A STUDY ON GRIEVANCE MANAGEMENT SYSTEM AND GRIEVANCE SETTLEMENT AT MADURANDAKAM CO-OPERATIVE SUGAR MILL, PADALAM.

K. VAITHEESWARI
M. Phil Research scholar in management
Prist university
Thanjavur 613403
Tamilnadu

Dr.S.POUGAJENDY.,MBA.,M.Phil.,Ph.D
HOD/MBA Department.,
Prist University, Puducherry Campus
Puducherry-605007.

ABSTRACT

The project report entitled "**A Study On Grievance Management System And Grievance Settlement atMadurandakam Co-Operative Sugar Mill, Padalam".** The primary objective of the study is to have the grievance management system and grievance settlement followed at the Madurantakam co-op sugar mills ltd, Padalam. The objectives have been fixed out primarily with the pre-structured questionnaire. Likert scales were used to construct the questionnaire. After finalizing the research design the survey was conducted. The descriptive research was selected for this study. The methodology used to collect primary data for this study is questionnaire method and the sample size is 110. Based on that analysis and interpretations were drawn. The analysis and interpretations of data are based on the different statistical tools used. To arrange and interpret the collected data the following tools have been used, namely ANOVA and Correlation using SPSS 16.0. The result were tabulated and measured.The tools results are; There is a significant difference in the scale volume that employees taken to redress your grievance, $F (4,105) = 20.953$, $p< 0.05\%$.There is a strong positive correlation at 0.05 significance level for the immediate response and authority to resolve problem. This research project is an attempt to study the grievance management system which is influenced by work environment, Managerial attitude, Levels of management, Leadership, etc., in Madurantakam co-op sugar mills ltd, Padalam.

1.1 INTRODUCTION

Grievance is a complaint or an oppression which are treated unfairly at work. Conversing widely a problem or a complaint any displeasure that highly affects firm relevance and producing goods. Grievance means, it is important to differentiate between, displeasure objection and shortage. A Grievance plays a major role between a worker and organization on the condition of working methods. Grievance are issues that authorizing in following with complaint format.

A Grievance is a long establish perception of the word is representatively determined as an issue against a labor's non-observation and ignoring. Employee Grievance defines the displeasure of a worker what he/she demands from the company or organization. Higher officials or management is presume to give a worker a comfortable surroundings, satisfactory remuneration, maintenance etc moreover, employer grievance is an agency occasion, causes a space among expectation and what he received. Employee grievance can or cannot be explained moreover, they want to adjusted satisfactorily because, they not only lodes the encouragement and presentation of the employee but causes, working surroundings. Employee Grievance is set free can cause more problem among the company or organization each and every company must have a appropriate route for employee correction we should handle employee grievance in a kind manner. If an employer complaints an issue association to a scheme or

strategy he or she is not happy with wants to create a problem against, a sub structure determined in the scheme should be used.

2. REVIEW OF LITERATURE

Opatha, H.H.D.N.P, Ismail, Zakaria (2001) defines the effective worker grievance handling.This paper gives an interpretation of worker grievance handling(WGH) critical aspect of Human Resource Management and industrial inter connection in a new prosperity. Employee grievance management is means for obtaining and solving issues of workers with the purpose of increasing industrial non violence. Employee grievance management has its different importance for better employee relations, employer encouragement and employer output. This paper focuses on main three division, respectively grievance scheme,; grievance format,Grievance execution. The few suggestions are also given. The paper may be the guidance to organization in a freshly developed nation in increasing their worker grievance handling also who are willing in interpretation.

The Steward'ssays political effects of Grievance handling in local union.This study improves and trails three deep-rooted proposition or postulation about the correspondence between complaints manipulating approach and political reflections or impacts in a brotherhood.

1. Additional glowing complaints manipulating intensifies the steward's possibility of absolute majority.
2. Increasing the political tolerated get in an election or referendum the preponderant the steward's capacity to cause complaints reflection conveniently.
3. Association between the high level authority and low level authority, complaints manipulating becomes more capable and beneficial.

Cooke,F.L and Saini, Asia pac J. Manag From legalism to strategic HRM in India.This study explores complaints management in India, sketching on Information from the survey of 186 from organization working in peculiar zones. It explores the deviating procedures and the part of key organizational performer in complaint management bout. This study tells different application in complaints management section due to organization past events and holder. It spotlights the insufficiency of India's public organization for complaints compensation on the one hand, and the growing space for organizations to produce unique and non-formal methods on the other vacating working protection bigly in the compassion and eligibility of the organization. We assert that upcoming explore on complaints management should assume a finer environmental and securable dealing to unveil methods and the clown reaching of worker displeasure. It should also assume an integrative proceed to avoid the differentiation between the surviving Human Resource Management (HRM) and institutional or manufacturing connection explore domains and produce whole grasping of what HRM implementation many be conductive to improve a well workplace or surrounding correspondence and production development.

Paul F.salipante, Rene Bouuwen refers Behavioral Analysis of Grievance.To date, complaints exploration has made short use of performance concept improved in the literature on firm dispute. This concept form the fundamentals for a representation of complaints behavior that connects or interlinks the origin of complaints to complaints efforts and results origin of complaints disputes are traversed by exploring interview or conference with Belgian and American workers working their Grievances in the surroundings. As substituting to the

Restrict functioning arrangements culturally used classification of complaints is adjacent that resemblance to complaint own communications of the Impact of dispute pertaining this classification method to the interview or conference information betrayed that most complaints have several origins and that a complaint representatively bend people statements covering the sources of the complaints. Behavioral analysis of Grievance can profit explorer and professional by giving awareness into the firm or company's working of dispute and into workers more fundamentals praise about the firm's or company's merit or benefit.

