

**To Study the employee's perception on working conditions and job satisfaction
towards grievance handling mechanism at Butibori MIDC, Nagpur**

**Manjarkhede Anand Prabhakar,
Research Scholar,
Management Department, Kalinga University, Raipur.
anand9595@gmail.com**

**Dr. Vikrant Jaiswal,
Professor,
Management Department, Kalinga University, Raipur.**

Abstract

A grievance is an issue or protest that a representative raises with an association. It will in general be seen as any discontent or dissatisfaction achieves a complaint that influences progressive execution. A grievance infers any inquiry or discontent or impressions of dishonor arise between an association and representatives in workplace. The point of study is to know the different reasons for complaint, to know whether the complaint of representatives being taken consideration or not and to know whether workers are fulfilling by complaint dealing with arrangement of the board. In this study the essential and optional apparatuses of information assortment have been utilized to gather the information for the review from the representatives working inside the association. This study is stipulated to working conditions and job satisfaction towards grievance handling mechanism. The outcome of this study shows that representatives seldom face the complaints and their complaints are being tackled relying upon level of issue, and workers for the most part face complaints connected with workplace, social foul play, behavior of management. This study helps to understand perspective and perception of management representatives as well as union representatives.

Key words: Employee's Perception, Behavior, Working Conditions and Job Satisfaction, Grievance Handling Mechanism.

1. Introduction

A grievance can be portrayed as any sort of frustration, which ought to be changed to accomplish the sensitive working of the individual in the affiliation. It might be certified or

whimsical, credible or insane, assessed or unvoiced, formed or oral; it ought to be regardless, track down explanation in some sort of the other. Grievance happens when laborer feel that the affiliation is paying less to him when diverged from others it integrates extra, settlements, extra time etc. In this when standard in the association is uneven, instruments and stuff given to representatives are not working, and the unquestionable condition of workplace is horrendous, material quality is poor, shortfall of credit, etc. and due to these issues complaint occur. Exactly when the unique treatment showed to relatives or those workers who are near chief then grievance occurs. It works out in work bunch when representatives don't endeavor to change with his partners, they feel that the other get-together workers are avoiding him, feel dismissed, etc. Genuine mechanical assembly for dealing with complaints is very essential for pleasant present-day relations and for staying aware of current agreement in an association. Now and again, they don't have any clue about their certifiable grievance but simultaneously feeling disheartened they will generally archive complaint about something else. It is, as such very essential that an exact strategy should be created and followed to settle the grievances. Such a procedure is known as the 'grievance handling mechanism'.

In this study a focus is on working conditions and job satisfaction of employee's perception in working at Butibori MIDC, Nagpur. The perception with which correlation between working condition and job satisfaction with respect to grievance handling mechanism is thoroughly examined.

2. Literature Review

According to study by Manikandan. B. and Gowsalya. G. (2011) on the topic of "Employee Grievance Handling," a grievance arises whenever there is a disagreement, complaint, or feeling of embarrassment between a company and its representatives in the workplace. The employees voice their dissatisfaction with the demonstration. This review focuses on studies that have examined grievance strategies throughout the past decade, with a particular emphasis on those studies that have applied sociological theories to the field. Based on the results of the prior investigation, the survey concludes that the hypothetical setting of continuing grievance research has been successful, but is still severely lacking.

"A study on Effectiveness of Grievance Handling Mechanism at Swastika Apparels" by Ms. G. Ramya (2014) found that shop stewards' actions and other attitude-related metrics all play a role in the company's grievance dealing strategy. Customers' overall satisfaction with the association was correlated with the adequacy of the complaint procedure. Association responsibility, management responsibility, and double responsibility are all identified as interconnected concepts with its solutions. One strategy to identify the methods, procedures, and regulatory arrangements that are making employees unhappy is to use the complaint methodology. This will allow you to come up with solutions.

A grievance, according to Rupali DilipTaru's (2016) research on the "Effectiveness of Grievance Handling Mechanism," can be defined as any form of dissatisfaction or embarrassment, and in the workplace, it should be related to work. Deciding how a worker's concerns should be handled is the main objective of this study. According to the research, the most common reasons for employee complaints are salary and benefits, working conditions, promotions, relocation, lack of communication, relationships within departments, and so on. Additionally, the focus sought out administrative mechanisms for resolving complaints, complaint handling procedures, and the basis of complaint looked for by a representative. In order to build strong employee relations, manage the association smoothly and efficiently, and achieve high work efficiency, viable complaint handling is essential.

