

A STUDY ON EMPLOYEE'S GRIEVANCES REDRESSAL AT GHCL TEXTILES LIMITED, MANAPPARAI

AL Mangayarkarasi¹, Dr.C.Gnanaprakasam², Dr.B.Velmurugan³

¹II MBA Student, Department of Management Studies, NPR College of Engineering and Technology, Natham, Dindigul. Email ID: alarasi002@gmail.com

²Associate Professor, Department of Management Studies, NPR College of Engineering and Technology, Natham, Dindigul. Email ID: scgpm2000@yahoo.co.in

³Professor & Head, Department of Management Studies, NPR College of Engineering and Technology, Natham, Dindigul. Email ID: velubvm@gmail.com

Abstract— The main aim of this research is to know the Employee's Grievance redressal in the organization. The study is descriptive in nature. The objective of the study is to know the employees Grievance redressal policy and the system they are following to solve the problem in the organization. The sample size is 100. The sample method used for this study is the Percentage Analysis, Correlation and Chi-Square. The data has been collected through a well-structured questionnaire and has been analyzed with the help of SPSS package. The First Chapter deals with introduction, meaning, nature and used of the financial performance, design of the study, the scope, objectives, and Research methodology. The Second Chapter deals with Review of literature. The Third chapter deals with the Complete Profile of Organization. The fourth chapter deals with the conceptual background and importance of Grievances and Redressal. The fifth chapter reflects the thoughts of the researcher in the form of findings, suggestions and conclusions. In the appendix various supporting information have been incorporated for an easy understanding of the readers.

INTRODUCTION

Grievance redressal is a management- and governance-related process commonly used in India. It primarily involves receiving and processing complaints from citizens and consumers, but it also extends to taking action on any issue raised by them to improve service delivery. Grievance redressal (GR) is mandated in government agencies and departments directly involved in serving citizens and organization.

REVIEW OF LITERATURE

Chandrika Soni,Dr.Padmini Ravindra Nath, (Dec-2015) This Paper Aims to examine some of the major issues related to India. Carpet industry and tries to analysis the trends of carpet exports from 2010 onwards using the 4 digit HS codes. The carpet industry in the past has faced certain problems in the international market due to the issue of child labour

Dr.J.G.Dingle, Silk Characteristics and production trends are compared with those of there international fibres, Raw Silk fibre and silk fabric and consuming countries are identified and market trends noted

Dr.Devendra Shrimali S.,Since Elimination of quota system under agreement on textiles & Clothing (ATC) it was projected that global textile & Clothing base will be shifted to ASIA

Dr. Veena R Hurple,the Indian Handloom Products have a distinct place in the world of fabrics. It provides employment for 12 million people and it is the second largest sector in the employment generation stand only next to agriculture

Dr.Raju Phukan,(2012) the handloom sector plays a very important role in India's economy. It is a part of our culture and heritage and one of the largest economic activities after agriculture having the capacity of absorbing a greater number of manpower. In 2009-10 this sector provides direct employment to over 65 lakhs persons in India of which 60.40% are women

Dr.S Kalaiyarasi, (2014) In present marketing scenario, the study of consumer behaviour has become essential. Consumers are the kings of markets without consumers no business organization can run, all the activities of the business concerns end with consumers and consumer satisfaction.

Dr.G.M.Nasira, P Banumathi,(Dec-2013) Textile Industry is one of the revenues generating industry to Tamil Nadu. The detection of defect in fabric is a major threat to textile industry. Woven fabrics are produced by weaving. Weaving is a process of interlacing two distinct yarns namely warp and weft.

Dr.R Jayavel(2013), India is a developing country with majority of most masses living in rural areas Agriculture is the main source of employment providing work to 70 Percent of the rural population. Next to agriculture handloom provides a major source of employment to the rural people in India.

