

**A STUDY ON EMPLOYEES PERCEPTION TOWARDS GRIEVANCE
HANDLING MANAGEMENT SYSTEM AT MODERN FOODS
ENTERPRISES PRIVATE LIMITED**

Submitted in partial fulfillment of the requirements for the award of

BACHELOR OF COMMERCE

by

LAVANYA.N

REGISTER NO.39740130



SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI-600 119

MAY - 2022



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **LAVANYA.N (39740130)** who has done the Project work entitled **A STUDY ON EMPLOYEES PERCEPTION TOWARDS GRIEVANCE HANDLING MANAGEMENT SYSTEM AT MODERN FOODS ENTERPRISES PRIVATE LIMITED** under my supervision from **01/12/2021 to 30/03/2022.**

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TO WHOM SO EVER IT MAY CONCERN

This is to certify that Ms. Lavanya N (Reg No: 39740130) a student of Sathyabama Institute of Science and Technology (Deemed to the University), has successfully completed her project work about "A Study on employees perception towards grievance handling management system at Modern Food enterprises Pvt.Ltd. in HR Department from 01/12/2021 to 30/03/2022.

We are wishing all success in her future endeavours and words of appreciation on the quality of work

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DECLARATION

I LAVANYA.N (39740130). Hereby declare that the Project Report entitled **“A STUDY ON EMPLOYEES PERCEPTION TOWARDS GRIEVANCE HANDLING MANAGEMENT SYSTEM AT MODERN FOODS ENTERPRISES PRIVATE LIMITED”** done by me under the guidance of **Dr. DHIVYA SATHISH** , School of Business Administration is submitted in partial fulfillment of the requirements for the award of Bachelor of commerce degree.

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ABSTRACT

A Grievance means any dispute or discontent or feelings of unfairness arise between an employer and employee in workplace. The employees express their grievances in terms of complaints. This review focuses on the grievance procedure research published in past decade with specific attention on the application of social science theory to grievance research.

The review concludes that the theoretical grounding of recent grievance research has improved over the earlier research, but remains quite inadequate. Recommendations on the direction that grievance research should take in the future to further improve on the theoretical content of grievance research are provided.

It is argued that theory in grievance research should advance at two levels: The comprehensive system approach, and the application of specific social science theories to narrower aspects of the grievance process.

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CHAPTER-1
INTRODUCTION

1.1 INTRODUCTION OF GRIEVANCE MANAGEMENT

1.1.1 CONCEPT OF GRIEVANCE HANDLING SYSTEM

There is a greater diversity in the workplace today, comprising employees from different age, nationality and gender, ethnic and religious background. In such work environment, miscommunication and misunderstanding are likely. If not managed properly, such misunderstandings will affect employees' morale and productivity. With employees being more Internet savvy and the popularity of social media, such unhappiness may also be publicized on social media platforms such as Facebook or Twitter. Such negative publicity can affect the employers' image and brand, causing unnecessary embarrassment to the management. In some cases, such grievances can also lead to expensive and time consuming litigations. Employers can pre-empt such situations by creating favorable working environment through adoption of fair employment practices. This includes having a proper Grievance Procedure (GP) to handle complaints. Employers and employees should understand that it is unrealistic for every grievance to be resolved to the absolute satisfaction of either party. In most situations, the most reasonable solution is a compromise with both parties adopting a "give and take" position. The purpose of a GP is not the resolution or settlement of the grievance but the maintenance of industrial harmony between the employee and employer.

1.1.2 DEFINITION OF GRIEVANCE

According to Dale S. Beach, "Grievance is any dissatisfaction or feeling of injustice in connection with one's employment situation that is brought to the attention of management." According to Keith Davis, "Grievance is any real or imaginary feeling of personal injustice which an employee has concerning his employment relationship.

1.1.3 FEATURES OF GRIEVANCE

1. A grievance refers to any form of discontent or dissatisfaction with any aspect of the organization.
2. The dissatisfaction must arise out of employment and not due to personal or family problems.

3. The discontent can arise out of real or imaginary reasons. When employees feel that injustice has been done to them, they have a grievance. The reason for such a feeling may be valid or invalid, legitimate or irrational, justifiable or ridiculous.

4. The discontent may be voiced or invoiced, but it must find expression in some form. Initially the employee may complain orally or in writing. If this is not looked into promptly, the employee feels a sense of lack of justice. Now, the discontent grows and takes the shape of a grievance.

5. Broadly speaking thus a grievance is traceable to be perceived as non-fulfillment of one's expectations from the organization.

1.1.4 BENEFITS OF GRIEVANCE HANDLING PROCEDURE:

1. It encourages employees to raise concerns without fear of reprisal.
 2. It provides a fair and speedy means of dealing with complaints.
 3. It prevents minor agreements developing into more serious disputes.
 4. It saves employees time and money as solutions are found for workplace problems.
- It helps to build an organizational climate based on openness and trust.

1.1.5 BASIC ELEMENTS OF GRIEVANCE HANDLING PROCEDURE:

1. The existence of sound channel through which a grievance may pass for redressal if the previous stage or channel has been found to be inadequate, unsatisfactory or unacceptable. This stage may comprise three, four or five sub stages.

2. The procedure should be simple, definite, prompt for any complexity or vagueness or delay may lead to an aggravation of the dissatisfaction of the aggrieved employee.

3. The steps in handling a grievance should be clearly defined.

These should comprise:

1. Receiving and defining the nature of the grievance
2. Getting the relevant facts about the grievance.

3. Analysing the facts, after taking into consideration the economic, social, psychological and legal issues involved in them.

4. Taking an appropriate decision after a careful consideration of all the facts.

5. Communicating the employees to the aggrieved employees.

6. It should be followed up in order to the reaction to the decision may be known and in order to determine whether the issue has been closed or not.

1.1.6 CAUSES OF GRIEVANCE:

1. Economic

Employees may demand for individual wage adjustments. They may feel that they are paid less when compared to others.

2. Work environment

It may be undesirable or unsatisfactory conditions of work. For example light, space, heat or poor conditions of workplace.

3. Supervision

It may be objections to the general methods of supervision related to the attitudes of the supervisor towards the employee such as perceived notions of bias, favouritism, nepotism, regional feelings.

4. Employee relations

Employees are unable to adjust with their colleagues, suffer from feeling of neglect and become an ridicule and humiliation.

5. Miscellaneous

These may be issues relating to certain violations in respect of promotions, safety methods, transfer, disciplinary rules, medical facilities etc.

1.1.7 EFFECTIVE WAYS OF HANDLING GRIEVANCE

The manager should immediately identify all grievances and must take appropriate steps to eliminate the causes of such grievances so that the employees remain loyal and committed to their work. Effective grievance management is an essential part of personnel management. The managers should adopt the following approach to manage grievance effectively.

1. **Quick action-** As soon as the grievance arises, it should be identified and resolved. Training must be given to the managers to effectively and timely manage a grievance. This will lower the detrimental effects of grievance on the employees and their performance.
2. **Acknowledging grievance-** The manager must acknowledge the grievance put forward by the employee as manifestation of true and real feelings of the employees. Acknowledgement by the manager implies that the manager is eager to look into the complaint impartially and without any bias. This create a conducive work environment with instances of grievance reduced.
3. **Gathering facts-** The managers should gather appropriate and sufficient facts explaining the grievance's nature. A record of such facts must be maintained so that these can be used in later stage of grievance redressal.
4. **Examining the causes of grievance-** The actual cause of grievance should be identified. Accordingly remedial actions should be taken to prevent repetition of the grievance.
5. **Decisioning-** After identifying the causes of grievance, alternative course of actions should be thought of to manage the grievance. The effect of each course of action on the existing and future management policies and procedure should be analyzed and accordingly decision should be taken by the manager.
6. **Execution and review-** The manager should execute the decision quickly, ignoring the fact, that it may or may not hurt the employees concerned. After implementing the decision, a follow-up must be there to ensure that the grievance has been resolved completely and adequately.

1.2 OBJECTIVE OF THE STUDY:

Primary objective

- * To study the effectiveness of grievance handling mechanism.

Secondary Objective

- * To study the grievance management.
- * To identify whether the employees are aware of the grievance handling management system.
- * To identify whether the grievance handling system leads to a mutual understanding between workers and the management.
- * To know the level of satisfaction towards the grievance handling procedure of the organization.
- * To investigate the reasons for dissatisfaction.
- * To identify the factors influencing the effectiveness of the grievance handling in the organization.

1.3 SCOPE OF THE STUDY

The scope of the study is to deal with the analysis of the effectiveness of the grievance handling system of the company. It also identifies the employee's opinion towards the existing grievance handling system in the company.

The effectiveness of the present grievance handling system will be analyzed and suitable measures to improve the same may be suggested.

1.4 NEED OF THE STUDY

1. The grievance handling system is an integral part of an organization. It enables the employees to express formally their complaints over the management policies and practices.

2. To improve the efficiency of employees in the organization a sound grievance handling procedure is needed. It also reduces the employee turnover in the organization.

3. The need for the study arises mainly to understand the perception of the employees at their present grievance handling system in Modern Food Enterprises Pvt Ltd by identifying the employee's attitude towards the grievance handling system, the company can solve the grievances very effectively thereby reducing the dissatisfaction.

1.5 LIMITATIONS OF THE STUDY

1. The sample taken for the study comprises to 104 respondents.

2. The study was purely based on the information given by the employees.

3. To the organization only.

1.6 INDUSTRY PROFILE

The bakery industry is a huge business that caters to people's weaknesses for tasty breads, cakes, pies and sweet rolls. According to the American Bakers Association, bakery products make up 2.1 percent of the gross domestic product of the United States. That's a lot of people eating bread.

1.6.1 BAKING METHODS:

Whenever the methods used to make baked products more stable involve little water, the pathogens present in the baked products are likely to develop a resistance to high temperatures.

