Employee Satisfaction Towards the Grievances Handling Procedure in Super Auto Forge Private Limited, Chennai

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Abstract

Employee satisfaction with grievance handling procedures is crucial for maintaining a positive work environment and fostering organizational commitment. This study examines the effectiveness of the grievance handling mechanism at Super Auto Forge Pvt. Ltd. and its impact on employee satisfaction. The research explores factors such as transparency, response time, fairness, and management involvement in resolving grievances. Data collected through employee feedback and analysis of grievance resolution outcomes reveal the strengths and areas for improvement in the system. The findings suggest that a well-structured and responsive grievance handling procedure enhances employee morale, reduces workplace conflicts, and contributes to overall organizational efficiency. Recommendations are provided to further improve the process and ensure employee concerns are addressed effectively

Key words: Employee Satisfaction , Grievance Handling Procedures , Workplace Environment

1. Introduction

Employee satisfaction is an essential component of any organization's success. It refers to the level of contentment employees feel about their work environment, job responsibilities, and their overall relationship with the organization. Among the various factors that contribute to employee satisfaction, the grievance handling procedure plays a crucial role. Grievances refer to complaints or dissatisfaction employees may have related to their job, workplace conditions, interpersonal conflicts, or unfair treatment. It is not uncommon for employees to encounter issues in the workplace that may lead to frustration, stress, or even disengagement. Therefore, having an effective grievance handling mechanism in place is vital for maintaining a harmonious and productive work environment.

2.Objectives

➢ To assess employee awareness of the existing grievances handling procedure in the organization.

➢ To evaluate the effectiveness and fairness of the grievances redressal mechanism from employees perspective.

➢ To explore the challenges faced in the grievances resolution and suggest improvements to the system.

➢ To know the employee's satisfaction on grievances handling procedure.

3. Statement of the problem

The grievances handling procedure plays a crucial role in maintaining employee satisfaction and fostering a positive work environment. At Super Auto Forge Pvt. Ltd., Chennai, employees may experience dissatisfaction if grievances are not addressed in a timely, fair, and transparent manner. Issues such as delayed responses, biased decision-making, lack of proper communication, and absence of follow-up mechanisms can lead to frustration, decreased morale, and lower productivity among employees. this study seeks to assess employee satisfaction with the grievance handling procedure at Super Auto Forge Pvt. Ltd., identifying challenges and recommending improvements to enhance workplace harmony and organizational efficiency.

4.Scope of the study

This study identifies what was caused in the grievances handling procedure in Super Auto Forge Private Ltd Chennai. So, decided to broaden the scope of survey that includes both men and women. This survey including a questionnaire with total of 116 different employees and the questionnaire was employed to determine the nature of problems and cause for grievances. Examines grievance handling procedure, employee perceptions, satisfaction levels, and potential areas of improvement. Conducted within a specific time frame, depending on data collection.

5.Research methodology

1.Data collection

A. Primary Data

The primary data were collected by using questionnaire.

B. Secondary data

The secondary data was gathered from the journal,websites and books

2. Sampling method

Population: Employees of Super Auto Forge Pvt. Ltd., Chennai.

Sampling Technique: Random sampling.

Sample Size: Approximately 116 respondents,depending on feasibility and   company approval.

3.Data Analysis Techniques

Descriptive Statistics: Mean, percentage, and frequency distribution. .

Inferential statistics

➤ Simple percentage analysis

➤ Chi-square test

➤ Correlation analysis

➤ Likert scale method

4. Limitations of the study

1. Employee hesitancy to express negative feedback.

2. Limited access to confidential HR data.

3. Potential bias in self-reported survey responses.

5.Review of literature

Jane w. Mubezi (2019)[1] The is study mainly focuses on factors which cause employee grievance, identify style used at the departmental level of decision-making to address employee grievance, find out employee perceptions about the way management handle their grievances.

Elba z, A., Haddoud, M., Njeru, A.-K., & Abdelhamid, H (2019)[2] The study examines the link between grievance handling styles and job satisfaction. And various configurations of handling styles are associated with high job satisfaction where discovered by the authors in the Egyptian hotels and travel agencies.

Onyebuchi (2019)[3] The study reveals the importance of utilizing collective bargaining as vital   grievance management tool for effective harmonious management- labor relationship which helps to promote profitability and increase in market share of organizations, hence lead to enhanced organizational performance, effectiveness and survival.

