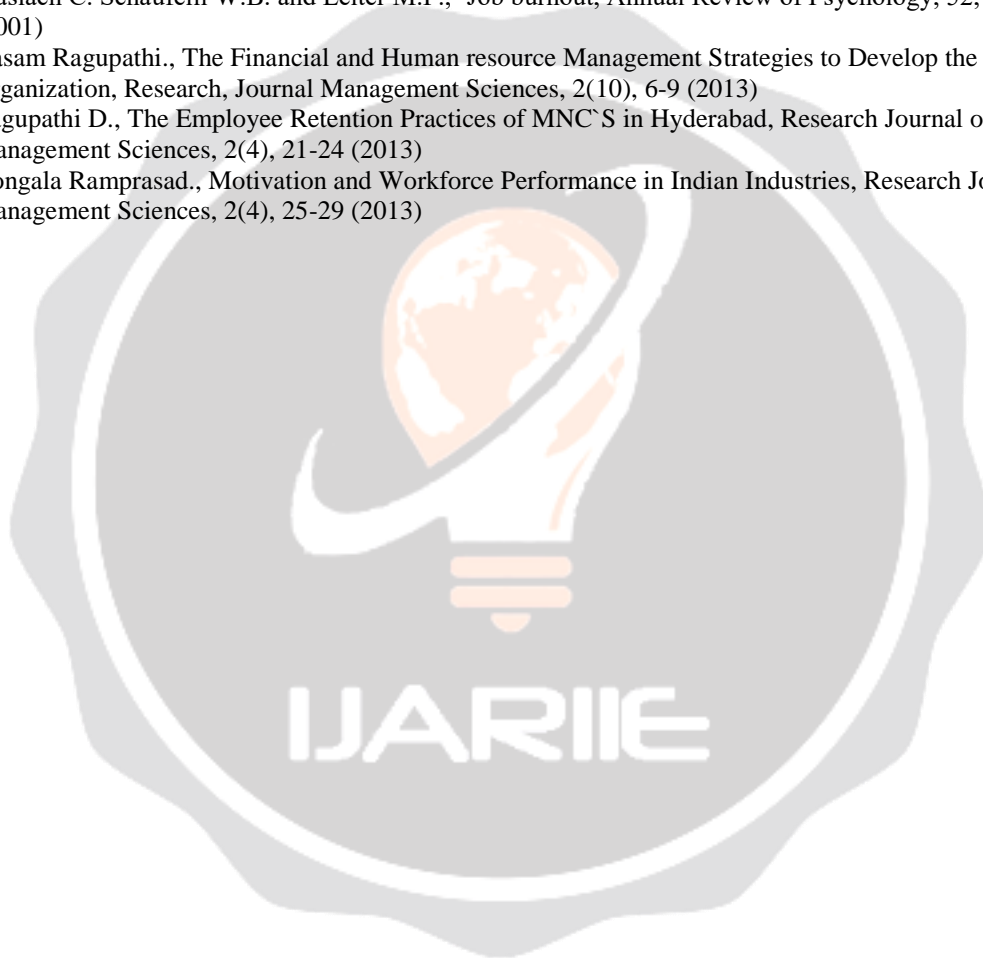
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