There are also special rules for bakeries that make products to cater to specialty diets. In case such bakeries also make more mainstream baked products, they are expected to be more rigorous in their preparation procedures to avoid cases of cross-contamination. If they are not careful, then they could end up exposing their customers to the very allergens they are trying to avoid.

1.6.2 SIZE OF THE MARKET:

The baking industry generates more than USD 507.38 billion in the year 2020. The industry includes 6,000 retail bakeries and nearly 3,000 commercial bakeries. While the market of small bakery retailers is highly fragmented, three producers (Grupo Bimbo, Flowers Foods and Campbell Soup Co.) account for 55 percent of total commercial bakery revenue.

The American Bakers Association reports the economic impact of baked goods produced and sold in the U.S. totals \$423 billion. Retail bakeries generate around \$3 billion in revenues, and commercial bakeries sell \$31 billion in products. However, profits are not particularly high because of the rising costs of wheat and sugar. Bakeries are not always able to pass on these increased costs to consumers by raising prices. The bakery products industry is further expected to grow at a CAGR of 2.5% between 2021 and 2026 to reach a value of almost USD 574.05 billion by 2026

1.6.3 MARKET SEGMENTS:

The products that make up the bakery market are as follows:

- Bread: 32 percent
- Rolls: 19 percent
- Cakes: 15 percent
- Retail bakery products: 10 percent
- Soft cakes: 8 percent
- Pies: 2 percent.

1.6.4 Opportunities of a Bakery Business:

There are also numerous opportunities of a bakery business that make it a viable business option.

It's easier to create a loyal customer base:

People will come to your shop for the first time and try out your products. If they like them, you can be sure they'll keep coming back. That is what makes bakeries so special; they can automatically create a loyal customer base by ensuring that the quality of their products is high.

Over time, more customers will come to try your products and like them, and you will soon have a growing base of loyal customers. These will likely put in a good word for your bakery to their friends and family, and your bakery will become more popular via word of mouth. The power to grow a bakery brand in this way is something you rarely find in other industries.

High Profits in High-Traffic Locations

Bakeries can tempt passersby in a way that few other businesses can. The scent of freshly baked bread has the power to inspire ravenous desire in just about anyone so that a passerby will want to pop in the baker for a minute or two – even if only to delight in looking at and smelling the yummy, freshly baked goods.

If your location has a lot of foot traffic and is easily accessible, easily visible, and has an affordable lease, you're likely to have a combination of low costs and high-profit margins, which will definitely give your business a better chance of surviving in the long run, considering how competitive the bakery industry is.

The Barriers to Entry Are Low

Believe it or not, you could even start a bakery out of your own home. Sure, you'll still have to obtain a license and will have to comply with health and safety standards, but it's still possible to run the entire business out of your home. That way you can save on a lot of overheads and increase your profit margins.

Barriers to Entry

Becoming a major commercial bakery takes a large amount of capital to purchase equipment, and you'd face stiff competition from the existing well-known brands. Opening a small, retail bakery requires less equity and is easier to start. Smaller bakeries can establish themselves with specialty products, such as whole-grain breads, and develop a loyal following of local customers.

1.6.5 THREATS TO THE MARKET

As consumers become more health conscious, they will demand more gluten-free, low-carbohydrate, whole grain, organic and paleo diet products. Buyers also substitute baked goods with nuts, yogurt and fruit bars.

Government regulations will continue to weigh heavily on the industry. The Environmental Protection Agency and the Food and Drug Administration are constantly overseeing the operations of bakeries and issuing new regulations that increase the costs of production.

1.6.6 PROPERTIES AND APPLICATIONS:

Bakery products are prepared by cooking in the presence of dry heat in an oven, on hot stones, or hot ashes. The bakery products have an extensive portfolio, including bread, cookies, rolls, cakes, biscuits, cupcakes, tarts, pies, sweet rolls, doughnuts, coffeecakes, and refrigerated bakery products. A typical bread is an everyday staple and a source of vital nutrients, made domestically or commercially since prehistoric times. Biscuit is also a popular category of bakery products. Baking methods have undergone a massive transformation with the advent of technology, with modern methods taking over the traditional baking methods.

On the basis of product type, the bakery product industry is segmented into:

- Biscuits
 - Cookies
 - Cream Biscuits
 - Glucose Biscuits
 - Marie Biscuits
 - Non-Salt Cracker Biscuits
 - Salt Cracker Biscuits
 - Milk Biscuits
 - Others

- Bread and Rolls
 - Artisanal
 - In-Store
 - Packaged
- Cakes and Pastries
 - Artisanal
 - In-Store
 - Packaged
- Rusks
 - Artisanal
 - In-Store
 - Packaged

Bread and rolls represent the leading segment of the bakery product.

On the basis of distribution channel, the market is divided into:

- Supermarkets and Hypermarkets
- Artisanal Bakeries
- Convenience Stores
- Independent Retailers
- Online
- Others

1.6.7 MARKET ANALYSIS:

The global bakery products market is driven by the inflating disposable incomes of the consumers in the emerging nations, with higher standards of living and shifting lifestyles owing to cultural changes and rising emerging markets. The bakery industry represents 10% of China's food and beverage market, which is being driven by the increasing demand from Tier 1 cities where customers are inclined to accept western cuisines, including baking, thus accelerating the bakery products market growth. The market is also being aided by new product launches to cater to consumer demands. The

rising consumption of processed products and the shift taking place towards convenient food and beverage products is aiding the market growth. The rising demand for frozen bakery products owing to their convenience and prolonged shelf life is supporting the market for bakery products. Consumers are also experimenting with new tastes, products, and flavours, propelling the market growth further. Low-calorie bakery products are also rising in demand, thus, accelerating the market further. Hectic lifestyles and rapid urbanisation have made consumers lookout for convenient and ready-to-eat products, making bakery products market prosperous.

The growing awareness of the health concerns associated with the ingredients used in bakery products is propelling the market further. Consumers are getting conscious about consuming healthier baked goods, which are ideally, gluten-free, low in carbs, and have high fibre content. The growth of online bakery platforms has provided a significant boost to the growth of the market. The rising demand for diversified products such as organic and gluten-free products will invigorate the market growth in the coming years.

1.6.8 COMPETITIVE LANDSCAPE:

The report gives a detailed analysis of the following key players in the global bakery products markets, covering their competitive landscape, capacity, and latest developments like mergers, acquisitions, and investments, expansions of capacity, and plant turnarounds:

- Finsbury Food Group Plc
- Bimbo Bakeries USA
- Britannia Industries
- Nestle SA
- Associated British Foods plc
- Mondelez International, Inc
- Bakers Delight Holdings
- Others

1.6.9 OUTLOOK FOR THE FUTURE:

The market for baked goods is expected to grow around 1 percent per annum in the coming decade. Consumption is affected by changes in disposable income, consumer preferences and economic conditions. Large commercial bakeries will continue to dominate the competition in the market, because the other firms are small and the market is highly fragmented. The major commercial bakeries, such as Grupo Bimbo, will continue to grow by acquiring other brands and regional bakeries.

1.7 COMPANY PROFILE

1.7.1 HISTORY:

Modern is an iconic brand that pioneered the concept of bread, and literally created the bread category in India. Launched in 1965 as Modern Bakeries (India) Limited, the company was rechristened Modern Foods India Ltd. (MFIL) in 1982. For generations of Indians Modern Bread's iconic Blue & Orange Waxed Paper Bread pack was virtually synonymous with bread. Modern Foods was the first company to be privatised by the Government of India in 2000, and it was sold to Hindustan Unilever Ltd. (HUL).

In April 2016, Modern changed hands again. This time to Ever stone Capital. Today, the company is called Modern Foods Enterprises Pvt. Ltd. and is 100% owned by Everstone Capital. Modern is now in an all new avatar . The relaunch of Modern Foods has been crafted with intensive efforts over the last 12 months, with significant investments in manufacturing, and R&D at Modern's new innovation hub in Chennai, as well as thorough efforts on consumer insights, strategy and design.

Modern has a completely new portfolio with superior products such as Milk Plus bread enriched with calcium Hi-Fibre Brown bread reinforced with premium wheat fibre 100% Whole-Wheat bread and new innovations such as Multigrain Superseed Bread which not only has superseed sprinkles on top but even the flour is made of seven grains and contains Omega 3.

In its new avatar, Modern wants its customers to 'Thrive, and savour life to the fullest' by helping them make smarter choices from its expanded range of healthy, nutritious and tasty bread and bakery products. Modern bread is available nationally in close to 100,000 stores and manufactured in 40 factories across India.



Modern Foods Icon

Industry : Bakers

Founded : 1965

Headquarters : Gurugram , Haryana , India

Products : Bread, Cakes, Rusk, Cookies

Parent : Everstone

Website : www.modernfoods.co.in

1.7.2 KEY PEOPLE:

CEO: Aseem Soni

Director of board: Rajev Shukla, Deep Mishra (Everstone MDs)

Executive director: Ravindra Nair, Krishna Kumar,

Everstone Co-founder: Sameer Sain

6 Directors and 1 reported key management personnel:

March 2016 – Aseem Soni

April 2016 - Kuldeepkumar Dayaram Kaura , Parvinder Singh Pasricha

January 2019 – Abhishek Purohit KMP

April 2019 – Roshini Hemant Bakshi

May 2019 – Jaspal Singh Sabharwal

July 2020 – Sandeep Kumar Singh

1.7.3 MISSION:

Product Mission:

To make, distribute and sell affordable, high quality bread, baked and packaged goods for every meal and snacking occasion. Our mission is to make our products as tasty as they are nutritious, with an unstinting commitment to incorporating wholesome, natural, healthy and nutritious ingredients. To contribute meaningfully to the health, well-being and quality of life for everyone who buys and consumes our products.

Social Mission:

To operate the company in a way that actively recognizes the central role that business plays in our society, by initiating innovative ways to improve the health, well-being and quality of life for people in our local communities and nationally.

