

A STUDY ON EMPLOYEES GRIEVANCE HANDLING AT AMCOR FLEXIBLES INDIA PRIVATE LIMITED KATTUKUPPAM PUDUCHERRY

Nigila. S

Amjad Ahmed. A

MBA Rajiv Gandhi College Of Engineering And Technology Kirumampakkam Puducherry-607402

ABSTRACT

The article on employee's grievance handling at Amcor Flexibles India Private Limited is any discontent or dissatisfaction that affects organizational performance, as such it can be stated or unvoiced, written or oral, legitimate or ridiculous. If the dissatisfaction of employees' goes unattended or the conditions causing it are not corrected, the irritation is likely to increase and lead to unfavorable attitude towards the management and unhealthy relations in the organization. The study has been undertaken with the present grievance handling procedure followed in packaging industry it is intended to identify the major factor which cause grievance to employee and to check the employee attitudes towards the grievance handling procedures. Primary the well-defined objective was framed and questionnaire was prepared based on the objectives. Nearly 36 samples were collected using simple random method and the data was collected from the employees of Amcor flexible India private limited reveals that majority of respondents are satisfied with the grievance related measure adopted by the organization and the slight deviation occurs in the area of communication of work environment. There is a significant relationship between employees grievance handling and employees productivity. Hence it is suggested to the organization to improve the interpersonal relationship of the employee.

Keyword : Employees Grievance Handling, Working Condition, Communication, Lack of Recognition.

I. INTRODUCTION:

“A formal dispute between an employee and management on the conditions of the employment.”.(Glueck, 1979) “It defines a grievance as a complaint or dispute by an employee, group of employees, or trade union, relating to wages, hours of work, conditions of employment, or other work related matters”.(The International Labour Organization (ILO) 2018) Employee Grievance means any type of disappointment or unhappiness arising out of factors related to an employee's job which he thinks is unfair. A grievance can be factual, imaginary or disguised. A grievance is any dissatisfaction or feeling of injustice in connection with one's employment situation that is brought to the attention of management. It is any discontent or dissatisfaction whether expressed or not, whether valid or not, arising out of anything connected with the company that an employee thinks believes or even feels, is unfair, unjust or inequitable. A well-defined grievance procedure is an important element of sound industrial relation machinery. To maintain industrial peace prompt actions should be taken and the grievance of the employees should be effectively attended to. An employee grievance as an employee's formal or informal complaint to a supervisor, manager, or human resources representative about a workplace situation that is perceived to be unfair, unjust, or inequitable. Some of the causes are inadequate wages and bonus, unachievable and irrational targets and standards , bad working conditions, inadequate health and safety services, strained relationship amongs the employees layoffs and retrenchement, lack of career planning and employee development plan

II. LITERATURE REVIEW

Dr. G. Balamurugan, V. Shenbagapandian, in March 2018 made a study to identify common for grievances faced by employees in workplace and the mechanism used to solve the grievance. The study examined that the grievances were solved in a satisfactory way in the organization but the time span of solving the grievances must be improved. Cristina BALANEASA, (2018) in her paper identified that it is not possible to create a working environment in which there are no complaints. Creating an environment like this depends on the ability to diagnose and correct possible causes of grievances before they become formal complaints. Dr. S.Gomathi “A study on grievance management in improving employees performance in a private enterprises” September 2017, carried out research to understand the extent to which employees grievances are redressed.

The results of the study indicated that employees were satisfied with the existing system of grievance management and were able to get their problem solved very quickly.

III.OBJECTIVES OF THE STUDY

1. To identify the factors influencing employees grievance handling at Amcor flexible India private limited.
2. To find the relationship between employees grievance handling and employees productivity.

IV.HYPOTHESIS OF THE STUDY

H01: There is significant relationship between employees grievance handling and employees productivity

V . RESEARCH METHODOLOGY

In this study the type of research involved descriptive research and it consists of 100 employees among them a sample of 36 respondents were selected at random. Both the primary and secondary data has been used for the study. Primary data was collected with the help of questionnaire distributed to the employees of Amcor flexible India Private Limited, Puducherry, by using the questionnaire. This data was analysed using the SPSS software.

VI . ANALYSIS AND INTERPRETATION

The table 1 shows the allotment of the socioeconomic variable of the employees for this study

TABLE 1 SHOWS DEMOGRAPHIC VARIABLE

Sl no	Demographic variable	Frequency	Percentage
1.	Gender	Male	24 67
		Female	12 33
	TOTAL	36 100	
2.	Qualification	HSC	3 8
		ITI/DIPLOMA	2 6
		UG	18 50
		PG	13 36
	TOTAL	36 100	
3.	Experience	1-2 year	22 61
		2-3 year	5 14
		3-5 year	9 25
	TOTAL	36 100	

Source: Primary Data

The employees are predominantly Male . The study disclosed 50% of the employees are undergraduates and 61% of the employees comes under 0–1year experience.

Correlations			
		Grievance handling	Emoloyees productivity
Grievance handling	Pearson Correlation	1	.223
	Sig. (2-tailed)		.191
	N	36	36
Emoloyees productivity	Pearson Correlation	.223	1
	Sig. (2-tailed)	.191	
	N	36	36

Sources: Primary data.

From the table it was found that $r = 0.223$, since the calculated value is positive, it shows a positive relationship between two variables. Thus we reject the null hypothesis and accept the alternative hypothesis. Hence there is a significant relationship between Grievance handling and Employee productivity

VI DISCUSSION AND CONCLUSION

The employees are predominantly are male. The study disclosed 50% of the employees are undergraduates and 61% of the employees comes under 1–2year experience. By using chi-square test it was found that there is association between demographic variable and employee grievance. Since, the p value is 0. 678 which is not greater than 0.05 significant level. 30 % of the respondents agree that they are neutral in satisfying with nature of job. 33% of the respondents strongly agree that they are clear understanding about job responsibilities. 42 % of the respondents agree that they are neutral in the present grievance handling policy of your organization is effective. Therefore, It is suggested that the employees should be clear about their Job responsibilities and their job description in the organization. There should be develop better training to the employees to enhance their skill in the dynamic world. The management decision regarding your grievance must be clearly communicate to the all level of the organization. It is suggested that to provide better drinking water facilities to the employees.

The study of employees grievance handling at Amcor flexibles India private limited”. It is observed that the most of the employees in the organization satisfied with the facilities and also the organization is recognizing the importance of satisfying the employees and retaining them. It is vital for organization to address employee concerns, maintain a harmonious work environment, and prevent conflicts. Therefore, the study reveals that the employee grievance handling mechanism is satisfactory in the organization.

VII REFERENCE

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