": A Project On Grievance Mechanism At Yash Technologies Pvt Ltd At Hyderabad"

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ABSTRACT

This project focuses on examining the grievance mechanism at Yash Technologies Pvt. Ltd., a leading IT services company based in Hyderabad. The study investigates the current processes and procedures in place for handling employee grievances within the organization. The research aims to identify the effectiveness of the existing grievance redressal system, its impact on employee satisfaction, and areas of improvement. Through qualitative and quantitative analysis, including surveys and interviews with employees and HR professionals, the project assesses the level of awareness, accessibility, and responsiveness of the grievance mechanism. It further explores the types of grievances typically raised, whether they are resolved in a timely manner, and how the resolution process impacts the organizational culture. The findings of this project offer valuable insights into the strengths and weaknesses of the grievance mechanism at Yash Technologies, with recommendations for enhancing the overall employee experience. The goal is to ensure that employees feel heard and supported, fostering a positive work environment that contributes to organizational growth and success

INTRODUCTION

In any organization, the smooth functioning of operations and the well-being of employees are critical factors that determine its success. One of the key elements that contribute to a healthy organizational environment is the effective management of employee grievances. Grievances, which may stem from issues such as workplace conflict, unfair treatment, or inadequate policies, need to be addressed in a fair, transparent, and timely manner. A well-established grievance mechanism plays a crucial role in resolving conflicts, maintaining employee morale, and enhancing productivity.

NEED FOR THE STUDY

In today's highly competitive and dynamic business environment, employee satisfaction is directly linked to the overall success and productivity of an organization. A key aspect of ensuring employee well-being is providing an effective mechanism for addressing grievances. Grievances, whether related to work conditions, management practices, or interpersonal conflicts, can negatively impact employee morale, productivity, and organizational culture if not handled effectively. Therefore, it becomes crucial for organizations to have a robust grievance redressal system in place that not only resolves issues but also prevents potential conflicts from escalating.

OBJECTIVES OF THE STUDY

1) To assess the effectiveness of the current grievance mechanism at Yash Technologies Pvt. Ltd. in addressing and resolving employee grievances in a timely and fair manner.

2) To examine employees' satisfaction with the grievance process, including their perceptions of accessibility, transparency, and fairness in the grievance resolution procedure.

3) To identify the common types of grievances raised by employees at Yash Technologies Pvt. Ltd. and understand the reasons behind these grievances, such as interpersonal conflicts, management issues, or work environment concerns.

4) To evaluate the impact of the grievance mechanism on employee morale and organizational culture, determining whether a well-functioning grievance process leads to higher employee engagement, trust, and retention.

5) To provide actionable recommendations for improving the grievance mechanism, ensuring that it better meets employees' needs, enhances transparency, and contributes positively to organizational culture and employee satisfaction.

SCOPE OF THE STUDY

The scope of this study focuses on examining the grievance mechanism at Yash Technologies Pvt. Ltd. in Hyderabad, with an emphasis on understanding how it operates, its effectiveness, and the overall impact it has on employee satisfaction and organizational culture. The study is designed to explore both the strengths and potential areas of improvement within the grievance redressal system

METHODOLOGY

The methodology for this study is designed to evaluate the grievance mechanism at Yash Technologies Pvt. Ltd., with a focus on a sample of 100 respondents. The study aims to collect both qualitative and quantitative data to assess the effectiveness of the grievance system and its impact on employee satisfaction and organizational culture.

1. Research Design:

The research design follows a **descriptive** and **analytical** approach, focusing on understanding and evaluating the current grievance mechanism at Yash Technologies. The study will gather data on employee experiences, perceptions, and satisfaction levels with the grievance redressal process.

2. Population and Sampling:

- **Target Population**: The study will focus on employees of Yash Technologies Pvt. Ltd. who have interacted with the grievance mechanism. This includes employees across various departments, hierarchical levels, and job roles.

- **Sample Size**: The study will include **100 respondents**, selected from different departments to ensure diverse perspectives and experiences.