Economic Mission:

To improve, innovative, expand and invest in the business in a disciplined way that delights and excites our customers and grows the business consistently, competitively, profitably and sustainably. To increase the value for all our stakeholders, and nurturing our people as we grow our business.

1.7.4 VISION:

To be India's preferred choice for bread, baked and packaged foods. Delivered through a portfolio of high quality, high value products that are as delightfully tasty as they are nutritious. Offering something for every meal and snacking occasion in the day.

1.7.5 VALUES:

Excellence

Honesty

Accountability

Team Work

Respect

1.7.6 PRODUCTS & SERVICES:

The company produces bakery products. It includes Bread, Cakes, Muffins, buns, pavs, crème bite, Sweet fills, Pizza base, Festive cakes, Ttea cakes, Crème rolls.



RIBBON DUET CAKE



WHOLE WHEAT RUSK



MULTI GRAIN BREAD



CREAME PIE

1.7.7 AWARDS & ACHIEVEMENTS:

1968 – Launched first ever Vitaminized Bread.

1981 – Introduced iconic Fruity Bread.

1991 – Launched Wheatmin Brown Bread of India.

1994 – Served the Community with Mother Teresa.

2016 – Independent Company, Innovation Center, Trusted Brand.

2017 – 2 Million reached millions of households.

2018 – Acquired CookieMan.

2019 – Delhi relaunched.

2020 – Best Business Brand by ET Now

2.2.8 MANUFACTURING PLANTS:

Chennai

Mumbai

Kolkata

Bengaluru

Kochi

Hyderabad



CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE:

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 coworker.

Arindam Garg (2018) the researchers conduct on topic “A study on the effectiveness of grievance handling mechanism in Arunachal Pradesh State Co-Operative Apex Bank Ltd.” The main objective to study the effectiveness of grievances handling mechanism and To identify the factors influencing the effectiveness of the grievance handling in the organization. The researcher use Descriptive research design. The researcher also found the study reveals that the Grievance handling mechanism in the bank is working satisfactorily. The organization is giving due importance for addressing the grievances of employees. The bank is making efforts to ensure those employees are satisfied with the measures taken to resolve their grievance

Ms.g.ramya (2014) the researcher conducts on topic “A Study on Effectiveness of Grievance Handling Mechanism at Swastik Apparales, Erode.” The main objective to analysis the grievance handling system leads to a favorable attitude towards the management and to know the level of satisfaction towards the grievance handling procedure of the organization. The researcher use Descriptive Research. The researcher also found Grievance procedures are related to other attitudinal measures and the behaviors of shop stewards in the grievance procedure. Grievance procedure effectiveness was related to union members' overall satisfaction with the union. Its procedures have been found to relate to union commitment, employer commitment and dual commitment.

Enochkws i Assafuah (2017) the researcher conduct on topic “Grievance handling procedure and employee performance.” The main objective to examine how the grievance handling procedure influences employees Performance and to identify styles used in handling employee grievance. The researcher use Qualitative research design. It is highly believed that effective grievance handling procedures have the tendency to ensure the existence of a harmonious work environment for the organization and its employees to achieve effectiveness, efficiency and a higher level of productivity. Since the organization cannot function effectively without discipline, in the organization cannot function well without effective employee job performance.

Dr. G. Balamurugan and V. Shenbagapandian (2016) the researcher conducts on topic “A study on effectiveness of grievance handling procedures in international airport tiruchirappalli.” The main objectives to identify the relationship between the employer and employee, to find the employee satisfaction after the redressal of grievance and to make suggestions for grievance handling procedures. The researcher use Descriptive design. The researcher also found the few changes in organization policies and procedures to increase the productivity from the employees. The management has to improve the communication part to their employees about their issues. The organization must reduce the transfers frequently, and provides more training to their employees.

CHAPTER 3
RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY

Research is a systematic inquiry to describe, explain, predict and control the observed phenomenon. Research involves inductive and deductive methods (Babbie, 1998).

Methodology is the systematic, theoretical analysis of the methods applied to a field of study. It comprises the theoretical analysis of the body of methods and principles associated with a branch of knowledge.

Descriptive research includes surveys and fact finding enquiries of different kinds. The major purpose of descriptive research is description of state of affairs as it exists at present. The main characteristic of the methods is that the researcher has no control over the variables. Research can only report what has happened or what is happening.

Data Sources:

Primary data: Is generated in an investigation with the help of questionnaires.

Secondary data: Is collected from books, internet, Articles, Journals and other sources.

Sampling:

Sample Size: 104

Sample Method: The method we are using here is Simple random sampling method; descriptive research design is used to collect the information.

Tools for data collection:

Questionnaire is used for data collection. A pilot study is done by administering a questionnaire to sample of respondents. After the study company's manager and the guide were consulted and incorporated the ideas, in the final questionnaire. The questionnaire contains the objective of the study.

Tools for data analysis:

Percentage Analysis: is a method which is used for finding the average of collected information. Percentage analysis can be calculated as follows:

First the number of respondents is noted in a tabular form and then the percentage is calculated by dividing the number of respondents by total number of respondents which is then multiplied by hundred.

$$\text{Percentage} = \frac{\text{No. Of respondents}}{\text{Total No. Of respondents}} * 100$$

Chi Square Test: is an important non parametric test in statistical work. The symbol χ^2 is used to describe the magnitude of the discrepancy between theory and observation. It is defined as,

$$\chi^2 = \sum \frac{(O-E)^2}{E}$$

Where, O – Observed frequencies, E - Expected Frequencies

Run Test: is used to determine the randomness with which the sample items have been selected. This test can also be used to detect departures in randomness of a sequence of quantitative measurements over time, caused by trends or periodicities.

$$Z = \frac{R - \mu}{\sqrt{V(R)}}$$

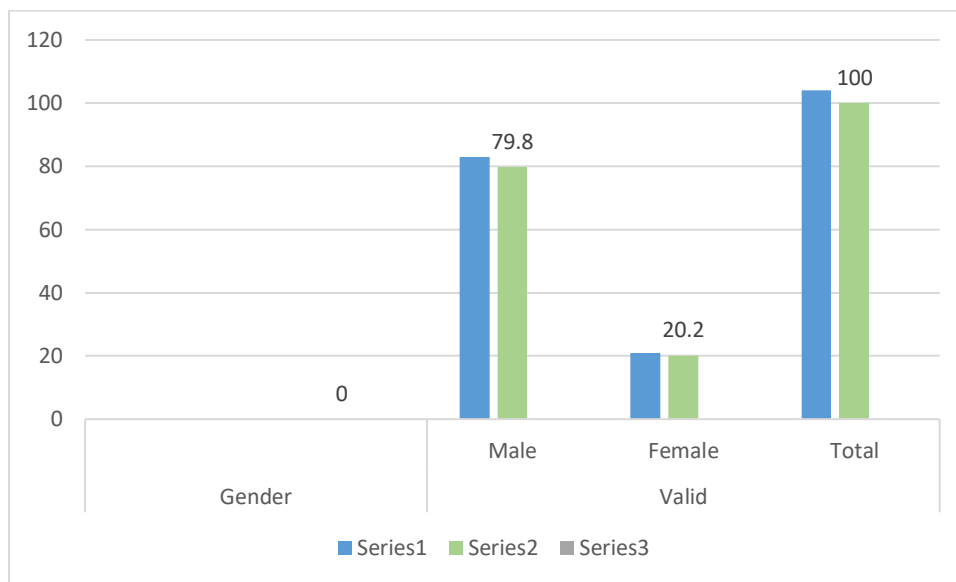
CHAPTER 4
DATA ANALYSIS & INTERPRETATION

4.1 Percentage Analysis

Table 1 – Gender classification of the respondents

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	83	79.8	79.8	79.8
	Female	21	20.2	20.2	100.0
	Total	104	100.0	100.0	

Chart.1 – Gender classification of respondents



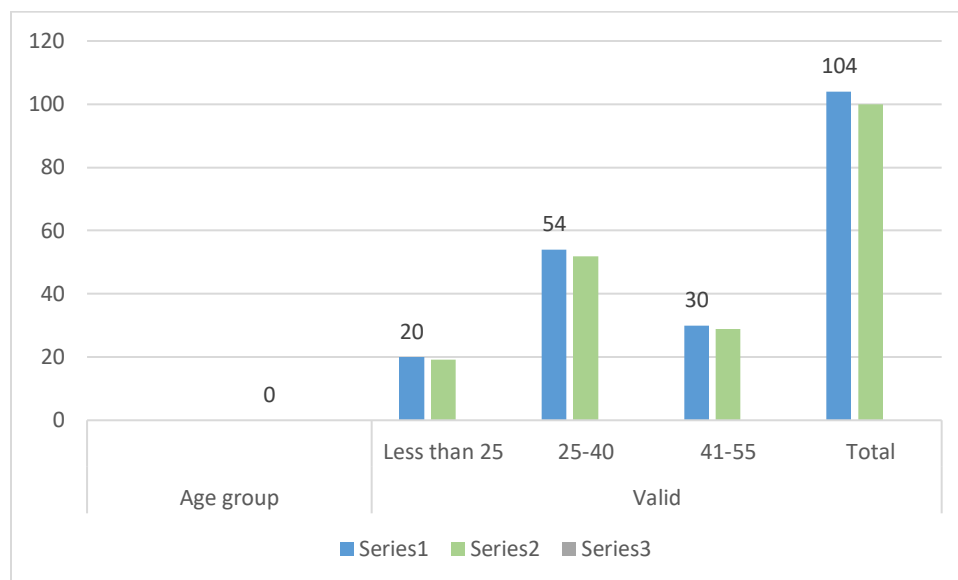
INTERPRETATION:

From the above chart, it is inferred that 80% of respondents are male and 20% respondents are female worker in organization.

Table 2 – Age group of the respondents.

