

A STUDY ON EFFECTIVENESS OF GRIEVANCE HANDLING

MECHANISM AT LUCAS TVS, CHENNAI

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ABSTRACT

The study surmises the satisfaction of employees, with the procedures for grievance handling. It was comprehended that, the employees were highly satisfied with the mechanism being followed. A grievance is, any discontent or feeling of unfairness. In the workplace, this definition could extend to the system and nature of work. This study intends to determine whether, employers efficiently manage the grievances of their employees. The study acknowledges that, the most common factors for grievances in the workplace are disparity in wages and salary, working conditions, promotions, transfer, lack of communication, inter-departmental relationship, etc.

In addition, the study also explores to identify the foundation for grievances, their triggering factors, grievances handling techniques, and the management procedures, for resolving the issues. Effective grievance management, ensures good employee relations, smooth and successful running of the organization, and improved productivity at work. The root cause of any grievance must be ascertained by the employer, along with best possible means of redressal, to ensure the satisfaction of employees in an organization.

KEYWORDS: Grievance, Grievance Handling, Redressal, Employer & Employee