

# A Study On Efficacy of Grievance Redressal for Employees in IT Industry

[<sup>1</sup>]Pragya Sharma, [<sup>2</sup>] Dr. Pooja Chaturvedi, and [<sup>3</sup>] Dr. Milind Limaye

[<sup>1</sup>]Department of Management, RNTU, BHOPAL(MP)

[<sup>2</sup>]Associate Professor, Department of Management, RNTU, BHOPAL

[<sup>3</sup>]Professor, Department of Management, SRKU BHOPAL

**Abstract**— *Grievances occur in each workplace. Grievances management is very important to them properly an important factor in maintaining a good productive environment. The efficiency of grievance management lies ways to deal with grievances. Organizational productivity shows how concerned employees are present in the organization. Employee grievances are company policies, workplace, Fringe benefits, security services, paid property, etc. An effective grievance procedure is an important part of the process building healthy industrial relationships that lead to a peaceful workplace. This improves the organization custom. In this study, we have collected the data from IT industry of northern region and perform the chi square test on the sampled data using SPSS statistical tool which provides the accurate results and after analysis found that our methodology satisfies the alternative hypothesis of objectives.*

**Index Terms**—Employee perception, Grievance redressal, IT/ITES industry, Job security, Victimization

## I. INTRODUCTION

Grievance is any form of disputes, injustice experienced by the employees at the workplace. An employee may raise a grievance when they feel the collective agreement is been violated. Any form of grievance is being handled with the help of collective bargaining involving representatives from the employer and trade union members.

### Grievance Redressal Mechanism:

Grievances at the workplace are of various forms and nature. The management is highly concerned to the settlement of disputes/grievances at the workplace [1]. Employees grievances are the manifestation of their dissatisfaction against their working conditions, managerial decisions and other work related issues. If the grievances are not resolved promptly, it may lead to frustration among employees. Keeping this in view a formal procedure for handling the grievances at workplace was introduced. Every grievance handled will have a conclusion reached by employee's / trade union representatives and employers. Both the parties abide by the agreement reached by the grievance team. The labor management relationship is thereby strengthened and enriched with the help of grievance mechanism by resolving the employee disputes. Employee grievances are common in every business enterprise. Handling them in an effective manner and creating a harmonious workplace is in the hands of employers and the trade unions [2]. There are appropriate mechanisms for handling grievances at workplace as per the legal rules and regulations incorporated in relevant agreements and industrial disputes acts amended by the government. Even though the grievances at workplace are handled effectively as per the guidelines there are some modifications made by the respective industries according to their nature of work. Therefore, the purpose of the present study is to examine and understand the grievance handling mechanism in a manufacturing industry.

### Statement of the problem:

Grievance are an internal part of any organization so it becomes imperative on the part of organization to resolve the Grievance that arise in the organization. An attempt is made to understand the present grievance handling mechanism at IT Industry, NCR and to know the employees' views and opinions on the effectiveness of the same.

### Objective:

To findout whether the employees are aware of the grievance redressalmechanism.

### Hypothesis:

H0: There is no relationship among employees work and grievances.

H1: There is a relationship among employees work and grievances.

## II. REVIEW OF LITERATURE

**Meenakshi Sharma (2014)**BPO companies are a green pasture for many young people, as they offer a package of fuel salaries, a sophisticated workplace, including a health and fitness center. The attractions look too good to be true, as there is a natural problem in this field known for its performance during the cemetery, problems with the balance of working life, safety of women workers. The document also highlights the role that companies have played in eliminating these problems [3]. **Dr. s. gomathi, (2014)**reviewed an article that tells us how a complaint is addressed in the management of grievances is about how problems are viewed in the regulation, past practice, cultural change unilaterally, individual abuse, salaries, bonus, descriptive method used in the study. Direct interviews are conducted with many respondents who find it difficult to answer the questions themselves. Translation is done whenever and wherever required The scope of the study is extended to Pvt staff. Ltd., This study is working on a set of employees of the same type. This study is very important in the present and future