7.DATA ANALYSIS AND INTERPRETATION

7.1. Simple percentage analysis

TABLE NO:7. 1

Age of the respondent

Factor	Frequency	Percentage
Below 25 years	19	29.9
25-35 years	35	28.2

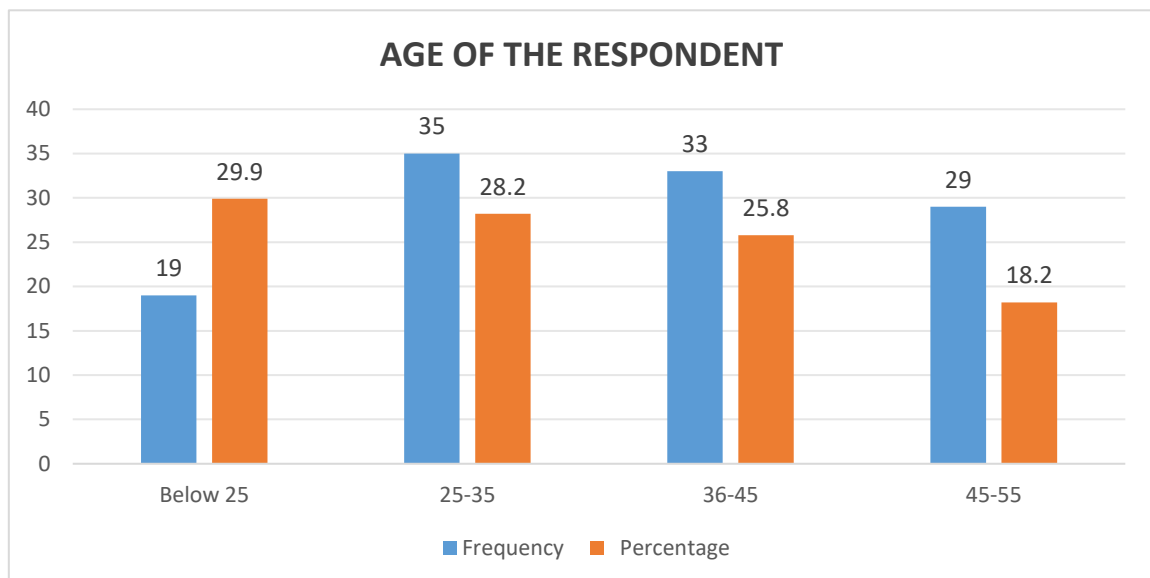|		
36-45 years	33	25.8
45-55 years	29	18.2
Total	**116**	**100**

Source: Primary Data

Interpretation

From the above table, 29.9% of the 116 respondents are under 25, 28.2% are in the 25-35 age group,   25.8% fall within the 36-45 age group, and 18.2% are in the 45-55 age group.

Inference

 Most (28.2%) of the respondents are in the age group of 25 -35.

Exhibit no:7.1

Age of the respondent

8. Chi- square analysis

Null Hypothesis (H0)

There is no significant relationship between age of the respondent and types of   grievances faced by the employees.

TABLE NO:8.1

Types of grievances of the respondent	Age of the respondent				
	25-35	36-45	45-55	Below 25	Total
Salary benefits issues	13	14	10	6	43
Workplace harassment	6	5	5	2	18
Unfair treatment by management	5	2	3	4	14
Poor working condition	3	1	0	0	4
Workload and work-life balance	2	7	7	4	20
Lack of career growth opportunities	5	3	5	3	16
Total	**35**	**32**	**29**	**19**	**116**

Calculated value	Table value	Degree of freedom	Level of significance	Result
10.35	24.996	15	0.05	Accepted

Source: Primary data

Interpretation

It is observed that the table calculated value of chi-square (10.35%) value is less than the table value(24.996%). Hence,Null hypothesis is accepted and it is concluded that there is no significant association between age of the respondent and types of grievances faced by employees.

9..Likert scale method

Satisfaction Towards the Grievances Handling Procedure

TABLE NO:9.1

Factor	Very satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very dissatisfied (1)	Total
Satisfied with grievances handling committee	45 (38.7%)	39 (33.6%)	22 (18.9%)	7 (6.0%)	3 (2.58%)	116
Satisfied with grievances resolution process	32 (27.5%)	43 (37.6%)	36 (31.34%)	3 (2.58%)	2 (1.72%)	116
Satisfied with settlement procedure	53 (45.6%)	16 (13.7%)	23 (19.8%)	13 (11.20%)	11 (9.48%)	116

Source:Primary data

Interpretation

The above table shows that, the majority 45.6% of the respondents are highly Satisfied with settlement procedure followed by 37.6**%** of the respondents are Satisfied with grievances resolution process followed by 11% of the respondents are neutral to satisfied with grievances followed by 9.48% of the respondents are dissatisfied to Satisfied with settlement procedure.

Most (45.6%) of the respondents are satisfied with settlement procedure **.**

10. FINDINGS,SUGGESTIONS AND CONCLUSION

10.1 Findings

Based on the analysis of data , the following major findings of the study are recapitulated.

Simple percentage analysis

i.   Most (28.2%) of the respondents are in the age group of 25 and 35.

ii.   Majority (53.8%) of the respondents are Male.

iii.   Majority of the respondents (38.7%) belong to the Production department.

iv.   Majority (32.4%) of respondents are Workers in the company.

v.   Most (38.4%) of the respondents are qualified as Undergraduates.

vi.   Majority (32.4%) of respondents are Workers in the company.

vii.   Most of the (23.9%) respondents have 4-7 years of experience.

viii. Most (36.7%) respondents are permanent employees in the company.

ix.   Majority (84.4%) of the respondents have experienced workplace grievances.

x.   Most (30.17%) of the respondents are Affected from salary benefits issues.

xi.   Majority (65.5%) of the respondents know about the awareness of grievance handling

xii.   Most (42.7%) of the responses said grievances are known by the HR department.

xiii. Majority (68.1%) of the respondents answered reported grievances in the company

Likert scale method

Majority 45.6% of the respondents are highly satisfied with settlement procedure.

Chi square analysis

It is found that there is a significant relationship between age of the respondents and types of grievances faced by the employees.

10.2. Suggestions

➢   Improving communication channels for grievances.

➢   Introducing training programs for HR personnel to handle grievances more effectively.

➢   Setting up an anonymous feedback system to encourage more honest responses.

➢   Regular follow-ups on resolved grievances to ensure continued employee satisfaction.

➢   Incorporate feedback mechanisms, such as post-resolution surveys or employee engagement initiatives, to assess the effectiveness of the redress procedure.

10.3 Conclusion

The significant portion of respondents experience workplace grievances, with salary benefits issues being the most common. A strong relationship was found between age and the types of grievances faced, highlighting the need for age-specific solutions. The majority of employees express satisfaction with the settlement procedure, though there is room for improvement in grievance handling. Suggestions include enhancing communication, providing HR training, and implementing anonymous feedback of systems. Regular follow-

ups and feedback mechanisms are crucial to ensuring ongoing employee satisfaction and effective grievance resolution

References

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