- **Sampling Technique**: A **stratified random sampling** technique will be used. Employees will be grouped by departments or roles, and a random sample will be drawn from each group to ensure representation from all parts of the organization.

LIMITATIONS OF THE STUDY

1) The study will focus on a sample of **100 respondents**, which may not fully represent the entire employee population at Yash Technologies. Although efforts will be made to select a diverse group of employees, the sample size may limit the generalizability of the results to the entire workforce.

2) Not all employees may have experienced or interacted with the grievance mechanism, leading to a potential bias in responses, especially when relying on employee perceptions.

3) **Limited Access to Data** – The study may rely on information provided by the company, and some confidential grievance-related data may not be accessible.

4) **Employee Response Bias** – Employees might hesitate to share honest opinions due to fear of repercussions, leading to biased or incomplete responses.

5) **Scope Restriction** – The study focuses only on YASH Technologies in Hyderabad, making it difficult to generalize findings to other locations or organizations.

REVIEW OF LITERATURE

1. Dr.G.Balamurugan & M.Thamilarasi (2017) A healthy environment supplied by the company that supports employee happiness in order to better their lives and keep their motivation levels high. Once a year, or on any other noteworthy event, the company's rules and regulations must be revised. It may be used in both legislative and non-legislative ways to extend certain policies to workers' earnings or compensation.

2. Chandan Singh , Shinu Shukla, (2019) The grievances procedure is the official process for dealing with such worker discontent. All business, whether unionised or not, should have established and well-known grievance procedures. The fundamental benefit of a grievance procedure is that it can help to reduce discontent and unhappiness, which can negatively impact collaboration and production

3. Adithi Pradeep, Alfiya Niha (2018) the researcher conduct research on topic "Best practices in grievance handling mechanism: a study in Kerala". The main objective to know whether the employees are satisfied with the current grievance management and how they are benefited. The researcher use Primary and Secondary. The researcher also found the study reveals that grievance handling mechanism in this administration is satisfactory. The company is recognizing the need to satisfy the employees and retaining them. When the draw backs are resolved then the employee's grievance can be reduced in the organization and the employees can also increase a relationship between supervisor and co-worker

DATA ANALYSIS AND INTERPRETATION

Table 16: Barriers faced but the organization on implementation of grievance redressal

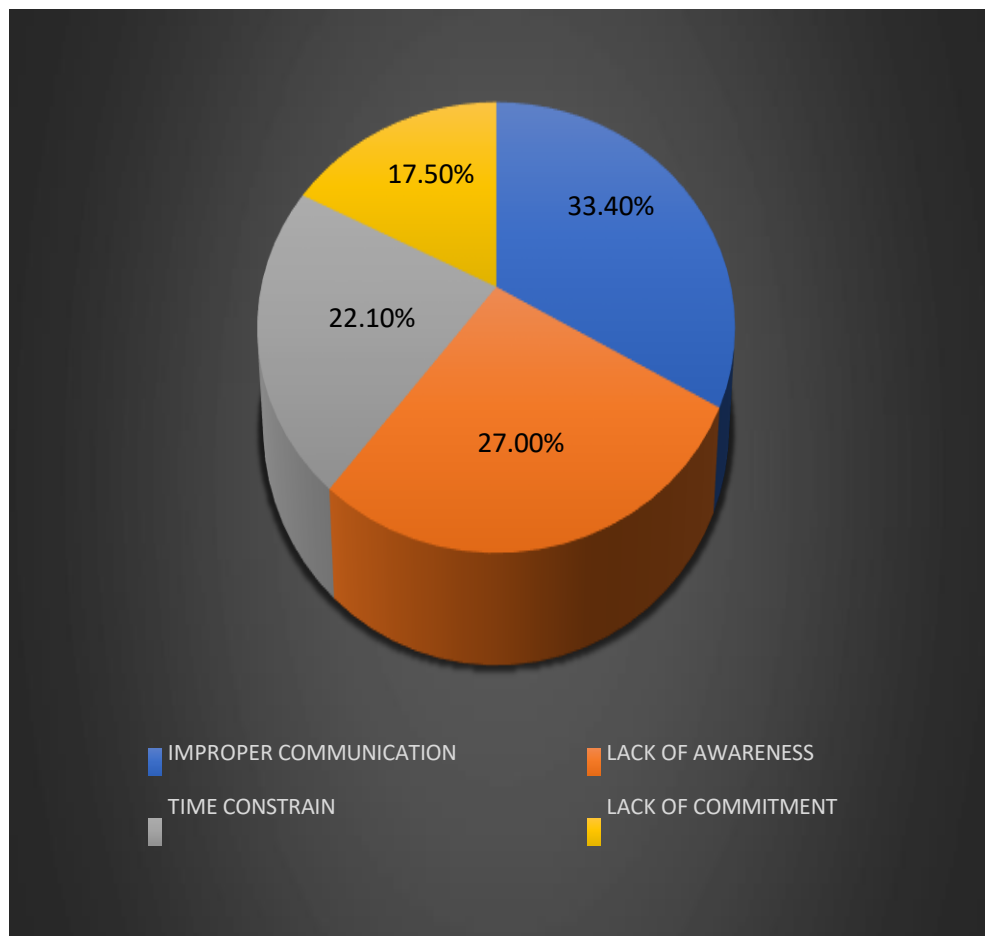| Particulars	No. of Respondent	Percentage of Respondent
Improper Communication	33.4%	33.4%
Lack of Awareness	27%	27%
Time Constrain	22.1%	22.1%
Lack of Commitment	17.5%	17.5%
Total	100	100