descriptive method used in the study. The main limitations of the study are: Cost Limitations: There were cost limits. This means that we have not been able to donate any gift or financial incentives to respondents to answer the questionnaire. This may result in some respondents choosing not to respond to the questionnaire. This may not have created an incentive among respondents not to take the opportunity to comment. This company is a good example for those companies that do not have a formal grievance procedure but who manage it well for the benefit of the organization. And staff find it a better way to communicate their problems and solve problems faster than a set of procedures and stages for problem solving [4]. **Ramlal & Mozumder (2016)**, This article highlights the role played by the grievance management process in the organization and in the identification of Indian labor laws that provide lines for guidance, monitoring and grievance redressal mechanisms. A complaint refers to a real or perceived cause for complaint, especially a misdemeanor. It is a feeling of resentment at something that is believed to be wrong or inappropriate especially in the workplace and in the context of employment as the context of a job grievance. Employee grievance can be more than salary and salary, working hours, working conditions, conditions of employment etc. The first causes of grievances among workers were common in the environment but as competition grows and firms operating around the world lead to a battle for talent in the labor market so the causes of grievances also vary naturally. Therefore, in this article attempts have been made to find a common ground for complaints in terms of information. The formal grievance redressal system serves as an information communication forum. Many researchers had established a strong relationship between employee grievances and employee performance and employee income objectives, job satisfaction etc. Therefore, it needs to be resolved or properly controlled by the organization in order to survive and thrive in the market [5]. **Garima, (2017)** explained the purpose of finding a relationship between employees' grievances and their motivation. It has been found that there is a relationship between the complaints and the motivation that each manager must deal with before the complaint becomes a dispute. If management of public or private organizations does not address the grievances in the first instance, the consequences can be devastating. To motivate employees, grievance management can be used as an effective motivational tool [6]. **Anushree (2018)**, has determined whether employees are responding to their employees' grievances. The population is 882 and the sample size is 265 employees. The study was conducted in Hosur in Ashok Leyland (Plant-I) the integration and reversal tools used in this study. This study summarizes staff satisfaction with grievance management procedures [7]. **Arindam (2018)**, a complaint is an indication of dissatisfaction with work and its nature. The complaint is mainly due to the difference between expectations and work

and management. Many grievances are very disruptive and it is not possible for all managers to resolve grievances in the end. It is therefore important that there is an effective grievance management system in place for organizations. This study is an attempt to study the grievance management process at Arunachal Pradesh State Co-operative Apex Bank Ltd (APSC Apex Bank Ltd) and analyze data to understand the process and provide recommendations for making the process more effective [8]. **Rupali (2018)**, a complaint about any dissatisfaction or feeling of incompetence at work, should be related to performance. The purpose of this paper is to clarify the proper management of grievances the employee faces. The study identifies the most common complaints about wages and wages, place of work, promotions, transfers, lack of communication, inter-departmental relationships, etc. The study also looks at the origins of job grievances, grievance management procedures, and grievance redressal management procedures. Effective grievance management is an important part of developing good working relationships with employees and running the organization smoothly, effectively and efficiently and effectively. **Stored & Onyebuchi. (2019)**, in this paper psychologically assessed the impact of employee grievance management on organizational performance. The paper noted that the effective management of employee grievances is essential to a harmonious working relationship, strengthening the integrity and commitment of employees, and improving the productivity and performance of the organization as a whole. On the other hand, a lack of, or mistreatment of, workers' grievances in organizations results in negative organizational consequences such as declining productivity, unemployment problems, disobedience to orders, misconduct and declining work quality. The study concluded that effective employee grievance management is essential to an effective management-and-employee relationship that helps improve organizational performance. It is recommended among other things that complaints should be dealt with as soon as possible as reported to ensure that the unresolved side effects of grievances are greatly reduced in the workplace. In addition, there should be a formal grievance management system that management will use as a guide for managing grievances in the workplace to ensure coherence, and to develop an ethical work ethic that is critical to improving organizational performance. Organizations should ensure that staff grievance management officers are properly trained to manage grievances and disputes, and should also educate their employees on the grievance procedure available to their organization, as well as the need to follow grievance procedures when submitting their grievances [10]. **Aranha et. al. (2019)**, the Karnataka state government has confirmed the establishment of the Karnataka State IT / ITES Employees Union (KITU) with the aim of assisting lakhs of IT workers and providing them with a platform to lodge their grievances. As the concept of the IT union is in its infancy the

