

# A Study on Effectiveness of Grievance Redressal Procedure With Respect to Neyveli Lignite Corporation Limited- Neyveli-Tamil Nadu

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**ABSTRACT** - This paper entitled as “A study on effectiveness of Grievance Redressal Procedure with respect to Neyveli Lignite Corporation Limited – Neyveli(Township) –Tamil Nadu,” is done to understand the effectiveness of the grievance redressal procedure followed by Neyveli Lignite Corporation Limited to resolve employee’s grievance. This study is to identify the level of awareness among the employees about the grievance redressal mechanism of the company and to know the level of satisfaction towards the grievance redressal procedure of the company. A sample size of 50 was taken for the study. The gathered information is critically analyzed using statistical tools such as simple percentage and ANOVA. The findings of this study, concluded that Grievance redressal Procedure followed by the company is effective and satisfactory.

**Keywords:** Methods of Understanding Employee Grievance, Grievance Redressal Procedure, Workplace, Satisfaction.

## I. INTRODUCTION

Employee Grievance occurs in each and every workplace. Grievance handling is the most important factor in maintaining a good productive environment. The effectiveness of grievance handling lies in the handling techniques of grievances. All the HRM practices concentrate to improve the quality of products and services which is the direct measure of productivity. Organization productivity shows how well the employees concern is present in the organization. The grievances of the employees are company policies, work environment, fringe benefits, safety facilities, etc. effective grievance handling procedure is an essential part in building healthy industrial relations which leads to amicable work place.

## II. REVIEW OF LITERATURE

Anushree and Sathyapriya.J (2018) researched, on effectiveness of employee grievance handling procedure at Ashok Leyland, Plant I, Hosur . They found out that the most of the employees are satisfied with existing grievance handling procedure in Ashok Leyland. Their research revealed that arriving to the amicable solution and problem solving process has strong effect on level of satisfaction.

Devika et al (2017) focused on the leadership styles and corporate culture in the impact of employee grievance redressal procedure. The study is based on the factors such as quick action, acknowledging grievance, gathering facts, examining the causes of grievance, decisioning, execution and review. Sample size is 150 and tools used is frequency

and chi-squared test. This study is also conducted to find out the work pattern and behaviour of the respondents.

Mohanasundaram.Vand ,Saranya.N,(2013) in his article “Employee Grievance” organisation are made up of peoples and functions through people without people organisation cannot exist. The resources of men, money, material and machinery are collected, coordinated and utilized through people in the organisation. It is through the combined effort of people that materials and monetary resources are effectively utilized for the attainment of common objectives and goals without united human effort no organisation can achieve its goals.

Lawrence Nurse and Dwayne Devenish,(2007) focused on Grievance Management and its links to workplace justice. The researcher explored the influence of workers based on demographic characteristics and perception of procedural justice from grievance management. A related aim is to determine whether procedural justice perception have an impact on perception of distributive justice.

## III. RESEARCH METHODOLOGY

### OBJECTIVE:

- To study the effectiveness of Grievance redressal Procedure.
- To identify the employees are aware of the Grievance redressal mechanism.
- To know the level of satisfaction towards the existing grievance redressal procedure in NLC Ltd, Neyveli.

#### IV. RESEARCH DESIGN

The research is a descriptive study based on survey method. Both primary and secondary data have been used in this study. Researcher collected 50 response. Statistical tools such as simple percentage analysis and ANOVA used in this research. The Primary data has been collected from the survey method in Cuddalur district with the help of structured questionnaire.

#### ANOVA TABLE

		Sum of Squares	df	Mean Square	F	Significance
Rating	Between Groups	13.88	6	2.31	2.17	.05
	Within Groups	366.22	344	1.06		
	Total	380.11	350			

TABLE: 1

Table No: 1 Shows that the calculated value (sig.0.05) is less than the table value (0.05). Hence, null hypothesis (H0) is rejected and alternate hypothesis (H1) is accepted.

#### SIMPLE PERSENTAGE TABLE

Respondents	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Rank
work time	42%	34%	14%	4%	6%	1
leave procedure	18%	20%	48%	12%	2%	6
problem solving	34%	20%	34%	12%	0%	3
work place	18%	22%	38%	14%	8%	7
Satisfaction on Grievanceredressal	38%	20%	30%	6%	6%	2
Awareness of Grievance	12%	36%	44%	8%	0%	5
transportation facilities	28%	30%	28%	4%	10%	4

TABLE: 2

Table No: 2 shows that the grievance handling practice of employee in Neyveli Lignite Corporation (NLC). The above table clearly indicated that there are many factors of grievance handling namely work time, satisfaction on grievance redressal, problem solving grievance of the employees. Among the listed factors, work place is the major factor affecting the work time affecting the grievance redressal as identified by the author with the help of MS office excels ranking method.

#### VI. CONCLUSION

Thus the author identified that the employees were well aware of the grievance redressal mechanism in NLC Company, and the author studied the level of satisfaction toward the existing grievance redressal procedure. Finally the author make a general study on the effectiveness of Grievanceredressal Procedure in NLC Company.

#### REFERENCE

[1] Anushree and Sathyapriya.J(2018) "A study on effectiveness of employee grievance handling procedure at Ashok Leyland, Plant I, Hosur".

#### V. HYPOTHESES OF THE STUDY

- Ho: There is no significant different among the factor and Grievance redressal procedure.
- H1: There is significant different among the factor and Grievance redressal procedure.

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