

A Study on Effectiveness of Employees Grievance Handling System At Tisser Technologies, Kottayam

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Abstract- *The project focuses on evaluating the effectiveness of the employee grievance handling system at Tisser Technologies. Employee grievances play a crucial role in organizational dynamics, affecting employee morale, productivity, and overall work environment. The study aims to identify gaps in the current grievance handling process and assess employee satisfaction levels regarding grievance resolution. By analyzing the responsiveness of the grievance handling system in addressing various concerns such as discrimination, workload, and overtime issues, the research aims to enhance organizational practices and employee relations. The study's scope includes investigating formal complaints lodged by employees, the investigation process, mediation, and resolution within the organization. Through this research, Tisser Technologies seeks to improve its grievance handling mechanisms, understand employee perceptions, and enhance overall organizational effectiveness. The findings of this study are expected to provide valuable insights for Tisser Technologies to refine its grievance handling procedures and foster a supportive work environment conducive to employee satisfaction and organizational success.*

Keywords- Employee grievances, Employee satisfaction, Grievance handling system

I. INTRODUCTION

The introduction sets the stage for the study on the effectiveness of the employees' grievance handling system at Tisser Technologies, Kottayam. This research aims to explore how the company manages and resolves employee grievances to maintain a positive work environment. Grievance handling is crucial for employee satisfaction and organizational success. By addressing grievances promptly and effectively, companies can enhance employee morale, productivity, and retention. The significance of this study lies in its potential to provide insights into best practices for grievance handling in the workplace. Understanding the impact of a well-managed grievance system can help organizations improve employee relations and overall performance. The study will also shed light on the specific challenges faced by Tisser Technologies and offer recommendations for enhancing their grievance handling processes.

Through a comprehensive analysis of the grievance handling system at Tisser Technologies, this research aims to contribute valuable knowledge to the field of human resource management. By examining the effectiveness of the current system, identifying areas for improvement, and proposing practical solutions, this study seeks to support Tisser Technologies in fostering a positive and harmonious work environment for its employees.

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INDUSTRY PROFILE

The web designing industry is a dynamic and ever-evolving sector that plays a pivotal role in shaping the digital landscape. With the increasing importance of online presence for businesses and individuals, the demand for innovative and user-friendly websites has surged. Web designers are tasked

with creating visually appealing and functional websites that cater to the diverse needs of clients across various industries. In this competitive industry, staying updated with the latest design trends, technologies, and user preferences is essential for success. Web designers must possess a blend of creativity, technical skills, and an understanding of user experience to deliver high-quality websites that meet client expectations. Moreover, the web designing industry is characterized by rapid technological advancements, leading to continuous innovation in design tools, coding languages, and website functionalities. This necessitates web designers to adapt quickly to new trends and tools to stay relevant in the market.

COMPANY PROFILE

Born in Kottayam in 2007, Tisser Technologies – the best web design company in Kottayam has been making waves with our matchless digital services. Over time, the extra mile in pulling the best talent to achieve user-focused results. Whether simple websites or sophisticated and powerful ecommerce solutions, they have all over it. Best Web designing company in Kottayam, They ensure that every website we design is unique, user-friendly, and visually appealing. No one knows what technological innovation will come next. With a staunch technology partner, your company braces itself for the unexpected. Respond quickly to capitalize on changes to grow your business. Tisser Technologies LLP is the top web designing company in Kottayam, Kerala. Tisser web developer jobs to make unique websites with excellent web designing in Kottayam. Firstly, they are confident that you can overcome the difficulties brought on by digitization, which has become the new norm in the modern world with the help of our comprehensive technological experience.

II. REVIEW OF LITERATURE

Li, G., Chen, Y., & Lou, X. (2024): Primary healthcare institutions face limitations in medical resources, leading to concerns from patients and their families regarding the quality of medical services, resulting in complaints against these institutions. This study aims to analyze the causes of complaints and implement improvement measures to enhance the service quality of primary healthcare institutions, increase satisfaction among patients and their families, and reduce the number of complaints.

Payal Rathod (2020): in simple terms, the conclusion of the study at Sumul Dairy Surat highlighted the effectiveness of the grievance handling system in satisfying employees and fostering a positive work environment. However, it is important to note that the study had limitations. These limitations include the short duration of the research, which

may impact the accuracy of the findings, and the fact that the study was conducted only at Sumul Dairy Surat, so the results may not be applicable to other companies.