research aims to understand the understanding of information technology (IT) workers and how to create unions in the Bengaluru IT Industry. The researcher in this study aims to identify factors that contribute to the formation of union among IT staff. The researcher also attempts to obtain employees' views on these factors that contribute to the inclusion of a union among IT employees in relation to their human profile. The paper also focuses on knowing the reasons for workers not affiliated with the union. The researcher used the design of the experimental and descriptive research research. A total of 208 IT professionals from various organizations who participated in the study were spread across the organization and were selected using a simple sample to reflect their age, knowledge, gender and position in the organization. Data is collected through a structured questionnaire. The researcher found three factors such as Individual Factor, Group factor and Organizational factor that have a significant impact on union inclusion among IT staff. The study also identified good administrative support, dislike of union disruption, individual losses and low fears of job insecurity as reasons for the non-employment of employees in the IT industry [11]. **Taru, March (2020)** described the grievances of International Airport staff, Tiruchirappalli. and examined the relationship between employer and employees as well. Finding effective solutions to complaints in middle management. The descriptive method is used as a research method to conduct a short study of complaints. A pilot study was conducted to analyze the complaints management process at the international airport, Tiruchirappalli. minor changes in product growth policies and procedures from employees. Managers should improve the communication component of their employees with their problems. The organization should reduce frequent referrals, and provide additional training for its employees. Complaints are well organized in the organization and speed and time must be increased to resolve grievances as soon as possible and this helps to reduce grievances in the organization. [12].

### **III. RESEARCH METHODOLOGY**

This study applies an exploratory research design and semi-structured research tools. This means that, they study was carried out in a manner that should not presume to know the conclusions that were drawn from this study in other words what will be discovered by later by the study. The main reason of using an exploratory research design was to gain new insights on the causes of employee grievances, measures taken at all levels of decision-making to address employee grievance, employee perceptions about the way the management address their grievances, the factors which hinder effective management of employee grievance. The study was conducted at the IT industry of northern region were chosen because of they were expected to facilitate easier accessibility of the target population needed in this study

- Total population - 50
- Sample size - 35(According to RAO software)
- Sample technique - Simple random sampling
- Area of research - The research is based on the survey of employees from IT Industry Noida
- Dependent variables - Employees feelings and behaviour.
- Independent variables - Higher management, work pressure, grievance redressal policies, complaints.
- Primary data: -Collected data from IT Industry Noida.
- Secondary data: - The source of secondary data newspapers, journals, articles.

### **IV. DATA ANALYSIS**

The analysis of proposed methodology is done using SPSS statistical tool in which we have perform the Chi-Square test on the collected data and the calculated result is shown in table 1and table 2.

**Table 1 Sampled data**

	YES	NO	TOTAL
MALE	21	5	26
FEMALE	8	3	11
TOTAL	29	8	37

**Table 2 Chi Square test on Sample data**

O	E	O-E	$(O-E)^2$	$\sum(O-E)^2/E$
21	21.13	-0.13	0.0169	.0008
5	4.87	0.13	0.0169	0.0035
8	7.87	0.13	0.0169	0.0021
3	3.13	-0.13	0.0169	0.0054
			TOTAL	0.0118

Where O represents the observed value and E represents the expected value. The chi-square test is calculated by taking the summation of square and difference of observed value and expected value and then divide the result obtained. There the table value of chi square is performed 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 0.0118. So, the hypothesis testing accepted the alternative hypothesis.

## V. CONCLUSION

The quality of life of an employee is actually about the involvement of employees, which includes ways to encourage employees to participate in decision-making. In my opinion most of the workers said they were facing grievances in their organization. They also say that senior management is the main reason for the complaint. Workers complained about their grievances to their top officials. Some complaints have been removed and some of them do not deal with complaints. Therefore, the official must take care of the grievances and resolve them. In this study we have collected data from IT industry of northern region and perform the chi square test on the sampled data and found that our methodology accepts our objectives of hypothesis.

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