Age group				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 25	20	19.2	19.2
	25-40	54	51.9	71.2
	41-55	30	28.8	100.0
	Total	104	100.0	

Chart 2 - Age group of the respondents.



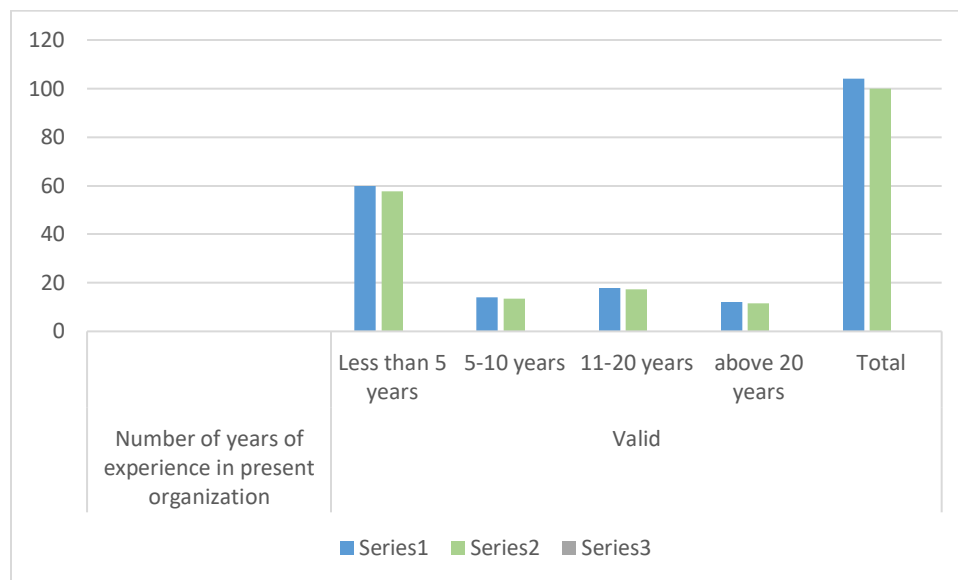
INTERPRETATION:

From the above chart, it is inferred that 20% respondents are between the ages of less than 25, 52 respondents are between the ages of 25-40, 29 respondents are between the ages of 41-55.

Table 3 – Years of experience in present organization

Number of years of experience in present organization				
	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 5 years	60	57.7	57.7	57.7
5-10 years	14	13.5	13.5	71.2
Valid 11-20 years	18	17.3	17.3	88.5
above 20 years	12	11.5	11.5	100.0
Total	104	100.0	100.0	

Chart 3 - Years of experience in present organization



INTERPRETATION:

From the above table, it is inferred that 58% of respondents has less than 5 years, 13% of respondents has 5-10 years, 17% of respondents has 11-20 years and 12% of respondents has above 20 years of work experience.

Table 4 – Aware of grievance redressal procedure followed in the organization.

Are you aware of the grievance redressal procedure followed in the organization?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	104	100.0	100.0	100.0

Chart 4 - Aware of grievance redressal procedure followed in the organization.



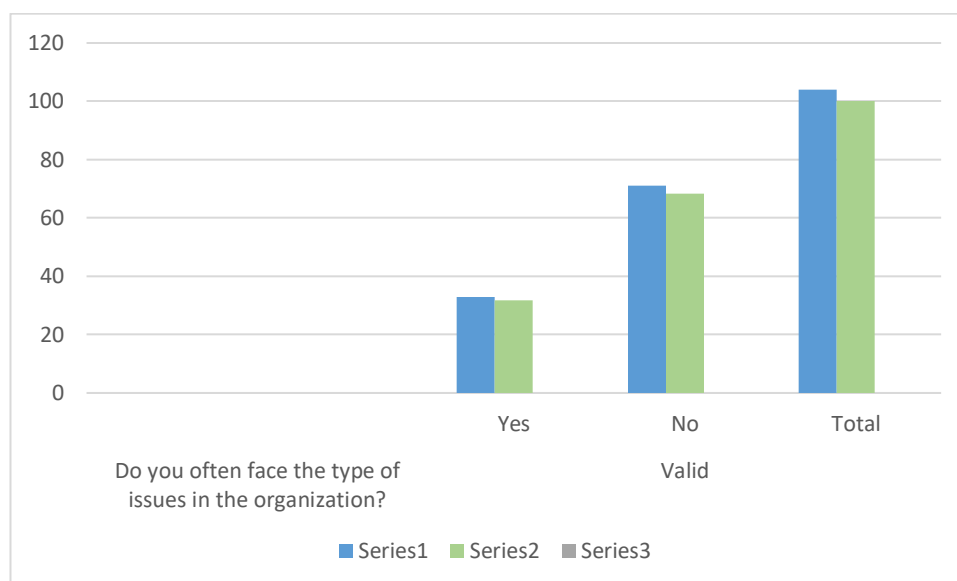
INTERPRETATION:

From the above table, it is inferred that 100% of respondents are aware of grievance redressal procedure followed in the organization.

Table 5 – Facing the type of issues in the organization.

Do you often face the type of issues in the organization?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	33	31.7	31.7	31.7
Valid No	71	68.3	68.3	100.0
Total	104	100.0	100.0	

Chart 5 - Facing the type of issues in the organization



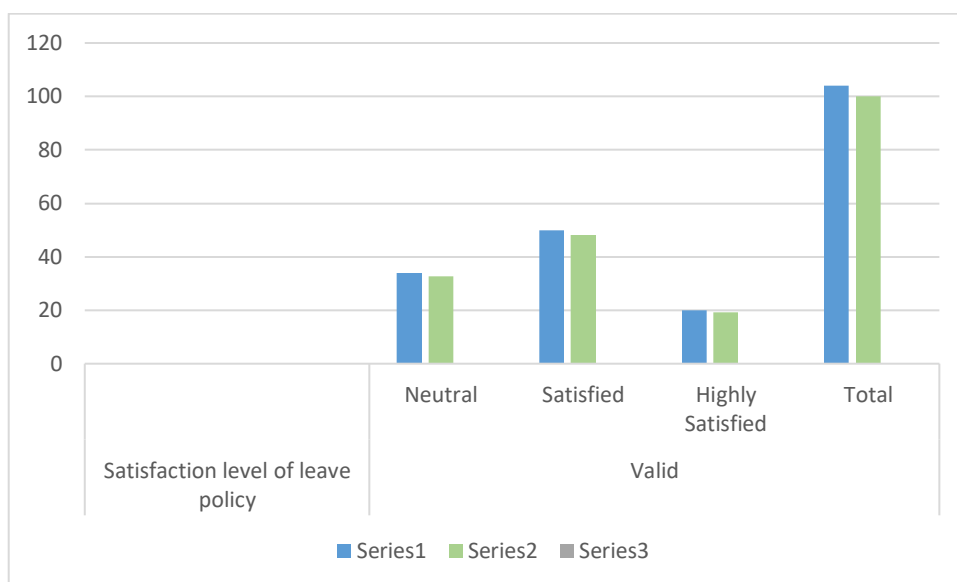
INTERPRETATION:

From the above table, it is inferred that 32% of respondents are often facing the type of issues in the organization.

Table 6.1 – Satisfaction level of leave policy

Satisfaction level of leave policy				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	34	32.7	32.7
	Satisfied	50	48.1	80.8
	Highly Satisfied	20	19.2	100.0
	Total	104	100.0	

Chart 6.1 – Satisfaction level of leave policy



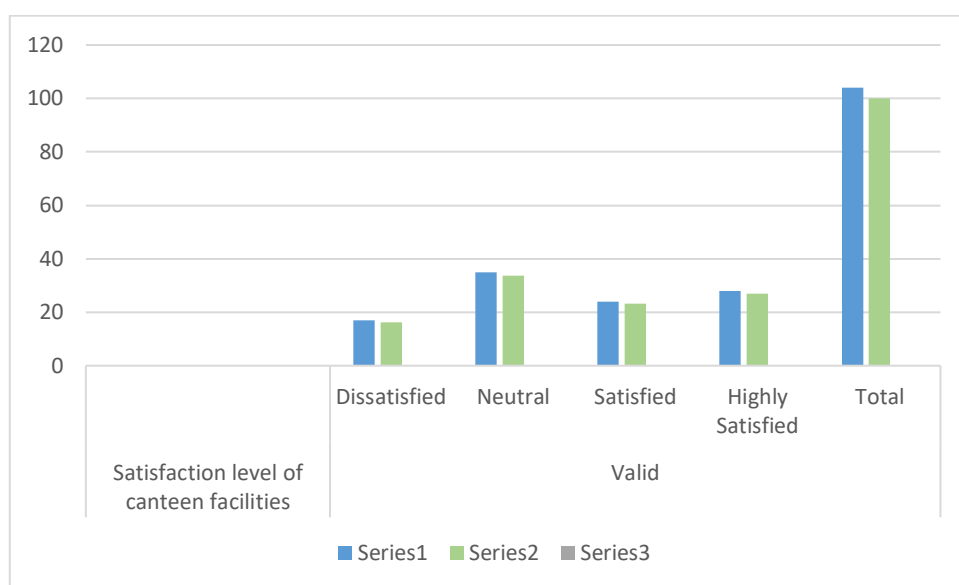
INTERPRETATION:

From the above table, it is inferred that 33 respondents are neutral, 48% of respondents are satisfied, 19 respondents are highly satisfied with the leave policy provided in the organization.

