

A STUDY ON EMPLOYEE GRIEVANCE REDRESSAL PRACTICES ULTRATECH CEMENT LIMITED, TADIPATRI -ANDHRA PRADESH

Tetali Satwik Reddy¹, Mrs. Ch. Rajya Lakshmi²

¹2nd MBA Department of Management Studies Godavari Institute of Engineering & Technology (A) Rajahmundry, Andhra Pradesh. India.

Email ID : Satwikreddytetali8888@gmail.com

²Assistant Professor Department of Management Studies Godavari Institute of Engineering & Technology (A) Rajahmundry, Andhra Pradesh. India.

Email ID: Rajeek@giet.ac.in

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ABSTRACT

In order to accomplish its goals, every business must employ a staff that is both capable and experienced. The degree of expertise required in the workplace must rise, as must workers' adaptability and flexibility. Investment in employee Grievance handling is not just a good idea, but a must for any company that wants to keep its workforce competitive and well-informed.

The purpose of the research was to determine how Employees grievance Handlings are in improving the knowledge and skills of staff members at the .The information was gathered from 100 workers who were chosen at random. Currently Working at the ULTRATECH CEMENT LIMITED, TADIPATRI. The goal of this effort has been to compile a body of information on financial performance that may be used as a resource by anyone doing.

Keywords: Employee grievance , employee importance, Organization, Effectiveness.

1. INTRODUCTION

Human Resource Management is concerned with the people dimension in management. Since every organization is made up of people, acquiring their services, developing their skills motivating to their levels of performance and ensuring that they continue to maintain their commitment to the organization are essential to achieving organizational objectives.

Development of HRM in India both at the level of practice as well as the academic level has followed the international pattern albeit with a time. Over the period of time HRM functions have developed pure legal and mandatory requirements to meeting the requirements of facing competition successfully.

PROFILE OF CEMENT INDUSTRY:

India is the world's second largest producer of cement according to the Cement Manufacturers' Association. During September 2010, the cement production touched 12.54 million tons (MT), while the cement dispatches quantity was 12.56 MT during the month. The total cement production during April-September 2011-2012 reached 81.54 MT as compared to 77.22 MT over the corresponding period last fiscal. Further, cement dispatches also witnessed an upsurge from 76.50 MT during April-September 2010-2011 to 81.10 MT during April-September 2012-15.

Moreover, the government's continued thrust on infrastructure will help the key building material to maintain an annual growth of 9-10 per cent in 2010, according to India's largest cement company, ACC. In January 2010, rating agency Fitch predicted that the country will add about 50 million tone cement capacity in 2010, taking the total to around 300 million tons.

Further, speaking at the Green Genentech 2010, a seminar jointly organized by the Confederation of Indian Industry (CII) and the Cement Manufacturer's Association in Hyderabad in May 2010, G Jayaraman, Executive President, Birla Corporation Ltd, said that in 2009, 40 MT of capacity was added and he expects a similar trend to follow this year.

PROFILE OF ULTRATECH CEMENT LIMITED:

UltraTech Cement Limited has an annual capacity of 18.2 million tonnes. It manufactures and markets Ordinary Portland Cement, Portland Blast Furnace Slag Cement and Portland Pozzalana Cement. It also manufactures ready mix concrete (RMC).

UltraTech Cement Limited has five integrated plants, six grinding units and three terminals — two in India and one in Sri Lanka.

UltraTech Cement is the country's largest exporter of cement clinker. The export markets span countries around the Indian Ocean, Africa, Europe and the Middle East.UltraTech's subsidiaries are Dakshin Cement Limited and UltraTech Ceylinco (P) Limited.

The roots of the Aditya Birla Group date back to the 19th century in the picturesque town of Pilani, set amidst the Rajasthan desert. It was here that Seth Shiv Narayan Birla started trading in cotton, laying the foundation for the House of Birla's.

Through India's arduous times of the 1850s, the Birla business expanded rapidly. In the early part of the 20th century, our Group's founding father, Ghanshyamdas Birla, set up industries in critical sectors such as textiles and fiber, aluminum, cement and chemicals. As a close confidante of Mahatma Gandhi, he played an active role in the Indian freedom struggle. He represented India at the first and second round-table conference in London, along with Gandhiji. It was at "Birla House" in Delhi that the luminaries of the Indian freedom struggle often met to plot the downfall of the British Raj.