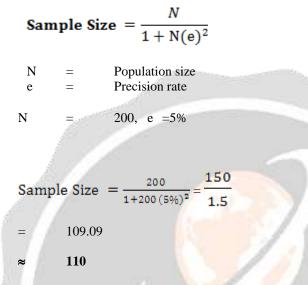## 3. RESEARCH METHODOLOGY

3.1OBJECTIVE OF THE STUDY

- To find the moves taken or proceeded by the higher officials towards the complaints
- To analyses the settlements brought to the grievance

3.2 TYPE OF THE STUDY

The research design was based on Descriptive study.

3.3 SAMPLE SIZE

Calculation

$$\text{Sample Size} = \frac{N}{1 + N(e)^2}$$

N	=	Population size
e	=	Precision rate

N = 200, e = 5%

$$\text{Sample Size} = \frac{200}{1 + 200 \, (5\%)^2} = \frac{150}{1.5}$$

= 109.09

≈ **110**

From the calculation with population of 150 employees we round up the sample size as 110 for the research to be effective

3.4 COLLECTION OF DATA

Two types of data are

Primary data are own observations gathered by the researcher. The Direct personal interview and questionnaire are methods of primary data.

Secondary data means already available for others. The books, magazine, internet are methods secondary data.

3.5 LIMITATION OF THE STUDY

- Time duration is very short period for this study during suggestion.
- There is a shortage of collection of information due to lack of period.
- Conduction of research project is impossible.
- Circulation of the questionnaire is granted to small group.
- Lack of interest of the employees to respond to the questionnaire.

3.6 SCOPE OF THE STUDY

- It gives a fast means of solving with grievance in the organization.
- It protects from the serious issues from the minor misunderstanding problem.
- It serves as an outage for the working displeasure.
- It retains employer's time and capital or money as solutions are found.
- It support or aids to build an organizational weather based on belief and faith

3.7 STATISTICAL TOOLS APPLIED

To analyse the data and infer the results, the statistical tools and test used for this study are.

❖ One - way ANOVA
❖ Correlation

Oneway

Descriptives

Redress

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Yes	101	1.68	.859	.086	1.51	1.85	1	3
No	9	3.00	.000	.000	3.00	3.00	3	3
Total	110	1.79	.899	.086	1.62	1.96	1	3

ANOVA

Redress

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	14.330	1	14.330	20.953	.000
Within Groups	73.861	108	.684		
Total	88.191	109			

CONCLUSION

The result will be reported as:

There is a significant difference in the scale volume that employees taken to redress your grievance, F $(4,105) = 20.953$, p< 0.05%

CORRELATION

Correlations

		Response	Author
response	Pearson Correlation	1	.873**
	Sig. (2-tailed)		.000
	N	110	110
Author	Pearson Correlation	.873**	1
	Sig. (2-tailed)	.000	
	N	110	110

**. Correlation is significant at the level 0.01 (2-tailed).

CONCLUSION

There is a strong positive correlation at 0.05 significance level for the immediate response and authority to resolve problem.

4. FINDINGS FROM THE STUDY

- ❖ Most of the respondents are agreed with aware of the grievance redressal procedure.
- ❖ Majority of the respondents are agreed with handling procedure explained to us.
- ❖ Most of the respondents are agreed with immediate superior respond to Grievance in specify time limit.
- ❖ Most of the respondents are have Grievance sometimes.
- ❖ Majority of the respondents are informal channel to co-worker.
- ❖ Most of the respondents are all relevant facts about the Grievance.
- ❖ Most of the respondents are real basis of problem identified.
- ❖ Most of the respondents are informed about the action.

5. SUGGESTION FROM THE STUDY

- ❖ A responsible person should be allocated to correlate and handle, communication with grievant.
- ❖ Avoid making an early decision in investigation process is misconduct.
- ❖ Ask them to give a written account enumerating particular happening or occasion in sequential order.

6. CONCLUSION

- ❖ In today's world, the major challenge for various organizations is grievance management.
- ❖ The management is performing good in this particular process and the study reveals few terms to be concentrated more.
- ❖ If the grievances are not handled effectively, there is no peaceful climate and it also affects the work and productivity of the organization.

From the study, the various grievance settlement mechanism are studied and factors which causes grievances are analysed. Various measures to settle grievances are suggested for the grievance management and settlement. The suggestions are framed depending on the response collected and a deep research also can be done in future.

7. BIBILIOGRAPHY

REFERENCES

BOOKS:

- ❖ Armstrong, M. 2001. A handbook of human resource management practices 8t hed. London.
- ❖ L. M. Prasad " Human Resource Management", Sultan & Son Publishers
- ❖ Gupta,S.P., Statistical Methods, Sultan Chand & Sons publisher, New Delhi,Thirty Fourth Edition, 2005.
- ❖ Aswathappa, "Human Resource Management",Tata McGraw Hill Publication.
- ❖ Ajai S. Gaur, Sanjaya S. Gaur " Statistical tools using SPSS".

WEBSITES:

- ❖ www.humanresource.com
- ❖ www.wpi.edu
- ❖ www.slideshare.com
- ❖ www.googlescholar.com
- ❖ www.projectseminar.com
- ❖ www.shrm.org