Source: Primary Data

CHART 16: Barriers faced but the organization on implementation of grievance redressal

INTERPRETATION

The above table shows **Barriers faced but the organization on implementation of grievance redressal,** where 33.4% of the respondents are believes that the main barrier faced is improper communication,27% of the respondents are believes that the main barrier faced is lack of awareness,22.1% of the respondents are believes that the main barrier faced is time constrain,17.5% of the respondents are believes that the main barrier faced is lack of commitment

INFERENCE

Majority of the respondents are believing that the main barrier faced is improper communication (33.4%)

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Table 17: Remedies to overcome from the mentioned barriers

Particulars	No. of Respondent	Percentage of Respondent
Creating awareness program	25.6%	25.6%
Provide practical workshops	24.6%	24.6%
Regular audits for improvement issues	28%	28%
Creating a harmonious working environment	21.8%	21.8%
Total	100%	100%

Source: Primary Data
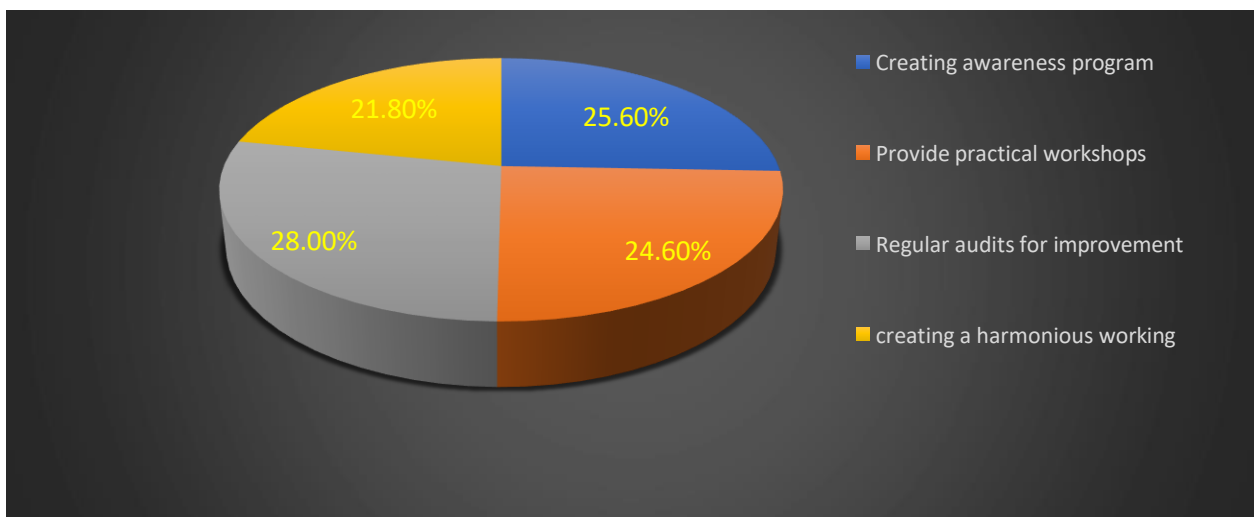
CHART 17: Remedies to overcome from the mentioned barriers INTERPRETATION

