

GRIEVANCES IN INDUSTRY

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ABSTRACT

Employee grievances transpire in each & every workplace. To handle the grievances is a very challenging task. These paper will be guide line for all type of organizations.

Grievance creates when the individual feels that it is against him. When the individual is absent mind complaint creates. At the time of solving any complaint writing part or documentation is very important. If the individual has not satisfied from the organization he starts complaining, as well as also company also not satisfied from the individual complications creates between them. The organization starts to make the polices for his own benefits.

KEYWORDS: Grievances, Individual, Satisfied

INTRODUCTION

In the organization company founded a forum to handle the grievance. Every individual has different nature he may be broad minded or narrow minded or any other kind and they not satisfied conflict arises at a workplace. Any type of grievances creates. To There will be 6 to 7 members in a grievance forum. Two members from Hr department, two supervisors, two workers, & one works manager. The forum took the meeting 3 times in a month as when required. The complaints should be reached first to the supervisor related to the concern worker. His remarked must be there.

The International Labour Organisation (ILO) defines a grievance as a complaint of one or more workers with respect to wages and allowances, conditions of work and interpretation of service, condition covering such areas as overtime, leave, transfer, promotion, seniority, job assignment and termination of service.

The National Commission on Labour observed that “complaints” affecting one or more individual workers in respect of their wage payments, overtime, leave, transfer, promotion seniority, work assignment and discharge would constitute grievances.

CAUSES OF GRIEVANCES

Monetary Grievances

Fixation of wages, overtime, bonus

- Employees expected more but getting less
- Working Place
- Machinery is not well materialized, problem of working hours.

Work Pressure

Favoritism, Biasness

Work Organization

Stolen goods, disputes between employees, dispute between manager & employee, groupism

- Misbehaving Disciplinary actions
- Fines
- Leave
- Superannuation

Supersession

- Transfers

THREE STEPS HANDLING GRIEVANCES**Oral Warning**

Oral warning given by HR Officer to the employee due to his misbehavior of any complaint against him.

Show Cause Notice

This notice will be issued by the HR Manager in consideration with the works manager.

Written Warning

This warning will be issued by HR Manager in consideration with the works manager & cc to its supervisor and production department.

Enquiry by Legal Officer

Even though above three steps done from HR DEPT. and employee ignoring all these steps and misbehaving the next step is his enquiry by legal officer.

Even though no compromise is there sue the employee.

OBJECTIVES

Author tries to make a proper system of handling grievances. It will be a guide line for all kind of Industries. At the time of handling grievances well guidelines must be given to the employees & transparent decision should be arise.

The Scope

The system of handling grievances tried to for appropriately handling the grievances with internal system of management for its growth. Internal system of management for the grievance is important in all types of organization.

Limitations

All employees could not completed because of some was absent and their shifts.

- Some employee hesitate to speak on the topic of grievances.

RESEARCH METHODOLOGY**Primary Data Collection**

Visited in the industry try to collect the information & done the analysis.

Questionnaire used.

Secondary Data Collection

Collection of information from the internet.

FINDINGS

- 75% employees are not satisfied with the grievance Forum.
- 70 % grievance are related to payroll and safety.
- Suggestions from the employees is not implemented.

CONCLUSIONS

There are ways to register the grievance from the employees; the one that is easy to operate.

For Example:

- Grievances must be communicated fairly.
- The issues should be solved finally.
- Documentation is important.

REFERENCES

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