Table 6.2 – Satisfaction level of canteen facilities

Satisfaction level of canteen facilities				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	17	16.3	16.3	16.3
Neutral	35	33.7	33.7	50.0
Valid Satisfied	24	23.1	23.1	73.1
Highly Satisfied	28	26.9	26.9	100.0
Total	104	100.0	100.0	

Chart 6.2 – Satisfaction level of canteen facilities



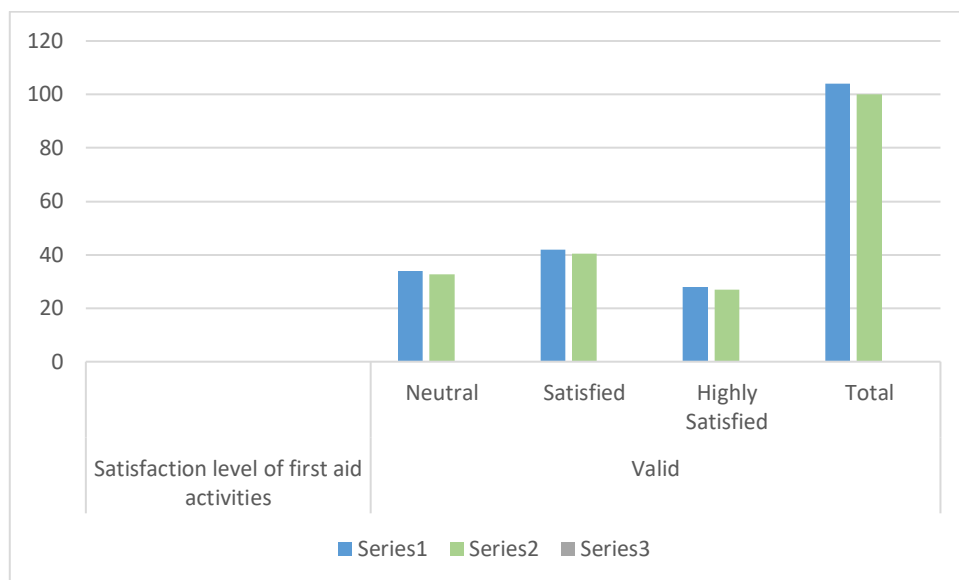
INTERPRETATION:

From the above table, it is inferred that 16% of respondents are dissatisfied, 34% of respondents are neutral, 23% respondents are satisfied, 27% of respondents are highly satisfied with the canteen facilities provided in the organization.

Table 6.3 – Satisfaction level of first aid activities

Satisfaction level of first aid activities				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	34	32.7	32.7
	Satisfied	42	40.4	73.1
	Highly Satisfied	28	26.9	100.0
	Total	104	100.0	100.0

Chart 6.3 – Satisfaction level of first aid activities



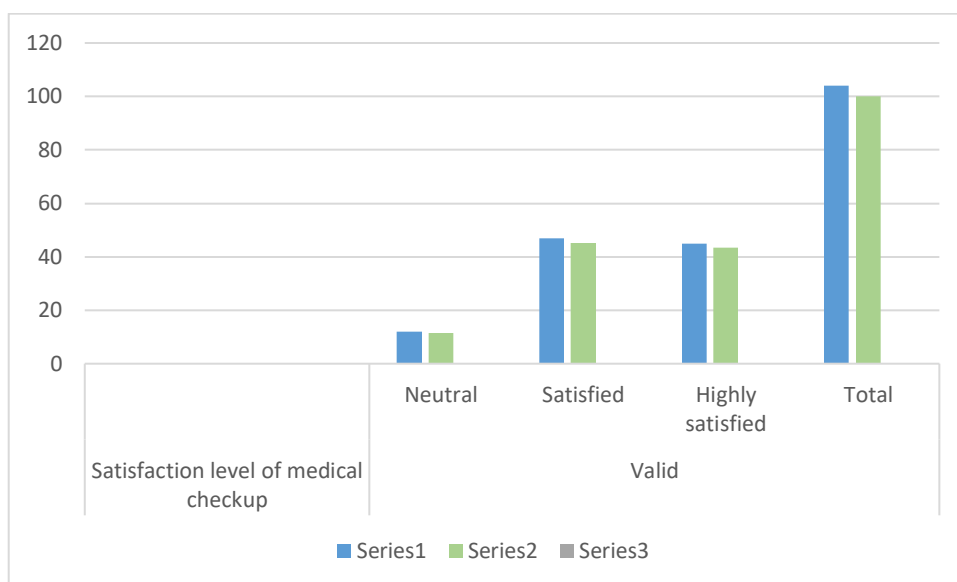
INTERPRETATION:

From the above table, it is inferred that 33% of respondents are neutral, 40% respondents are satisfied, 27% of respondents are highly satisfied with the first aid activities provided in the organization.

Table 6.4 – Satisfaction level of medical checkup

Satisfaction level of medical checkup				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	12	11.5	11.5
	Satisfied	47	45.2	56.7
	Highly satisfied	45	43.3	100.0
	Total	104	100.0	

Chart 6.4 – Satisfaction level of medical checkup



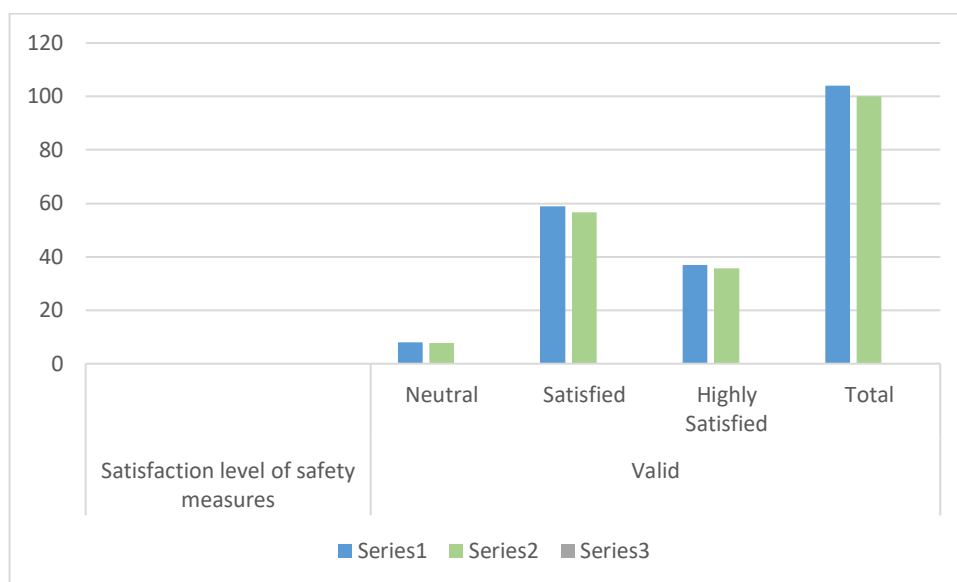
INTERPRETATION:

From the above table, it is inferred that 12% of respondents are neutral, 45% respondents are satisfied, 43% of respondents are highly satisfied with the medical checkup provided in the organization.

Table 6.5 – Satisfaction level of Safety measures

Satisfaction level of safety measures				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	8	7.7	7.7
	Satisfied	59	56.7	64.4
	Highly Satisfied	37	35.6	100.0
	Total	104	100.0	

Chart 6.5 – Satisfaction level of Safety measures



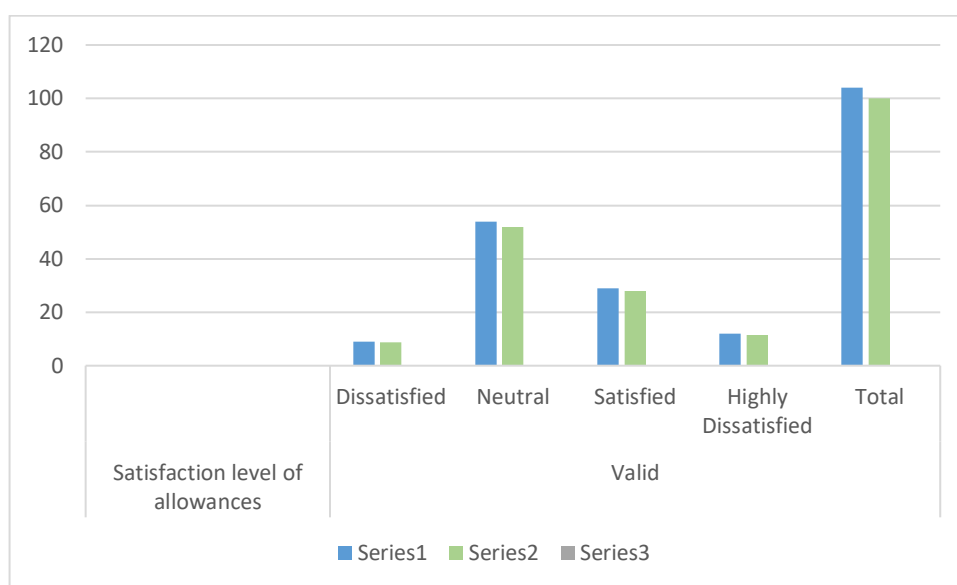
INTERPRETATION:

From the above table, it is inferred that 8% of respondents are neutral, 57% respondents are satisfied, 36% of respondents are highly satisfied with the safety measures provided in the organization.