The above table shows the **Remedies to overcome from the mentioned barriers,** where 28% of the respondents believe that regular audits for improvement issues is the remedies for the barriers 25.6% of the respondents believe that creating awareness program is the remedies for the barriers.24.6% of the respondents believe that provide practical workshops is the remedies for the barriers 21.8% of the respondents believe that creating a harmonious working environment is the remedies for the barriers.

INFERENCEMajority of the respondents believe regular audits for improvement issues is the remedies for the barriers (28%)

CHISQUARE HYPOTHESIS

Null hypothesis (H0): there is NO signification association between the number of employees in the organization and grievance handling mechanism practicing by the organization

Alternative hypothesis (H1): there is signification association between the number of employees in the organization and grievance handling mechanism practicing by the organization.

Case Processing Summary

No. Of Employees * Grievance Mechanism Practicing by Organization	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
	100	100.0%	0	0.0%	100	100.0%

NO. OF EMPLOYEES * GRIEVANCE MECHANISM PRACTISING BY ORGANISATION Crosstabulation

			GRIEVANCE MECHANISM PRACTISING BY ORGANISATION				
			OPEN DOOR POLICIES	STEP LADDER POLICIES	OPINION SURVEYS	ON EXIT INTERVIEW	Total
NO. OF EMPLOYEES	LESS THAN 200	Count	25	24	16	5	70
		xpected Count	17.2	30.3	19.3	3.1	70.0
	200-500	Count	23	51	35	3	112
		xpected Count	27.6	48.6	30.9	5.0	112.0
	MORE THAN 500	Count	2	13	5	1	21
		xpected Count	5.2	9.1	5.8	0.9	21.0
Total		Count	50	88	56	9	100
		xpected Count	50.0	88.0	56.0	9.0	100.0

Chi-Square Tests

	Value	df	btic Significance (2-sided)
Pearson Chi-Square	28.395 [a]	36	.001
Likelihood Ratio	27.013	36	.001
Linear-by-Linear Association	13.627	1	.000
N of Valid Cases	100		

INTERPRETATION;

Since p value 0.001 is lesser than 0.05 alternate hypothesis is accepted null hypothesis is rejected, hence there is significant association between number of employees with reference to grievance mechanism practicing by the organization.

4.1   One-way ANOVA

NULL HYPOTHESIS:

Ho- there is NO significant   difference between the gender of respondent with regards to how often the employees face grievance in the organization

ALTERNATE HYPOTHESIS:

H1- there is significant   difference between the gender of respondent with regards to how often the employees face grievance in the organization

Descriptives

GENDER	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
FREQUENTLY	37	1.2973	0.46337	0.07618	1.1428	1.4518	1.00	2.00
OCCASIONALLY	131	1.3740	0.48573	0.04244	1.2901	1.4580	1.00	2.00
RARELY	35	1.4571	0.50543	0.08543	1.2835	1.6308	1.00	2.00
Total	100	1.3744	0.48516	0.03405	1.3072	1.4415	1.00	2.00

ANOVA

GENDER

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	0.460	2	0.230	0.976	0.379
Within Groups	47.087	200	0.235		
Total	47.547	100			

INTERPRETATION

Since p value 0.379 is greater than 0.05 alternate hypothesis is rejected null hypothesis is accepted, hence there is no significant difference between the gender of respondent with regards to how often the employees face grievance in the organization