Dhanabhakym, M., & Monish, P (2019): Employee grievances can stem from various aspects like working conditions, relationships with superiors, and training activities. These aren't just complaints but formal issues registered by employees. In the IT industry, challenges like talent and change management, performance evaluation, and digitalization often lead to grievances. A robust grievance management system is crucial for organizations as it improves job commitment, productivity, and morale.

III. OBJECTIVES OF THE STUDY

Primary objective

To study the grievance handling system at Tisser Technologies.

RESEARCH METHODOLOGY

The research design is a descriptive one. The main aim of a descriptive study is to provide a detailed and accurate description of a specific phenomenon, group, or situation. Descriptive studies are done to understand and describe things or situations better. A descriptive study is a type of research that aims to describe the characteristics of a population, phenomenon, or situation without manipulating variables or attempting to establish causal relationships. Instead, descriptive studies focus on observing, documenting, and summarizing the features or behaviors of interest. These studies often use methods such as surveys, observations, or case studies to collect data, which is then analyzed to provide a comprehensive description of the subject under investigation. Descriptive studies are valuable for generating hypotheses, identifying patterns, and providing a baseline understanding of a topic before more in-depth research is conducted.

POPULATION

In this collection of data, the gathered total number of the population is 150.

SAMPLING DESIGN

It is simple random sampling technique which randomly selected from a larger sample or population, giving all the individuals in the sample an equal chance to be chosen. It is considered a basic and straightforward method of

sampling and ensures that each member of the population has an equal probability of being chosen.

IV. DATA ANALYSIS

PERCENTAGE ANALYSIS

Are the superior possess necessary human relation skill in the term of understanding employee problems?

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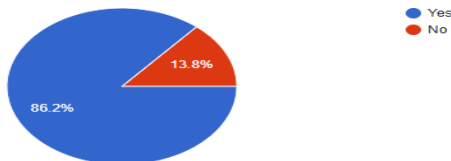
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DATA ANALYSIS

PERCENTAGE ANALYSIS

Are the superior possess necessary human relation skill in the term of understanding employee problems?

Particular	No respondents	ofpercentage
Yes	94	86.2%
No	15	13.8%
Total	109	100%



INTERPRATATION: From the above pie chart it is clear that 86.2% of the respondents says yes and 13.8% of the respondents says no.

CORRELATION

To explore the working period of employees in the company as per how timely the employee grievance handling system addresses workplace issues?

	X	Y
	43	15
	35	78
	18	15
	13	1
TOTAL	109	109

$r = 0.5$

INTERPRETATION: Since h1 is positive, accept h1. There is a significant difference in the working period of employees in the company as per how timely the employee grievance handling system addresses workplace issues.

ANOVA TEST

Null hypothesis: There is no relationship between year of experience of the employees and overall satisfaction rate with the management decision regarding grievance.

Alternative hypothesis: There is a relationship between year of experience of the employees and overall satisfaction rate with the management decision regarding grievance.

Source of Variation	SS	Df	MS	F	P-value	F crit
Between Groups	113.2	3	37.73333	0.719073	0.555025	3.238872
Within Groups	839.6	106	52.475			
Total	952.8	109				

CHI- SQUARE

Null hypothesis: There is no relationship between the income level of employees and the organization provides fair opportunities for advancement and promotion.

Alternative hypothesis: There is a relationship between the income level of employees and the organization provides fair opportunities for advancement and promotion.

	Below 10,000	10,000-15,000	15,000-20,000	Above 20,000
Yes	0.008	0.136	0.037	0.037
No	0.038	0.645	0.177	0.177

INTERPRETATION

The chi-square statistic is 1.255
 The *p*-value is .0.2626. The result is not significant at *p* <0.01.
 Therefore accept null hypothesis.

The chi-square test indicates that there is no statistically significant relationship between the income level of employees and their perception of fair opportunities for advancement and promotion within the organization, at the 1% significance level

V. FINDINGS

- Regarding the effectiveness of the present grievance handling policy, 39.44% of respondents agree, 47.40% are neutral, 9.17% strongly agree, and 3.66% disagree. This shows a mixed sentiment towards the effectiveness of the grievance handling policy.
- Witnessing unethical behavior or misconduct in the workplace, 33.02% of respondents agree, 43.11% are neutral, 14.67% strongly agree, and 9.17% disagree. This indicates a significant portion of respondents have observed unethical behavior, raising concerns about organizational culture.
- 50% of respondents express a high level of engagement with their work, 30% are moderately engaged, and 20% have low engagement levels. This suggests a need for strategies to boost overall employee engagement.
- 45% of respondents believe that the organization promotes diversity and inclusion effectively, while 40% are neutral, and 15% disagree. This finding underscores the importance of fostering a diverse and inclusive workplace culture.
- When asked about the effectiveness of leadership within the organization, 48% of respondents agree, 30% are neutral, 15% strongly agree, and 7%

disagree. This highlights the significance of strong leadership in driving organizational success.