Table 6.6 – Satisfaction level of allowances

Satisfaction level of allowances				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	9	8.7	8.7	8.7
Neutral	54	51.9	51.9	60.6
Valid Satisfied	29	27.9	27.9	88.5
Highly Dissatisfied	12	11.5	11.5	100.0
Total	104	100.0	100.0	

Chart 6.6 – Satisfaction level of allowances



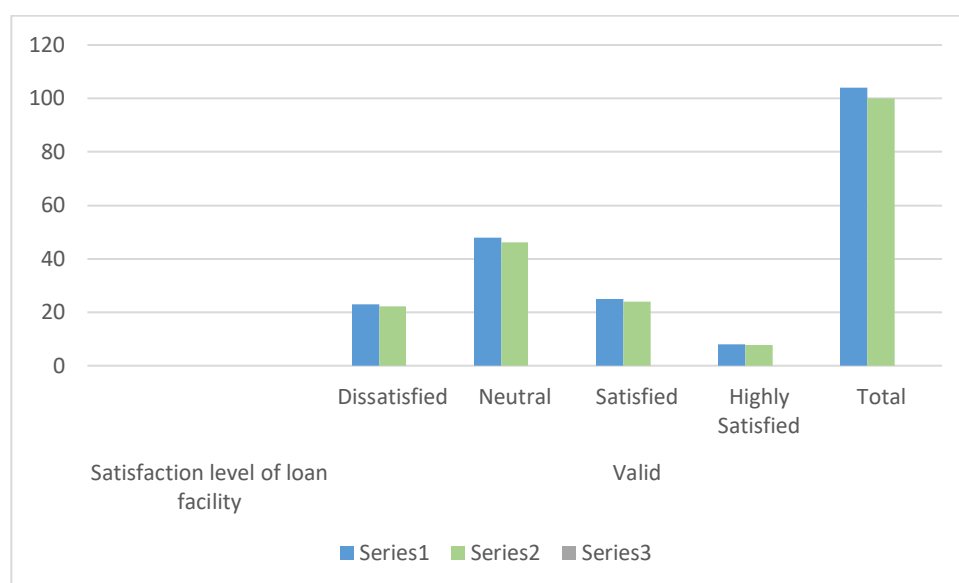
INTERPRETATION:

From the above table, it is inferred that 9% of respondents are dissatisfied, 52% of respondents are neutral, 28% respondents are satisfied, 12% of respondents are highly satisfied with the allowances provided in the organization.

Table 6.7 – Satisfaction level of loan facility

Satisfaction level of loan facility				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	23	22.1	22.1	22.1
Neutral	48	46.2	46.2	68.3
Valid Satisfied	25	24.0	24.0	92.3
Highly Satisfied	8	7.7	7.7	100.0
Total	104	100.0	100.0	

Chart 6.7 – Satisfaction level of loan facility



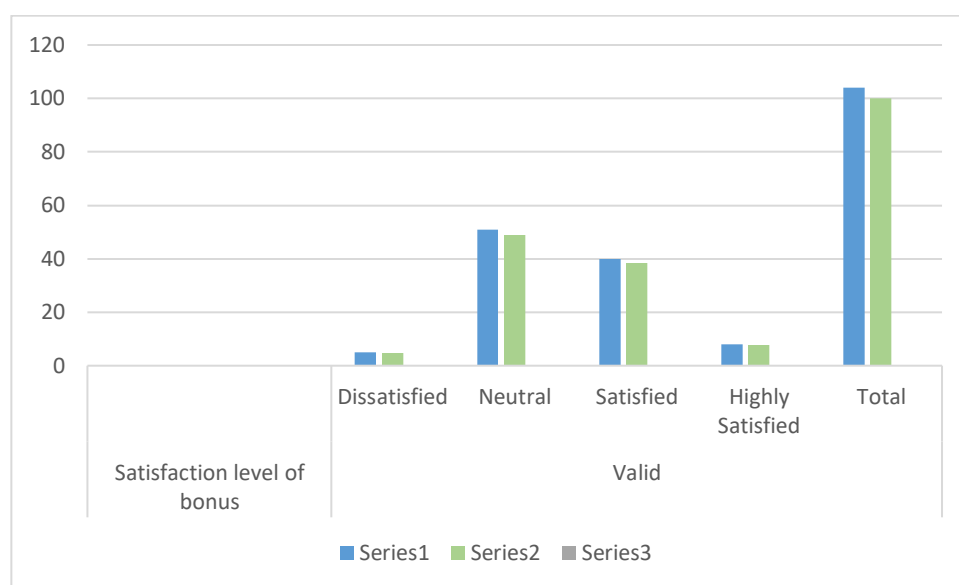
INTERPRETATION:

From the above table, it is inferred that 22% of respondents are dissatisfied, 46% of respondents are neutral, 24% respondents are satisfied, 8% of respondents are highly satisfied with the loan facility provided in the organization.

Table 6.8 – Satisfaction level of bonus

Satisfaction level of bonus				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	5	4.8	4.8	4.8
Neutral	51	49.0	49.0	53.8
Valid Satisfied	40	38.5	38.5	92.3
Highly Satisfied	8	7.7	7.7	100.0
Total	104	100.0	100.0	

Chart 6.8 – Satisfaction level of bonus



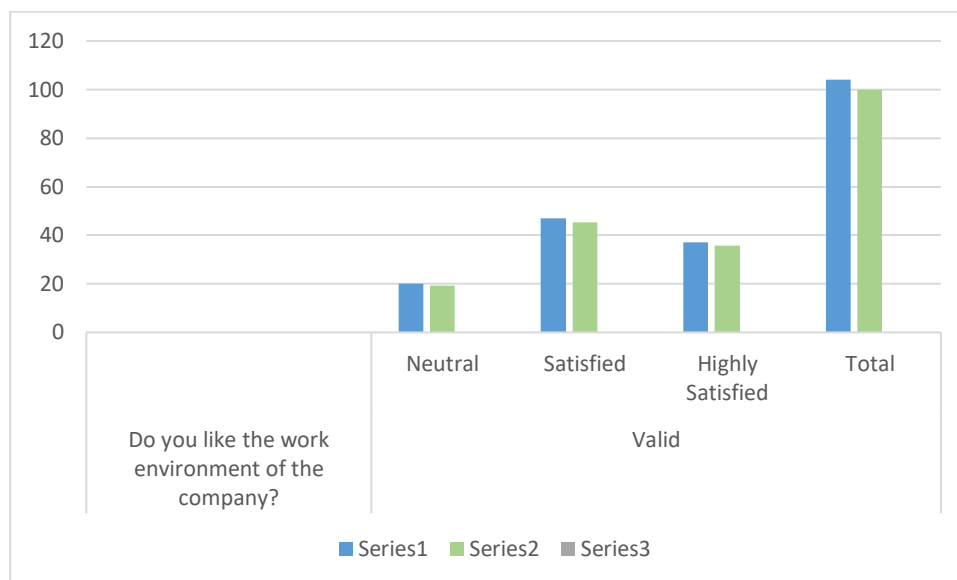
INTERPRETATION:

From the above table, it is inferred that 5% of respondents are dissatisfied, 49% of respondents are neutral, 39% respondents are satisfied, 8% of respondents are highly satisfied with the bonus provided in the organization.

Table 7 – I like the work environment of the company.

Do you like the work environment of the company?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	20	19.2	19.2
	Satisfied	47	45.2	64.4
	Highly Satisfied	37	35.6	100.0
	Total	104	100.0	100.0

Chart 7 – I like the work environment of the company.



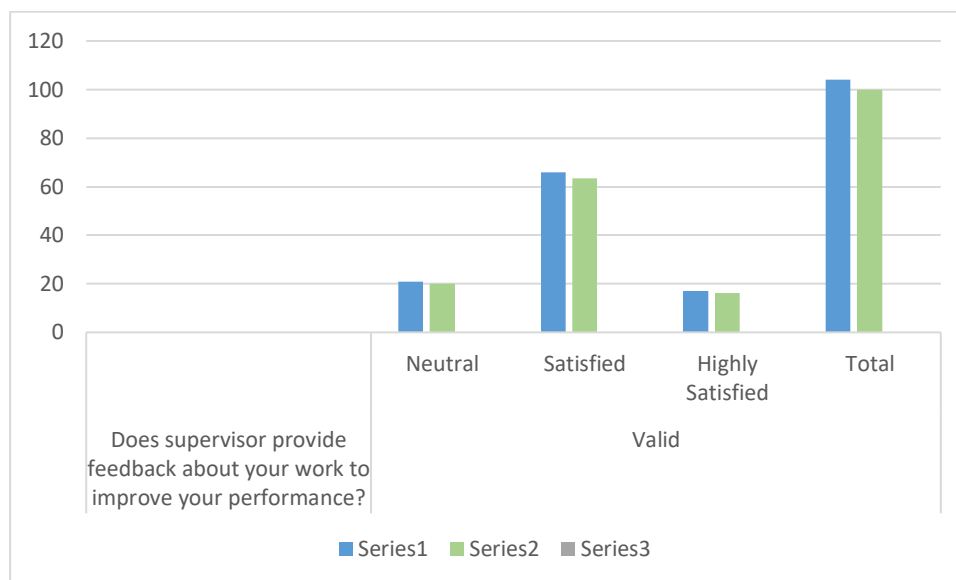
INTERPRETATION:

From the above table, it is inferred that 19% of respondents are neutral, 45% respondents are satisfied, 36% of respondents are highly satisfied with the work environment of the organization.

Table 8 – Supervisor provide feedback about the work to improve performance

Does supervisor provide feedback about your work to improve your performance?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	21	20.2	20.2
	Satisfied	66	63.5	83.7
	Highly Satisfied	17	16.3	100.0
	Total	104	100.0	

Chart 8 – Supervisor provide feedback about the work to improve performance



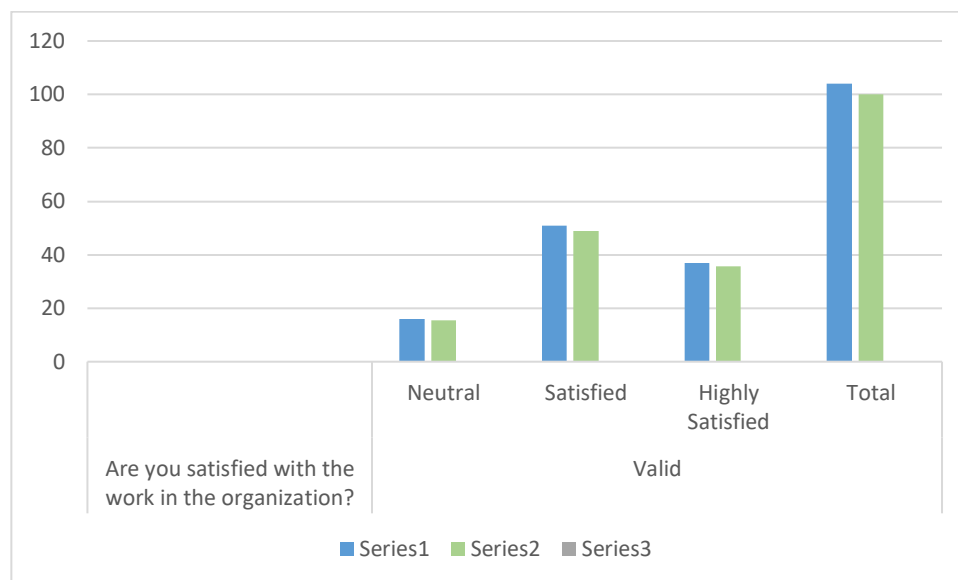
INTERPRETATION:

From the above table, it is inferred that 20% of respondents are neutral, 64% respondents are satisfied, 16% of respondents are highly satisfied with the work environment of the organization.