In his 2017 article "A study on Grievance management system and Grievance Settlement," K. Vaitheeswari stated that, in the modern era, the chief executive officer complaint is the most important test for various associations. During this cycle, the board is doing quite well, and the evaluation found very few terms that needed further consideration. Failure to adequately address complaints creates an atmosphere of constant noise, which in turn hinders the association's ability to get things done. In this examination, we will take a look at the various grievance settlement instruments and the elements that contribute to complaints. The grievance board and settlement both propose different ways to resolve complaints. The proposals are presented based on the responses received, and further in-depth investigation should be feasible down the road.

In their 2019 article "A study on Grievance Handling," Naga Sumalatha and Dr. M. M. Sucharitha reported that the review found the grievance handling technique to be pleasant.

Fulfilling and hanging on to the representatives is something the association is realising is important. If we want everyone to be really satisfied with the system, we can make more improvements. When put into action, the recommendations will provide even more benefits to the organisation. The association's approach to reviewing employee complaints or objections has been well-received by many of the surveyed workers.

In their study titled "A study on Effectiveness of Employees Grievance Handling System at Sumul Dairy Surat," Payal Rathod and Nimisha Jariwala (2020) found that a well-functioning complaint handling system is crucial to a positive and productive work environment. One of the cornerstones of building strong relationships with employees is handling complaints effectively. The purpose of this review was to learn how effective the framework is at handling worker complaints and to gain a general understanding of the factors influencing these complaints. Determine the extent to which reps are satisfied with their grievance handling platform. Additionally, it was discovered that executives are more likely to maintain a culture of top execution if they make an effort to understand representatives' problems and handle them amicably.

"Grievance handling procedure and employee performance" is the subject of EnochkwsiaAssafuah's (2017) research. The primary goal is to determine the methods utilised to handle employee grievances and to analyse the impact on performance. The study's methodology is qualitative. Optimal working circumstances are associated with higher levels of job satisfaction, which in turn leads to greater efficiency, effectiveness, and productivity on the job. Because of the importance of discipline to the industry's smooth operation, high-quality work from employees is essential to the success of any business in this field.

A study conducted by Dr.Nuzhath Khatoon in 2016 examined the relationship between employee productivity and the "grievance handling procedure." Productivity in the workplace is the lifeblood of every business, and when workers are happy in their jobs, it shows in the results. To ensure employee happiness, it is important to provide them with engaging work, job stability, recognition, opportunities for advancement, safe working conditions, and organisational assistance when needed. In this research, we see how the grievance management procedure affects employee happiness, which in turn increases their productivity.

3. Problem Statement

To Study the employee's perception on working conditions and job satisfaction towards grievance handling mechanism at Butibori MIDC, Nagpur.

4. Objectives of the study

Primary objective: To understand the general factors influencing the Employee's perception on working conditions and job satisfaction towards grievance handling mechanism at Butibori MIDC, Nagpur.

Secondary objective:

- To know the effectiveness of the grievance handling system with respect to working conditions and job satisfaction of employee's at Butibori MIDC, Nagpur.
- To know the satisfaction level and perception level of employees towards their grievance handling system.

5. Research Methodology

5.1 Introduction

Methodology is the life and blood of any research study. Without a sound methodology, a study cannot claim to have achieved its objectives. Owing to this importance a systematic approach towards data collection, tabulation, selection, presentation and analysis is taken care.

5.2 Methodology

Research Methodology is a way of systematically solving the research problems. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them.

Data Collection Method

The primary data required for this study will be collected from employees and managers in two different ways of structured questionnaires framed for this purpose. The questionnaire distribution to employees intends to obtain their views on grievance handling mechanisms being implemented by the management. Their grievances expressed and unexpressed with the attitude of the management towards employees' grievances. The questionnaire distribution for managers intends to find out the attitude of the management,

management's views towards solving grievances and management's view point towards cause of these grievances. Some part of this data or primary data may be collected by interviewing the management persons who are owners of the micro, small sector industries.