2. LITERATURE AND REVIEW

Employee grievances are complaints raised by employees against their employer, management, or co-workers regarding work-related issues. These issues may include unfair treatment, violation of rights, inadequate working conditions, discriminatory behavior, or conflicts related to work policies. Grievances can be both formal (written complaints) or informal (verbal or personal issues).

According to Ting & Nye (1999), grievances can also be classified into two types: individual grievances and collective grievances. Individual grievances pertain to a single employee's issue, while collective grievances involve a group of employees facing similar issues.

Enhance employee satisfaction: Addressing grievances ensures employees feel heard and valued, leading to higher satisfaction levels.

Improve organizational productivity: By resolving grievances, employers can prevent disruptions in work, improving overall performance and morale.

Promote employee retention: Employees are less likely to leave organizations where grievances are dealt with fairly and effectively.

Mitigate conflict: An efficient grievance mechanism can reduce workplace conflicts and prevent them from escalating into legal disputes.

Robinson & Judge (2009) argue that when grievances are not addressed, it can lead to absenteeism, low productivity, and even employee turnover.

Need For the Study:

A grievance procedure may be necessary because it explains an employee's rights and allows them to express their workplace concerns with their manager. Grievance procedures give all employees the opportunity to maintain a safe, happy, collaborative workplace. 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 favorable relations with the union.

Scope Of the Study:

- It encourages employees to raise concerns without fear of reprisal.
- It provides a fair and speedy means of dealing with complaints.
- It prevents minor disagreements developing into more serious disputes.
- The project throws light on need for Grievance handling mechanism and this study facilitates the management for further improvement on the same.
- This study will be useful when similar kind of research is undertaken.

3. OBJECTIVE OF THE STUDY

- To know how the present grievances are handled by the organization.
- To know whether the employees are satisfied with the present method of handling grievances.
- To know whether there is a need for a grievance procedure in the organization.
- To identify the various factors this causes grievance to the employees.
- To analyse the employee attitude towards the grievance handling procedure.
- To Provide valuable suggestions and recommendations to enhance the effectiveness of grievance handling procedure.

Methodology Of the Study:

Sources of data

The two sources of data collection are namely primary & secondary.

Primary Data:

Primary data are fresh data collected through survey from the employee's using questionnaire.

Secondary Data

Secondary data are collected from books and internet is hidden and which has not been discovered as yet. Though each research study has its own specific purpose.

4. RESULTS AND FINDINGS

1. Since how many years you are working in this company.

Table 5.1

Years	0-3	4-6	6-9	10 and above
Respondent	10	15	20	5
Percentage	20	30	40	10

Source : primary data

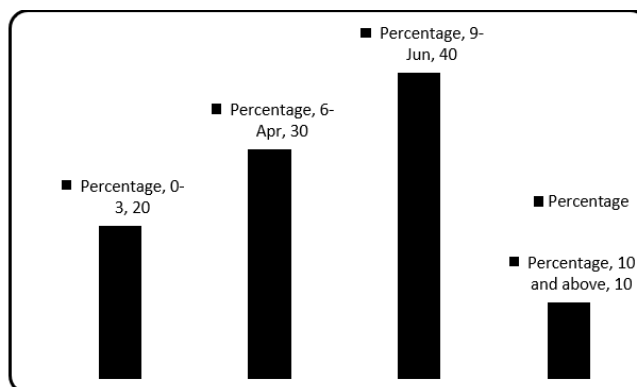


Table 5.1 explains that 20% of the employees are working from last 0-3 years and 30% of the employees are working last 4-6 years 40% of employees are working from 6-9 year and 10% of the employees are working above 10 years. This shows that the highest employees working 4-6 years.

