A study on Employee Grievances at SBM Minerals

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Abstract: Grievances do in every factory and handling them properly is important for maintaining a harmonious and productive work terrain. Grievance operation is each about how well the problems are addressed (and answered). It's truly essential in the present world. Now-a-days there are multitudinous companies who declare that their mortal resources are their most important means and it is no more mortal resources but mortal Capital. Hence these statements are to be vindicated whether it is true or not. This can be done by measuring how faster the hand's problems are addressed, also it can be concluded by saying that the hand concern is If it's done faster - present in the association.

Keyword Grievances, Human Capital, Work

Introduction

productive work environment. Grievance management is all about how well the problems are addressed (and solved). It is very essential in the present world. Now-a-days there are many companies who declare that their mortal resources are their most important assets and it is no more mortal resources but Human Capital. Hence these statements are to be verified whether it is true or not. This can be done by measuring how faster the employees problems are addressed and solved. If it is done faster, then it can be concluded by saying that the employee concern is significantly present in the organization. The grievances of the employees are related to the contract, work rule or regulation, policy or procedure, health and safety regulation, past practice, changing the cultural norms unilaterally, individual victimization, wage, bonus, etc. Here, the attitude on the part of management in their effort to understand the problems of employees and resolve the issues amicably have better probability to maintain a culture of high performance. Managers must be educated about the importance of the grievance process and their role in maintaining favourable relations with the union. Effective grievance handling is an essential part of cultivating good employee relations and running a fair, successful, and productive work place. Positive Labour relations two-way street both sides must give a little and try to work together. Relationship building is the key to successful labour relations.

Review of literature

Lawrence Nurse, Dwayne Devenish, (2007) in his working paper entitled "Complaint Management and its connects to working environment equity" The motivation behind this paper is to investigate the impact of workers’ segment qualities on their impression of procedural equity from complaint the executives. A related point is to decide if procedural equity recognition affect view of distributive equity. Gordon and Miller, Allen and Keavney and Klass note the significant job that hope hypothesis could play in separating grievant and nonrelevant. Although not a total trial of anticipation hypothesis, Lewin and Boroff included the workers saw viability of the complaint method as a logical variable. Shockingly, this was not fundamentally identified with complaint recording. Further exploration concentrating on anticipation hypothesis and complaint recording that all the more completely creates testable theories got from hope hypothesis appears to be suitable.

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Jucius as cited by Rao (2005) a grievance is “any discontent or dissatisfaction whether expressed or not whether valid or not arising out of anything connected with the company which an employee thinks believes or even feels to be unfair, unjust or inequitable”. A grievance in the traditional sense of the word is typically defined as a complaint against an employer by an employee for a contractual violation. Simply put, this means that an employee has a problem with his/her employer and feels the problem is legitimate based on the contract he/she has with the employer. However, not all grievances have to be contractual grievances. Grievances typically cover the following areas: Pay and working conditions, Terms of employment and workplace rules, Disagreements with co-workers, and Allegations of unfair treatment at work. As group of people are working together to achieve a common goal within an organization, inconveniences which may lead to complaints can be occurred often.

Research methodology

This data for this research paper is totally secondary. Data has been collected from various newspapers related to information technology.

Research design
A research design used for the study was descriptive design.

Primary data
Primary data is collected through questionnaire, interview.

Secondary data
Secondary data those accumulated from books, web, reports of successfully done expand works, etc.
TABLE SHOWING ABOUT THE REWARD PROVIDED BY THE COMPANY

<table>
<thead>
<tr>
<th>Option</th>
<th>No of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly satisfied</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Satisfied</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>Neutral</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Highly dissatisfied</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Interpretation
From the above tables shows, it is clear that 10% of respondents are highly satisfied, 42% of respondents are satisfied, 80% of respondents feel neutral, 10% of respondents are dissatisfied, 0% of respondents are highly dissatisfied about the reward provided by the company.

CHART

Conclusion
Brief and reasonable treatment of complaint is the best way to deal with mechanical friendliness. Protest ought to be settled and energized a long time before they recognize character of an open clash. The protest should open up to the target that association can find a few solutions concerning them and try supportive activity. For a set up association "Sumega Technologies arranging private kept" they can all things considered undertaking to improve their standard by making exceptional mental association with representatives and by managing authority’s issues in the mechanical similarly as in the family. The move made by the association should make the workers change their character yet not to astound the life of the operators. So the treatment of protesting by the Sumega Technologies organizing private bound must be improved in order to provoke a relentlessly content with working quality of the representatives.

Reference
3. http://scribbddownload.com/grievancequestionnaire_588c35fe6454a7f86e35c068
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