While framing the questionnaire proper care is taken to avoid hypothetically ambiguous questions. Question pattern include open type and closed type questions, ranking type, multiple choice type and dichotomous questions (yes/no type questions). The question pattern is also developed in such a fashion that checks were provided in the questions to enable the researcher to discard the unrealistic and unreliable answers. The questionnaire can be filled from the respondents by delivering personally to them in their industries. Validity of proper responses is taken care from each respondent. The category of Management representatives and Union representatives are formed in industry from management cadre and workers cadre respectively. Thus, for the employee's perception on working conditions and job satisfaction towards grievance handling mechanism at Butibori MIDC, Nagpur filled questionnaire is taken for studies.

The secondary data will be collected from Butibori MIDC industrial cluster. This data will be collected from government agencies. Also, data will be collected through company manuals and websites. The collected information will be then transcript and tabulated for easy understanding of individual aspects of the research topic. The conclusions will be drawn based on the findings and analysis of data. Necessary suggestions will be proposed that are necessary for proper implementation of the grievances handling mechanisms, based on the study and the findings.

Data Analysis

WORKING CONDITIONS AND JOB SATISFACTION

The questions are set for knowing working conditions and job satisfaction level for Management representatives as well as Union representatives.

1) In reply to a question on feeling about the behavior of Industry / Union:

Here, in this case, Management representative responses indicates for very cooperative nature is 6 (20%), in case of limitedly cooperative feeling it is 18 (60%), in case of indifferent attitude it is 6 (20%) while unfriendliness opted by none. Now, for Union representative, response is of no one on unfriendliness, 3 (10%) indicated indifferent attitude, 21 (70%) indicated limitedly cooperative attitude and lastly 6 (20%) indicated

very cooperative attitude. The category wise responses are shown in table no.1. The diagrammatic representation of responses, category wise are shown in the bar-chart at figure-1.

Table 1

Category of respondents	Responses on behavior of Industry/Union			
	Unfriendly	Indifferent	Limitedly Cooperative	Very Cooperative
Management representative	--	6(20%)	18(60%)	6(20%)
Union representative	--	3(10%)	21(70%)	6(20%)

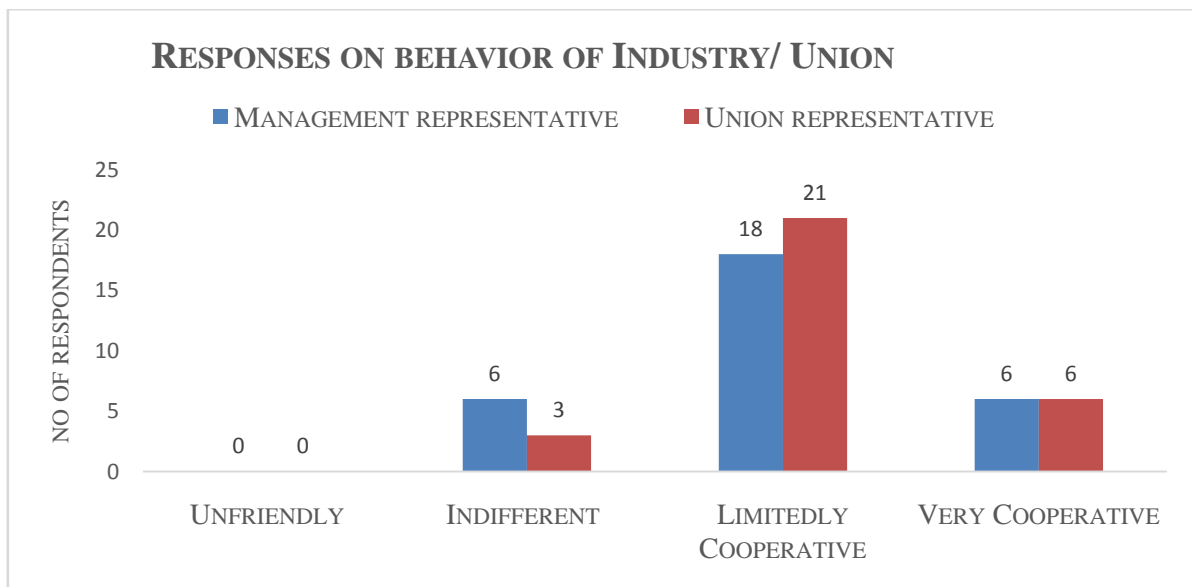


Figure 1

Interpretation

From the above table 1 and figure 1, it can be interpreted that from management representative side 20% feel behavior of Industry as indifferent, 60% feel limitedly cooperative, 20% feel very cooperative and none feel unfriendly behavior. In case of union representatives, 10% feel indifferent, 70% feel limitedly cooperative, 20% feel very cooperative and none feel unfriendly behavior.