Dr.Dash Manfusim(2011)Any artistic article or commodity produced by the silk of hands is handicrafts. Indian Handicrafts have been a traditional craft and the skill of making handicraft has passed in families from generation to generation. The beauty and charm of its crafts has always been a source of Attraction to many Indian and Foreign tourists.

Dr.Swapan Kumar Ghosh, et.al. (2014) This paper deals with internationals and national scenario of commercial production and market share of silk fabrics with particular reference to process along with machine control parameters followed by adoption of good practices in the preparatory stages during production of the silk fabric in a commercial silk mill.

Dr.Jana F Vermaas, et.al. (2012), Wild silk is an exotic fibre that creates a fabric with a unique combination of properties, which is very expensive and therefore unaffordable for many consumers. The aim of this study was to establish whether wool would create an acceptable mixed yarn fabric with the G Postica Silk, in order to create a less expensive fabric with the same positive feature as the wild silk.

Dr.TasminShaikh, et.al. (Oct-2012) Cotton is the best suitable fiber for apparel purpose, especially in tropical region where comfort stands at first priority. Developing countries are the major producers for the cotton. However, the blooming agricultural land in this region.

Dr.Reena Bhatia, Muktai Sathe,(2014) Inherent Superiority and Indian Culture is the identification of handmadepatola of patan made in Gujarat, India. From the historic time, patola was considered as unpolluted fabrics so it is worn in rituals. This expensive woven wonders is an investment of life time which has emerged strongly in the last three decades in the other regions of Gujarat namely Rajkot and surendranagar mainly to provide a cheaper option to the celebrated patanpatola

DilipKataria, Khatri community across the country is generally understood as a trading community. However western India records then differently. The earliest archival demographic to Hindu and Muslim categories

G. Savithri,et.al. Even Today Millions of People in India still depends on handloom for their living. Pochampally is a small village in Nalgonda district of Telengana which is known worldwide for exquisite hand woven silk saree.

Jaimin Vasa, Chairman- MSME committee, Gujarat Chamber of commerce (2013), The SME are playing a strategic role in economic growth and development of the country through their contribution to the creation of wealth, employment and income generation. The textile & Chemical Industries are the leading segment in the SME Sector. For the Indian Economy textiles and chemical segment plays a major role

Karpagam P, et.al.Dyeing are the major cause for the textile pollution. It is the cause for the workers and the people to get suffer in the effluents that emits out of dying process. Also textile dyeing industry employee the use of synthetic dyes of which the production process uses many carcinogenic chemicals which lead to formation of toxic by products

Kirsi Niinimaki (2016) Current Practice in the fashion industry and the use if textile marterials are unsustainable. The consumption of clothing and textile product has increased simultaneously with an exponential increase in production volumes. The study focuses on how to newly appreciate material in fashion design through a case study in Zero Waste Fashion (ZWF) practice.

L.Subramanyam Naidu, Dr.K Jayachandra(2014),Cooperative Form of Organization is considered most traditional and biggest industry in India. According to the census of 2011. It is estimated that 833 million people are currently lives in rural India

L.Ammayapan, DBB Shakyawar (2015). Natural Dyes from plant sources are preferred for coloration one preferred for coloration of woollen Textiles and they give dark and dull colours development of woollen carpet with elegant and Vivid colours from natural dyes is still scanty

MILI,Patola is a double ikat woven textile. It is the traditional silk wedding saree of Gujarat. It has been worn in the form of saree by the ladies of the aristocracy and women of high social standing

Chaudhary and Supriya (2016) conducted a study on redressal and settlement of employee's grievances in selected industrial units. The objectives of the study are to access a wide spectrum of working of the machinery for handling grievances in selected industries in India. The study covers 10 organizations from 3 centers of UP, Delhi and Haryana. The study uses both primary and secondary data. Primary data collected through questionnaire, personnel interviews and observation. Questionnaire was administered to 100 managers and 400 employees to elicit the companies' policies and perception regarding various aspects of grievances. The study concludes that the contents of grievances machinery vary from company to company. Six companies using open door policy for its identification.