Table 9 – satisfaction of work in the organization.

Are you satisfied with the work in the organization?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	16	15.4	15.4
	Satisfied	51	49.0	64.4
	Highly Satisfied	37	35.6	100.0
	Total	104	100.0	

Chart 9 – satisfaction of work in the organization.



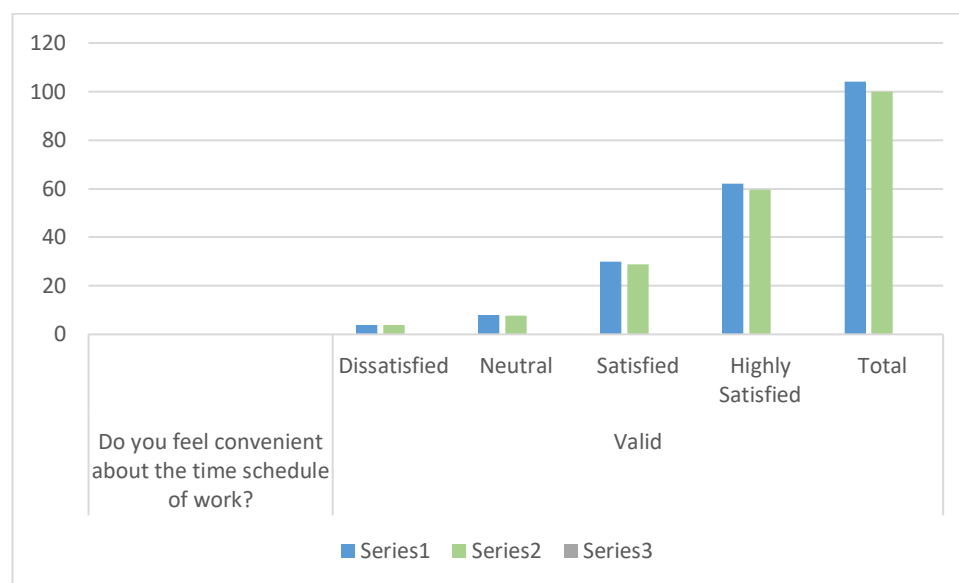
INTERPRETATION:

From the above table, it is inferred that 15% of respondents are neutral, 49% respondents are satisfied, 36% of respondents are highly satisfied with the work environment of the organization.

Table 10 – Convenient about the time schedule of work

Do you feel convenient about the time schedule of work?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	4	3.8	3.8	3.8
Neutral	8	7.7	7.7	11.5
Valid Satisfied	30	28.8	28.8	40.4
Highly Satisfied	62	59.6	59.6	100.0
Total	104	100.0	100.0	

Chart 10 – Convenient about the time schedule of work



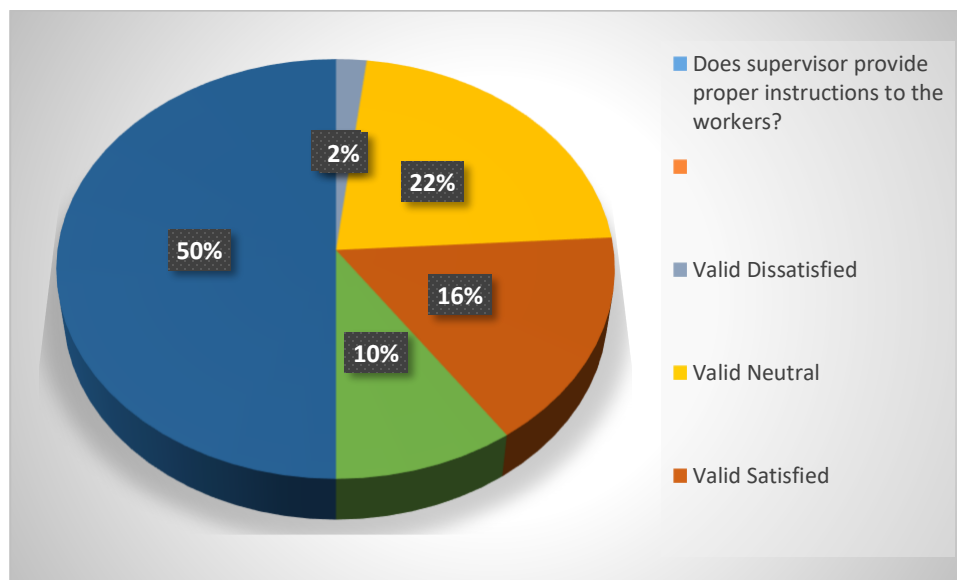
INTERPRETATION:

From the above table, it is inferred that 4% of respondents are dissatisfied, 8% of respondents are neutral, 29% respondents are satisfied, 60% of respondents are highly satisfied with the time schedule of work in the organization.

Table 11 – Supervisor provide proper instructions to the workers

Does supervisor provide proper instructions to the workers?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	4	3.8	3.8	3.8
Neutral	46	44.2	44.2	48.1
Valid Satisfied	34	32.7	32.7	80.8
Highly Satisfied	20	19.2	19.2	100.0
Total	104	100.0	100.0	

Chart 11 – Supervisor provide proper instructions to the workers



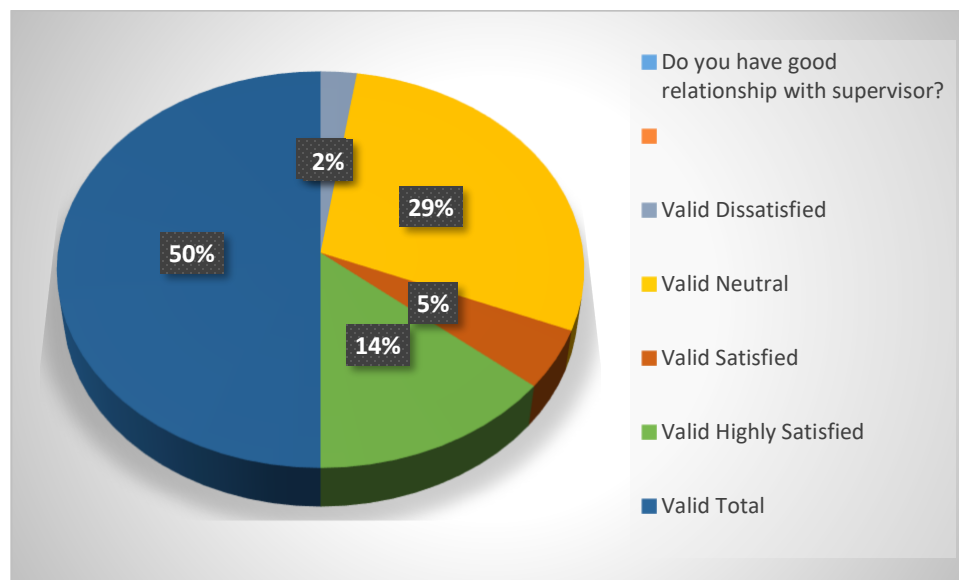
INTERPRETATION:

From the above table, it is inferred that 4% of respondents are dissatisfied, 44% of respondents are neutral, 33% respondents are satisfied, 19% of respondents are highly satisfied with the instructions provided by the supervisor in the organization.

Table 12 – Good relationship with supervisor

Do you have good relationship with supervisor?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	5	4.8	4.8	4.8
Neutral	60	57.7	57.7	62.5
Valid Satisfied	10	9.6	9.6	72.1
Highly Satisfied	29	27.9	27.9	100.0
Total	104	100.0	100.0	

Chart 12 – Good relationship with supervisor



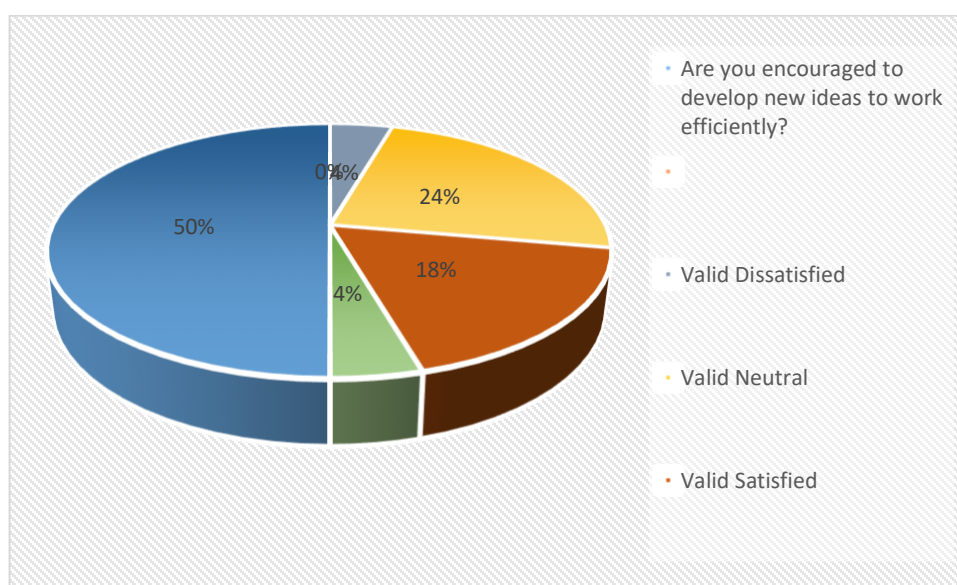
INTERPRETATION:

From the above table, it is inferred that 5% of respondents are dissatisfied, 58% of respondents are neutral, 10% respondents are satisfied, 28% of respondents are highly satisfied of relationship with the supervisor in the organization.