2) In reply to a question on rating the behavior of superiors (controlling persons) with employees:

In response to this question, management representatives show varied response. 3 (10%) indicated hostile behavior, 9 (30%) indicated egoistic behavior, 6 (20%) indicated

benevolent behavior, 12 (40%) indicated participative behavior and none responded to indifferent option. In case of union representative, 3 (10%) indicated hostile behavior, 12 (40%) indicated egoistic behavior, 6 (20%) indicated benevolent behavior, 9 (30%) indicated participative behavior and none responded for indifferent option. The category wise responses are shown in table no.2. The diagrammatic representation of responses, category wise are shown in the bar-chart at figure-2.

Table 2

Category of respondents	Responses on behavior of superiors (Controlling Persons)				
	Hostiles	Egoisti c	Benevolent	Participative	Indifferent
Management representative	2(10%)	8(40%)	4(20%)	6(30%)	--
Union representative	2(10%)	1(5%)	3 (15%)	14(70%)	--

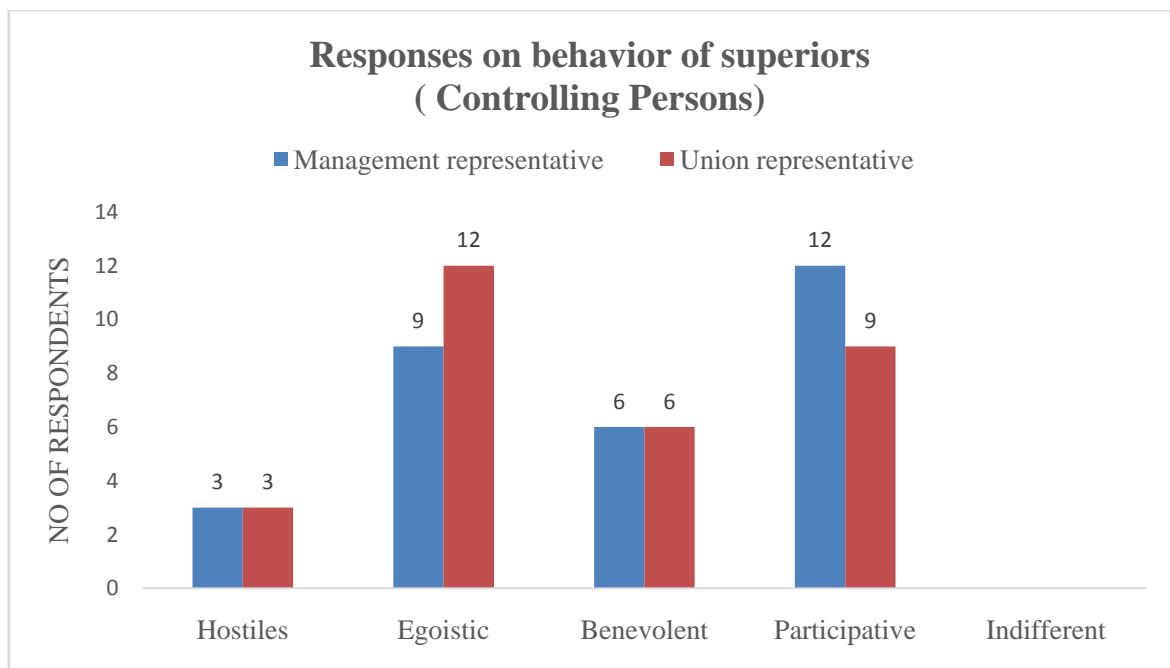


Figure 4 – 2

Interpretation

From the above table 2 and figure 2, it can be interpreted that from management representative side 10% feel behavior of superiors as hostile, 30% feel egoistic, 20% feel benevolent, 40% feel participative behavior and none feel indifferent behavior. In case of

union representatives, 10% feel behavior of superiors as hostile, 40% feel egoistic, 20% feel benevolent, 30% feel participative behavior and none feel indifferent behavior.

3) In reply to a question on facing difficulties in performance of jobs:

Regarding a question on difficulty being faced in performing job, Management representative response is like 18 (60%) indicated difficulties do occur and 12 (40%) indicated no difficulties at all. In case of Union representative, 27 (90%) indicated difficulties do occur and 3 (10%) indicated no difficulties at the time of performance of jobs. The category wise responses are shown in table no.3. The diagrammatic representation of responses, category wise are shown in the bar-chart at figure-3.