Kapur and Kavitha (2007) conducted a study on consumer behavior towards grievance settlement in the purchase of textile products. The sole objective of the study is to measure the consumer awareness and related practices of grievance redressal on the purchase of textile products. The study follows descriptive research method and collecting both primary and secondary data. The entire study was conducted in Chandigarh. Simple random sampling and stratified sampling are used for selecting different wards. The conclusion reveals that education has no impact on customer behavior relating to grievance settlement.

DeshpandeRajashri and Shishir (2013) conduct a study on customer protection and grievance redressal system in banking industry. The objectives of the study are to understand the level of knowledge regarding customer protection and ombudsman scheme among bankers. The study uses both descriptive and analytical methods of research. The study was conducted in Thane district in Maharashtra. Stratified sampling technic is used for sampling purpose and questionnaire distributed to 104 managers, 234 employees, and 3025 customers. Chi square test and ANOVA were used for analysis. The study suggest that the bank should provide a separate help desk for day today complaint settlement and bank should give regular training to the staff members with reference to handling customer complaints.

Lawrence (2016) conducts a study on grievance management and its links to workplace justice. The objective of the study is to explore the influence of workers demographic characteristics on their perception of procedural justice from grievance management. The study is based on a survey of 660 employees across the public and private sectors. Perceptions were measured with the use of a dichotomous scale and logistic regression analysis was applied to test the relationship between dependent and independent variables. Findings of the study prove that except for the education demographic characteristics made no significant difference to workers perceptions of procedural justice.

Venkatakumar (2016) conduct a study on grievance handling procedure in selected major industrial units a case study of APSRTC. The study aims at enquiring the working of public sector enterprises in general and Andhra Pradesh state road transport corporation in particular and identify the dispute redressal mechanism of APSRTC. The study is both descriptive and analytical in nature. International Journal of Novel Research and Development (www.ijnrd.org) 263 collected from corporation headquarters at Hyderabad. Findings of the study reveal the role of conciliator in redressal of disputes should be better appreciated by both the management as well as union representatives and there should be provision for workers participation in management.

NEED OF STUDY:

- A grievance procedure may be necessary because it explains an employee's rights and allows them to express their workplace concerns with their manager.
- Grievance procedures give all employees the opportunity to maintain a safe, happy, collaborative workplace.
- A practical and discreet grievance redressal process can help resolve issues at the workplace, and possibly go a long way toward fostering workplace harmony.

OBJECTIVES OF STUDY:

PRIMARY OBJECTIVE:

- To study the employee grievance redressal with reference to GHCL textiles

SECONDARY OBJECTIVES:

- To study the GHCL organizations grievance redressal programs.
- To ensure that complaints are effectively dealt with by GHCL management.
- To find ways to prevent disputes from arising in the workplace at GHCL textiles.
- To create awareness of employee problems or problem areas, which GHCL management needs to address.
- To know an opportunity for the employee to communicate with GHCL management.
- To analyze the complex situations in a tactful manner to lesson the condition felt to be oppressive or dissatisfied in GHCL.

SCOPE OF STUDY:

- A study is to determine the factors that causes grievance redressal for employees in the organization.
- These research also determines the nature of grievance redressal for employees in order to make them satisfied and feel comfort.
- To solve them in a short period of time makes the employees to work in the same organization for a long period and hence the company can easily achieve their goals.

RESEARCH METHODOLOGY:

The steps in which the project was carried was by collecting primary and the secondary data . The secondary data was collected first. This collection of data was done by means of reading various materials such as books, journals, magazines, newspaper articles, etc., looking for similar content online (i.e, on the internet).

The project work was carried out on the basis of the data collected therefore, Descriptive & Exploratory research methodology is adopted for this project work.