4.3 CORRELATION

HYPOTHESIS

Null hypothesis (H0): There is NO significant relationship between the number of years of employment in the current organization and the reasons behind the grievance faced by the employees

Alternative hypothesis (H1): There is significant relationship between the number of years of employment in the current organization and the reasons behind the grievance faced by the employees

correlations			
YEARS OF WORK IN ORGANIZATION	Pearson correlation	1	-0.006
	sig.(2-tailed)		0.937
	N	203	100
Reasons that grievance you faced	Pearson correlation	-0.006	1
	sig.(2-tailed)	0.937	
	N	100	100

INTERPRETATION

Since the correlation between reasons that grievance faced in the organization and the years of work in the current organization are negatively corelated (-0.006) there is very least significant relationship between the variables.

FINDINGS

Majority of the respondents are belonging to category of male (62.5%)

- Majority of the respondents are belonging to age category of 26-35 (64%)
  - Majority of the respondents are belonging to educational qualification of under graduate category (78.4%)
  - Majority of the respondents are belonging to married category (52%)
  - Majority of the respondents are belonging to software developer designation category (55.6%)
  - Majority of the respondents are belonging to 2-5 years category (50.5%)
  - Majority of the respondents are belonging to 200-500 employee's category (55.1%)
  - Majority of the respondents are belonging to occasionally facing grievance (64.5%)
  - Majority of the respondents are belonging to category of economic (32.5%)

- Majority of the respondents are belonging to category of functional head (45.3%)

- Majority of the respondents are belonging to category of 3-weeks (58.3%)

- Majority of the respondents belonging to step ladder method category (43.3%)

- Majority of the respondents are belonging to category of satisfied (53.6%)

- Majority of the respondents are belonging to category Unachievable & irrational targets and standards (49.2%)

- Majority of the respondents are believing that strains the superior subordinate relationships (48.2%)

- Majority of the respondents are believing that the main barrier faced is improper

SUGGESTIONS

As A Result of The Current Study, It Is Suggested That A Specific Grievance Handling Cell or Committee for Workers Should Be Established and Provide Practical Workshops to Make the Employees Aware of The Redressal Process.

The In-Charge Manager Should Be Able to Detect All Grievances and Take Appropriate Action. Implement A Process to Eradicate the Sources Of The Employees' Grievances So That They Remain Loyal And They Are Devoted To Their Task.

CONCLUSION

Based on numerous literature reviews and data collecting, various techniques and barriers were identified in this study report. An effective grievance procedure ensures a productive workspace because it redresses the issues to mutual satisfaction of both the employees and the managers. It also assists management in developing processes and structures that are acceptable to the employees. It becomes an efficient platform for the employees to openly and formally communicate their thoughts, discontent, and dissatisfaction. The root causes of the grievance arising is inadequate wages and bonus and also the key reason is Unachievable & irrational targets and standards and to rectify the causes certain remedies are recommended namely creating awareness program, providing practical workshops and conducting regular audits for improvement issues will result in creating a harmonious workspace in the organization The research revealed that a few adjustments in organisational structures and procedures are needed to improve employee productivity. Management needs to improve their interaction with their employee regarding their concerns. The company has to limit the number of unachievable targets and rational process and provide more training for the employees. To redress grievances faster, the organisation, response time, and effort must be increased, and this helps to eliminate grievances within the company.

BIBILOGRAPHY:

Books:

1. **"Human Resource Management"** – Gary Dessler (Covers grievance handling, employee relations, and HR policies)

2. **"Employee Relations"** – John Gennard & Graham Judge (Focuses on conflict resolution and grievance procedures)

Journals:

1. **The International Journal of Human Resource Management** (Covers grievance handling and HR policies)

2. **Journal of Organizational Behavior** (Studies on workplace disputes and conflict resolution)

3. **Employee Relations Journal** (Research on employee satisfaction and grievance management)

Websites:

1. **YASH Technologies Official Website** – www.yash.com (Company policies, mission, and grievance mechanisms)

2. **Ministry of Labour & Employment, India** – www.labour.gov.in (Regulations on workplace grievances in India)