Table 3

Category of Respondents	Opinion on Difficulties in performance of jobs.	
	Yes	No
Management representative	18 (60%)	12 (40%)
Union representative	27 (90%)	3 (10%)

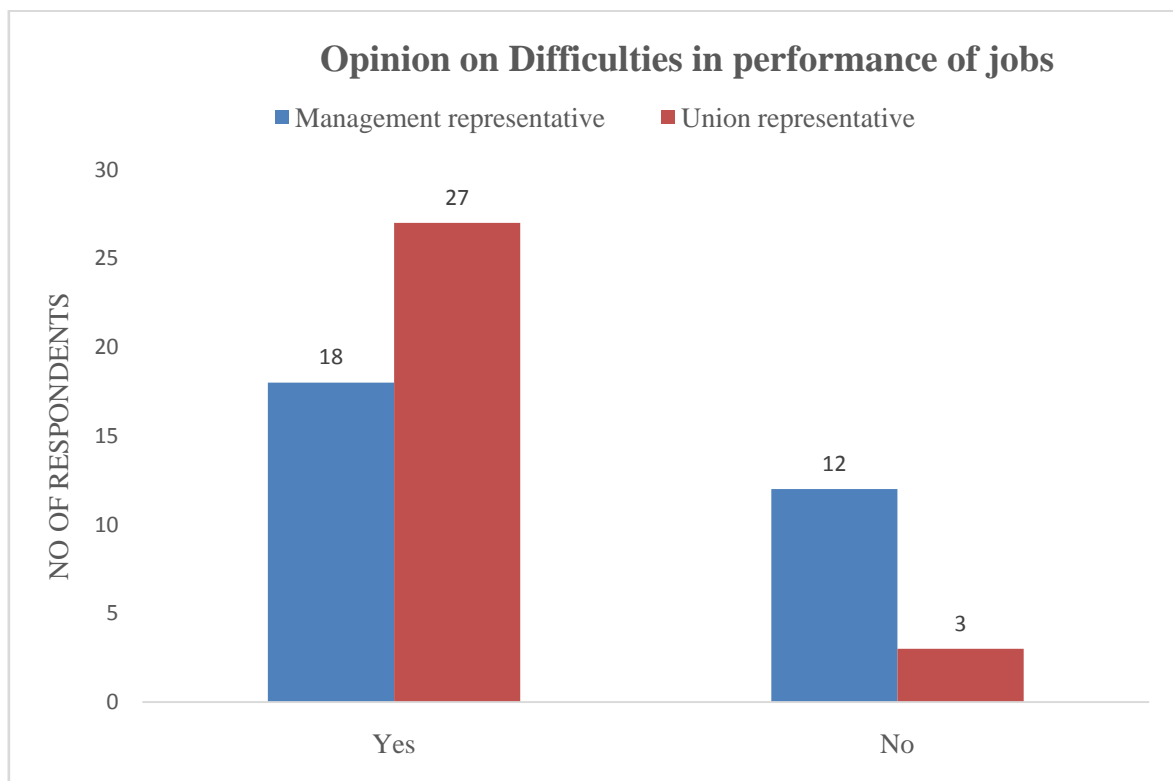


Figure 3

Interpretation

From the above table 3 and figure 3, it can be interpreted that from management representative side 60% feel difficulties are there in performing job and 40% feel no difficulties encounter while working. In case of union representatives, 90% feel difficulties are there in performing job and 10% feel no difficulties encounter while working.

Conclusions

From the study, it can be concluded that the study of the employee's perception on working conditions and job satisfaction towards grievance handling mechanism at Butibori MIDC, Nagpur is done properly. This paper consists of parameters like Working Condition & Job Satisfaction were evaluated based on the collected data. Strikingly both the groups of subjects have contradicted each other. Phenomenal positivity was observed in responses given by Management Representatives whereas physical negativity was observed in responses given by Union Representatives. The physical status of Working Condition being a major factor of employee's satisfaction needs to be given due priority for revitalizing the existing negatively prone working conditions. In the course of this study poor working conditions has been a common trait of employee's grievances among the clustered industries. Also, perception of employees on working condition and job satisfaction denotes the performance of industry. With good productivity and good working conditions industry performance is better.

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