The present study is descriptive in nature, as it seeks to discover ideas and insight to bring out new relationship. Research design is flexible enough to provide opportunity for considering different aspects of problem under study. It helps in bringing into focus some inherent weakness in enterprise regarding which is depth study can be conducted by management.

POPULATION:

The population of the study refers to the employees of sri meenakshi mills (ghcl) ltd. The total population is 1500.

SAMPLE SIZE:

Sample size consist of 100 respondents form the population of 1500 employees in GHCL Textiles, Ltd Manapparai.

SAMPLING METHOS:

The researcher got the name list from all deparment and by using it as a base, the respondents were selected. The researcher used systematic random sampling method to select 100 respondents from the universe, where in the researcher gave an equal chance for all the members to be included in sample.

DATA COLLECTION SOURCE AND METHODS:

PRIMARY DATA: primary data has been collected by the following methods:

- Questionnaire

SECONDARY DATA: Secondary data has been collected by the following methods:

- Website
- HR Books

SETTING UP OF HYPOTHESIS: These are two type of hypothesis.

- Null hypothesis
- Alternative hypothesis

PERIOD OF STUDY:

- Six months duration.

AREA OF STUDY:

- Human resource.

ANALYSIS TOOLS:

- Chi – square test
- Correlation

LIMITATIONS OF STUDY:

- It was very difficult to collect the information from the labours, because the labours were busy with their work schedule.
- I could not communicate with the top level employees and got too much off difficulties to interact with other department senior employees
- Employees response is low and not interested to tell about the senior employees.
- They do not allow to visit all departments in the organization.

DATA ANALYSIS AND INTERPRETATION

CHI – SQUARE ANALYSIS:

TABLE 1: DOES HIGHER AUTHORITY LISTEN YOUR GRIEVANCE?

	Observed N	Expected N	Residual
Strongly agree	30	25.0	5.0
Agree	47	25.0	22.0
Netural	20	25.0	-5.0
Disagree	3	25.0	-22.0
Total	100		

TABLE 2: HOW MUCH TIME YOUR SUPERVISOR TAKES ON COMPLETING THE PROBLEM?

	Observed N	Expected N	Residual
2 weeks	23	25.0	-2.0
3 weeks	33	25.0	8.0
4 weeks	9	25.0	-16.0
Depends upon problem	35	25.0	10.0
Total	100		

TABLE 3: TEST STATISTICS

	DOES HIGHER AUTHORITY LISTEN YOUR GRIEVANCE?	HOW MUCH TIME YOUR SUPERVISOR TAKES ON COMPLETING THE PROBLEM?
Chi-Square	40.720 ^a	16.960 ^a
Df	3	3

TABLE 2: HOW MUCH TIME YOUR SUPERVISOR TAKES ON COMPLETING THE PROBLEM?

	Observed N	Expected N	Residual
2 weeks	23	25.0	-2.0
3 weeks	33	25.0	8.0
4 weeks	9	25.0	-16.0
Depends upon problem	35	25.0	10.0
Asymp. Sig.	.000		.001

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 25.0.

CORRELATION:

TABLE 4: CORRELATIONS

		Is there is a positive and friendly approach during grievance handling	Is work culture supportive in your organization
Is there is a positive and friendly approach during grievance handling	Pearson Correlation	1	.807**
	Sig. (2-tailed)		.000
	N	100	100
Is work culture supportive in your organization	Pearson Correlation	.807**	1
	Sig. (2-tailed)	.000	
	N	100	100