2. Do all the committees in your organization participate in grievance procedure activity?

Table 5.2

Response	Yes	No
Respondents	35	15
Percentage	70	30

Source : primary data

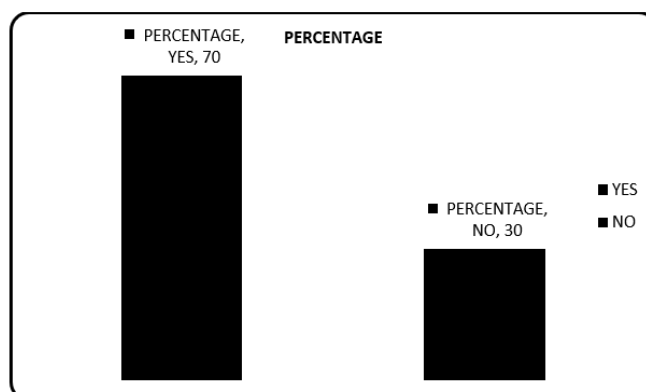


Table 5.2 explains that there are 70% of the respondents told that, different committees of organization participate in grievance handling procedure activity. And 30% of respondents told that different committees of organization do not participate in grievance handling procedure. This shows that most of the employees participate in activity.

3 .Tick the area in which grievance are effectively handled in your organization.

Table 5.3

Reponses	Economic	Work Environment	Supervision	Work Group
Respondents	10	17	13	10
Percentage	20	34	26	20

Source : primary data

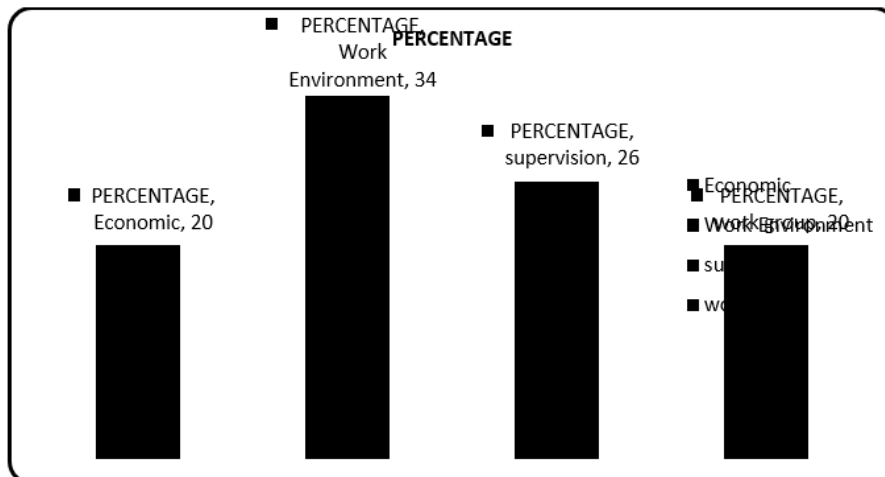


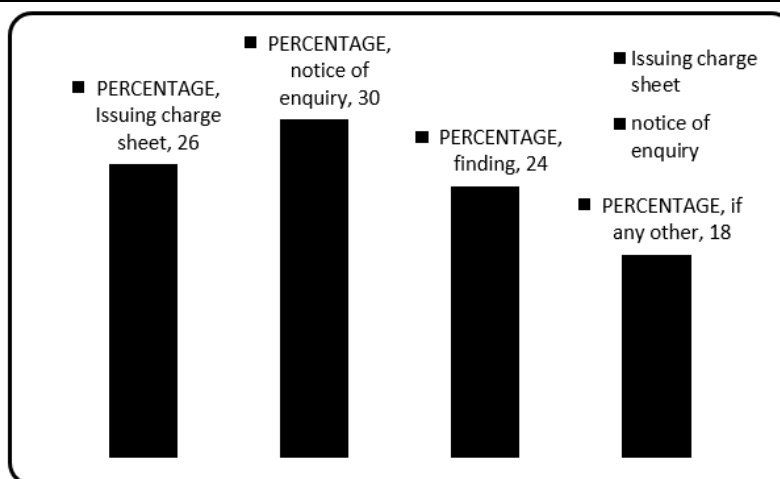
Table 5.3 explains that there are 20% of the employees agreed that the economic process is effectively work in handling a grievance and 34% of the respondents are agreed that , work environment place a crucial rule in handling a grievance and 26% of the respondents are told that the good supervisions also place are major role in effective grievance handling process and 20% of the respondents are agree that in handling grievance effectively, the work also plays a major role.