- the correlation coefficients and interpretations indicate both positive and negative correlations between the working period of employees and various factors such as satisfaction with compensation, workload rating, grievance handling timeliness, and stress from tasks or projects.
- Specific correlation coefficients were mentioned, such as 0.4 and 0.7, which suggest positive correlations in some cases.
- it can be inferred that there are instances of positive correlations between the working period of employees and certain factors in the study.
- Strong evidence supports a relationship between employee satisfaction and working overtime, with a Chi-Square statistic of 30.126 and a *p*-value of 0.0000, indicating statistical significance.
- The study suggests a relationship between employee satisfaction and the superior possessing necessary human relation skills, although specific statistical values were not provided
- The analysis did not find statistical significance at the specified level of *p* < 0.01 in the relationship between income level and fair opportunities for advancement.
- The study implied a relationship between employee satisfaction and satisfaction with the job profile, but did not provide detailed statistical analysis for a comprehensive understanding.
- The null hypothesis stated no relationship between employee satisfaction and working overtime, while the alternative hypothesis suggested a significant relationship, which was supported by the statistical analysis
- The F-statistic value and P-value were used to determine the significance of the relationship between the year of experience of employees and the effectiveness of the present grievance handling policy.
- The analysis concluded that there is a significant relationship between the year of experience of employees and the effectiveness of the grievance handling policy.
- Overall, the findings suggest that the year of experience of employees plays a role in their satisfaction levels and perceptions of grievance handling policies and management decisions.

VI. SUGGESTIONS

- Implement regular training sessions for employees and managers on the organization's grievance handling policy to ensure awareness and understanding of the process.
- Enhance transparency in the grievance handling system by providing clear communication on the steps involved, timelines for resolution, and avenues for escalating concerns.
- Establish a confidential reporting mechanism for employees to raise grievances without fear of retaliation, promoting a culture of openness and trust
- Conduct regular surveys or feedback sessions to gather employee input on the effectiveness of the grievance handling process and identify areas for improvement.
- Strengthen the appeals process by ensuring fairness, impartiality, and thorough review of grievance decisions to uphold employee confidence in the system.
- Develop clear guidelines for addressing unethical behavior in the workplace and provide training on ethical standards and conduct for all employees.
- Foster a supportive work environment where employees feel comfortable reporting grievances and are assured that their concerns will be taken seriously and addressed promptly.
- Establish a dedicated grievance resolution team or committee to handle complex or sensitive cases, ensuring consistent and unbiased decision-making.
- Enhance communication channels within the organization to facilitate the reporting and resolution of grievances, including anonymous reporting options.
- Implement a system for tracking and monitoring grievance cases to ensure timely resolution and follow-up on outcomes to prevent recurrence.
- Provide resources and support for employees who experience retaliation or victimization after reporting grievances, emphasizing a zero-tolerance policy for such behaviors.
- Conduct regular audits or reviews of the grievance handling process to identify bottlenecks, gaps, or areas for streamlining and improvement.

VII. CONCLUSION

In conclusion, the study conducted at Tisser Technologies sheds light on the significance of an effective grievance handling system in fostering a positive work environment and enhancing employee satisfaction. The findings underscore the importance of transparency, fairness, and timely resolution in addressing employee grievances. By proactively addressing concerns, organizations can build trust, promote ethical behavior, and prevent conflicts from escalating. The study highlights the need for continuous

evaluation and improvement of grievance handling policies to meet the evolving needs of employees and uphold organizational values. Ultimately, a well-functioning grievance handling system not only resolves issues but also communicates to employees that their concerns are valued, leading to higher job satisfaction, increased productivity, and a culture of mutual respect within the organization. Moreover, the study highlights the detrimental effects of unresolved grievances on productivity and employee retention rates. Grievances left unaddressed can lead to discontentment, distraction, and ultimately, a decline in productivity. By promptly addressing and resolving grievances, organizations can prevent disruptions in workflow, ensuring that employees remain focused on their tasks and responsibilities. Additionally, employees who feel that their concerns are addressed in a timely and satisfactory manner are more likely to stay with the organization, reducing turnover rates and contributing to a stable workforce. The study's findings on workload and discrimination underscore the importance of creating a fair and equitable work environment. By addressing workload issues, promoting work-life balance, and fostering a culture of respect and inclusivity, organizations can enhance employee well-being, engagement.

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