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

FINDINGS

- Majority 75% of the respondents are female.
- Majority 41% of respondents are aged between 30 – 40 years.
- Majority 63% of respondents are married.
- Majority 38% of respondents are UG level and 34% of respondents are HSC level.
- Majority 34% of respondents has experience in 5 -10 years.
- Majority 61% of respondents montly income are between 10000 – 20000
- Majority 71% of employees and workers job are casual in nature.
- Majority 49% of respondents are facing grievance for 3 months.
- Majority 43% of respondents grievance prone subject in organization are related to other problems
- Majority 44% of respondents grievance problems are mostly related to other problem.
- Majority 63% of respondents report grievance to the supervisors.
- Majority 39% of respondents are netural in training provided on grievance handling in the organization.
- Majority 53% of respondents agree in sharing their grievance with their colleague.
- Majority 49% of respondents are agree in present grievance redressal policy of the organization is effective.
- Majority 50% of the respondents agree that management has been taking effoerts to dispose off all grievance redressal procedure with a view to ensure justice and satisfaction to the employees.
- Majority 62% of respondents says yes in friendly and positive approach in the organization during grievance handling.
- Majority 35% of respondents informal channel to redressal the grievance to others higher official.

A Study on Employee's Grievances Redressal at GHCL Textiles Limited, Manapparai

- Majority 47% of respondents agree that higher authority will listen when the grievance is presented.
- Majority 35% of respondents says that grievance problem are solving are depends upon the problem.
- Majority 37% of respondents agree that if the decision is not satisfactory they are given opportunity to take it to the higher officials.
- Majority 35% of respondents agree that the supervisor processes necessary human relation skills in terms of understanding their problem.
- Majority 39% of respondents has agreed that they have supportive work culture in the organization
- Majority 41% of respondents are netural to have a quality of work life in the organization.

SUGGESTION:

- They can focus more on the grievance problem related to working condition and salary
- The worker are not satisfied in the salary they are getting , they can make increment in the salary at yearly once
- They can provide more travel allowance for the workers, so that they can improve the production and they can also sustatin the employees for a long period
- Appropriate salary should be provided to the graduated employees.
- They can provided promotion to the employees which motivates them to give their best and to achieve their company goal.

CONCLUSION:

The company providing more welfare acitivites and other allowance which helps the workers to work for a company success and to achieve their goals. The hostel female works are provided staying allowance and all other extra allowance between the age category of 18-20. The employees grievance problems are reported and solved to the higher official within a short period of time. The female employees are more convenient working in the organization.

The study therefore highlights the employee grievance redressal has been carried out with the reference to GHCL textile limited, Manapparai. The sample questionnaire was distributed to the employees indicate the positive result. However, the maximum employees are satisfied with the grievance redressal policy and solving methods by the organization. As satisfied and motivates the employees helps organization to higher level of inputs.

BIBLIOGRAPHY:

- Gomathi (2014), "A Study on Grievance Management in Improving Employee Performance in a Pvt Enterprise", *Mediterranean Journal of Social Sciences*.
- Obiekwe, Onyebuchi, Uchechi (2019), "Impact of Employee Grievance Management on Organizational Performance", *IIARD International Journal of Economics and Business Management*.
- Adithi Pradeep, Alfiya Niha, Gopika Gopan, Vinod Kumar (2018), "Best practices in grievance handling mechanism: a study in Kerala", *International Journal of Engineering & Technology*, volume no-7, Pp.177-179.
- Balamurugan, Shenbagapandian (2016), "A Study on Grievance Handling Measures a Theoretical Perspective", *International Journal of Management and Commerce Innovations*.
- Mohana sundaram (2013), "A Study on Employee Grievances at Dharmapuri District Co-Operative Sugar Mills Ltd., Palacode", *Journal of Business Management & Social Sciences Research (JBM&SSR)*.
- Lydia Sylvia Danku, Adokou Faustin Apelety, Johnson Aboagye, Cletus Benyebaar (2015), "Assessing Discipline Handling and Grievance Management Procedure in Educational Service in Ghana", *International Journal of Academic Research in Progressive Education and Development*.
- Irum Shahzadi, Ayesha Javed, Syed Shahzaib Pirzada, Shagufta Nasreen, Farida Khanam (2014), "Impact of Employee Motivation on Employee Performance", *European Journal of Business and Management*.