This is shows that main point of grievance handling is effectively work environment in the organization.

4. What procurers follow by the organization for famishment.

Table 5.4

Response	Issuing Charge sheet	Notice of enquiry	Finding and disciplinary authority	If any other
Respondents	13	15	12	9
Percentage	26	30	24	18



Source: primary data

Table 5.4: explains 26% of the employees are agreed that the organization follow a process for punishment of employees by issuing of charge sheet and 30% of employees said that the organization follow a process for punishment by notice of enquiry. 24% of employees reveals that the organization follow a process for punishment by findings & disciplinary authority and 18% of the employees agree that the organization follow a process for punishment by any other ways.

5. Are all the grievance put in writing.

Table 5.5

Response	Yes	No
Respondents	20	30
Percentage	40	60

Source : primary data

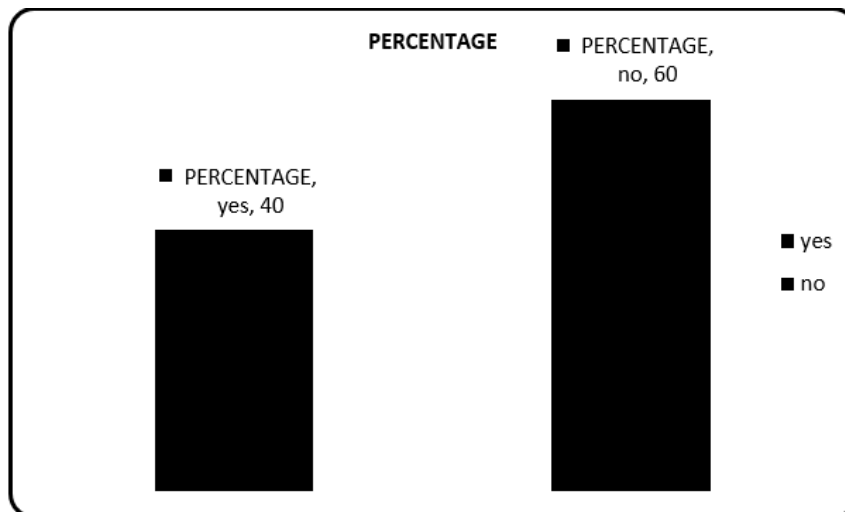


Table 5.5 explains that, there are 40% of the employees are told that the grievance is put in writing and 60% of the employees are told that the grievance is do not put in writing.

This is show that the most of employees not writing.

5. FINDINGS

- Most of the employees of the employees feel that there is grievance handling forum in the organization, but at the same time half of the employees agree that there are no suitable grievance handling forums in the organization.
- Employees feel that there are certain grievances, which cannot be addressed through the existing committees.
- It should be seen that grievances are handled without making any delay as of the employees feel that at present grievances are handled with delay
- It should be seen that Grievances should be settled as near as possible to the point of origin before they turn up into serious disputes.
- As the employees feel that grievances are being postponed on kept pending it should be seen that it might not happen as this intern may turn up into another grievance.
- The employees feel that the present system of redressing grievance is simple but some of the employees are feeling inconvenient with the present redressal procedure.
- Most of the employees are satisfied with the current frequency of redressal of grievances.

6. SUGGESTIONS

Management should consider introduction of unit level grievance handling system.

- Superiors should be trained to handle the grievances effectively.
- There should be feedback system on grievance redressal.
- Seva Committees are considered to be the best grievance handling system in the organization. More focus should be drawn to improve its efficiency and effectiveness.
- Grievances are to be solved whenever they are at the budding stage.
- Management should handle the grievances without delay.

7. CONCLUSION

Overall, the present way of “Grievance Handling” a Ultratech Cement Limited, A.P. Cement Works, is satisfactory. However, there are certain grievances, which cannot be addressed through the present procedure so a need for a grievance handling forum in the organization is required , 88% of the employees agree the above statement and only

22% of the employees disagree to it, by comparing these percentages, I can conclude that there is need for a grievance handling forum in the organization.

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