

An Analytical Study on Grievance of The Employees In Classic Apparel Fashions.Pvt.Ltd

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Abstract- Employee grievances significantly influence organizational performance, employee satisfaction, and workplace harmony. This study analyzes the nature, causes, and impact of employee grievances at Classic Apparel Fashions, a leading textile manufacturing firm. Using structured data analysis and employee feedback, the study identifies key grievance factors such as working conditions, communication gaps, compensation concerns, and work-life balance issues. The findings reveal that ineffective grievance redressal mechanisms and lack of awareness contribute to dissatisfaction. The study concludes with strategic recommendations to improve grievance handling systems, thereby enhancing employee morale and productivity.

Keywords: Employee Grievance, Job Satisfaction, Textile Industry, HR Practices, Workplace Environment, Organizational Performance

I. INTRODUCTION

Employee grievances refer to dissatisfaction or complaints arising from workplace conditions, management practices, or interpersonal conflicts. In labor-intensive industries like textiles, grievances are more prevalent due to demanding work environments and operational pressures. Classic Apparel Fashions, a vertically integrated textile manufacturer with high production capacity, operates in a competitive global market. While the company demonstrates operational excellence, employee-related concerns remain a critical factor influencing productivity and retention.

ii. scope of the study

The study aims to identify major causes of employee grievances, analyze their impact on job satisfaction and performance, evaluate the effectiveness of grievance redressal systems and provide actionable recommendations for improvement.

III. RESEARCH METHODOLOGY

- **Research Design:** Descriptive and analytical

- **Data Collection:** Primary data through employee surveys and secondary data from company records
- **Sampling:** Employees across departments and roles
- **Analysis Tools:** Percentage analysis and comparative interpretation
This approach enables identification of grievance patterns and their organizational implications.

IV. KEY AREAS OF ANALYSIS

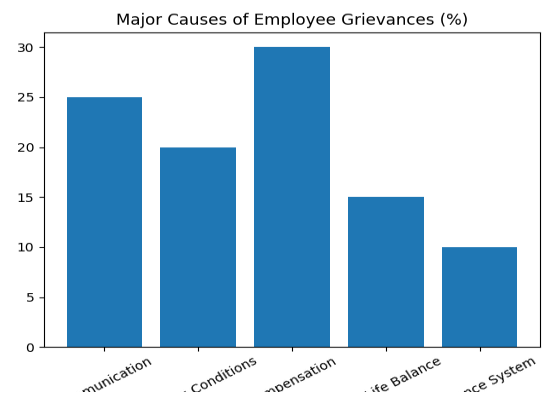


Fig 1: Major Causes of Employee Grievances

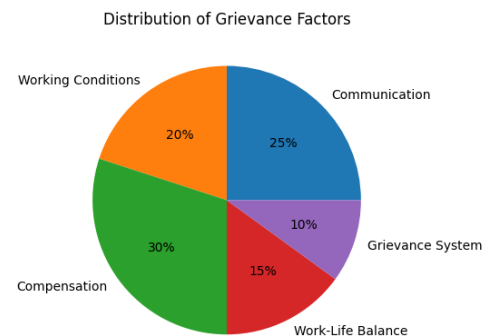


Fig 2: Distribution of Grievance Factors

4.1 Communication & Management Practices

Data indicates that ineffective communication channels and lack of transparency contribute significantly to employee dissatisfaction. Employees often feel unheard, leading to escalation of minor issues into formal grievances.

4.2 Workplace Environment & Safety

A notable portion of employees reported concerns regarding:

- Working conditions
- Safety measures
- Physical work environment

This is particularly relevant in textile operations where environmental conditions directly impact worker well-being.

4.3 Compensation & Benefits

Compensation-related grievances remain one of the dominant factors. Issues include:

- Perceived inequity in wages
- Lack of incentives
- Limited benefits

These concerns directly affect employee motivation and retention.

4.4 Work-Life Balance

Employees reported challenges in maintaining work-life balance due to:

- Long working hours
- High workload
- Production pressure

This contributes to stress, absenteeism, and reduced productivity.

4.5 Grievance Redressal System

Analysis shows:

- Moderate awareness of grievance policies
- Lack of confidence in resolution mechanisms
- Fear of retaliation in some cases

This indicates gaps in implementation rather than absence of systems.

V. FINDINGS

- Grievances are primarily driven by **management practices, compensation, and work conditions**
- **Communication gaps** amplify dissatisfaction
- Existing grievance systems lack **transparency and employee trust**
- Employees hesitate to report issues due to **fear of negative consequences**
- Job satisfaction is directly linked to grievance handling effectiveness

VI. DISCUSSION & ANALYTICAL INSIGHTS

The study reveals that grievances are not isolated issues but interconnected organizational challenges. Poor communication leads to misunderstandings, which, combined with inadequate compensation and workload pressures, creates dissatisfaction.

From an analytical perspective:

- **Root Cause Level:** Management and structural inefficiencies
- **Impact Level:** Reduced morale, productivity, and retention
- **System Gap:** Weak grievance redressal implementation

Organizations like Classic Apparel, despite strong operational systems (ERP, vertical integration), must equally strengthen **human resource systems** to sustain long-term growth.

vii. recommendations

- Strengthen **transparent communication channels**
- Implement **confidential grievance reporting systems**
- Conduct **regular employee feedback surveys**
- Improve **compensation fairness and incentive structures**
- Introduce **work-life balance policies**
- Provide **training for managers on grievance handling**

VIII. CONCLUSION

Employee grievance management plays a crucial role in organizational success. The study highlights that while Classic Apparel Fashions excels in operational efficiency,

there is a need to enhance employee-centric practices. Addressing grievances proactively will not only improve employee satisfaction but also contribute to higher productivity and sustainable organizational growth.