Table 13 – Encouraged to develop new ideas to work efficiently

Are you encouraged to develop new ideas to work efficiently?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	9	8.7	8.7	8.7
Neutral	49	47.1	47.1	55.8
Valid Satisfied	37	35.6	35.6	91.3
Highly Satisfied	9	8.7	8.7	100.0
Total	104	100.0	100.0	

Chart 13 – Encouraged to develop new ideas to work efficiently



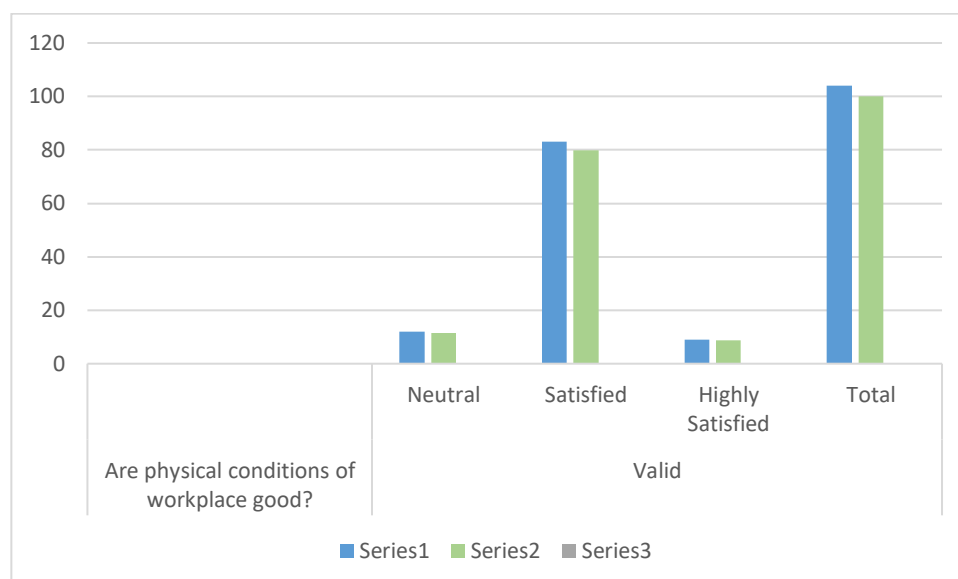
INTERPRETATION:

From the above table, it is inferred that 9% of respondents are dissatisfied, 47% of respondents are neutral, 36% respondents are satisfied, 9% of respondents are highly satisfied that they are encouraged to develop new ideas in the organization.

Table 14 – Physical conditions of workplace

Are physical conditions of workplace good?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	12	11.5	11.5
	Satisfied	83	79.8	91.3
	Highly Satisfied	9	8.7	100.0
	Total	104	100.0	

Chart 14 – Physical conditions of workplace



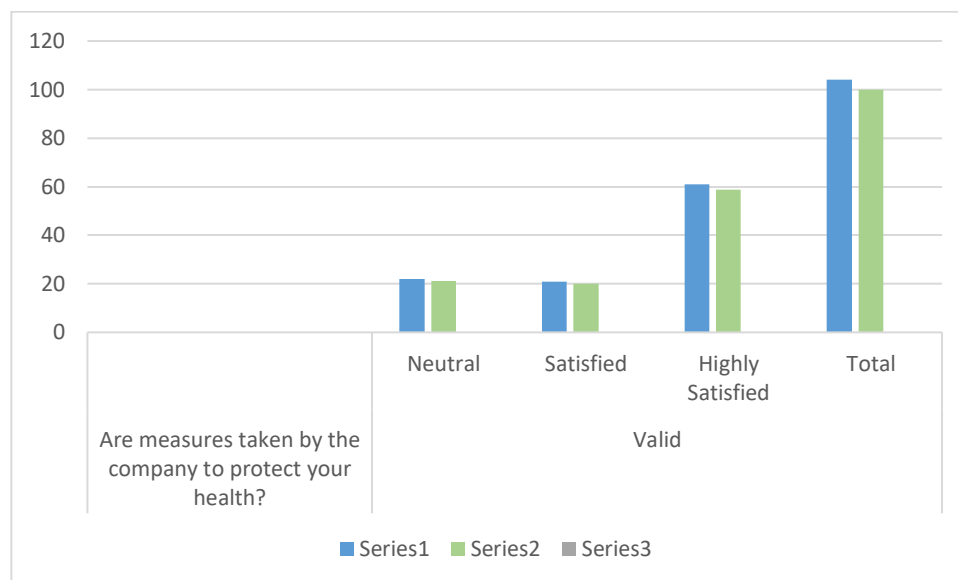
INTERPRETATION:

From the above table, it is inferred that 12% of respondents are neutral, 80% respondents are satisfied, 9% of respondents are highly satisfied with the physical conditions of workplace in the organization.

Table 15 – Measures taken by the company to protect the health of an employees.

Are measures taken by the company to protect your health?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	22	21.2	21.2
	Satisfied	21	20.2	41.3
	Highly Satisfied	61	58.7	100.0
	Total	104	100.0	

Chart 15 – Measures taken by the company to protect the health of an employees.



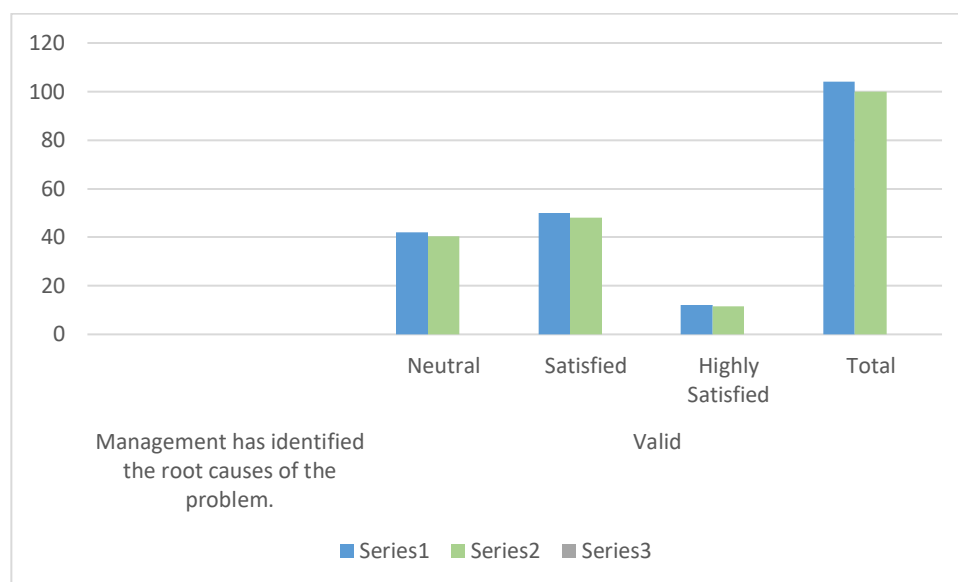
INTERPRETATION:

From the above table, it is inferred that 21% of respondents are neutral, 20% respondents are satisfied, 59% of respondents are highly satisfied with the measures taken by the company to protect the health of an employee.

Table 16 – Identifying root cause of the problem

Management has identified the root causes of the problem.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	42	40.4	40.4
	Satisfied	50	48.1	88.5
	Highly Satisfied	12	11.5	100.0
	Total	104	100.0	

Chart 16 – Identifying root cause of the problem



INTERPRETATION:

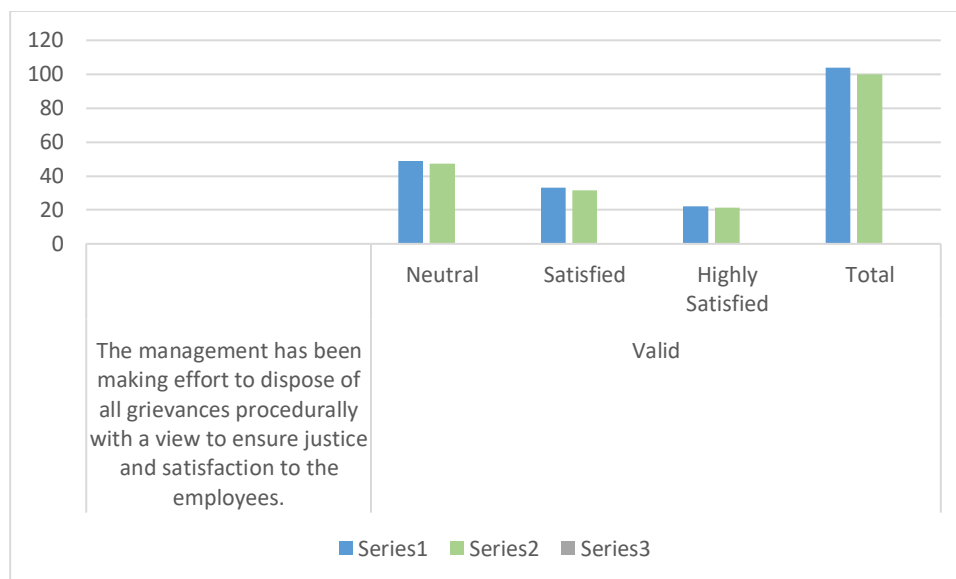
From the above table, it is inferred that 40% of respondents are neutral, 48% respondents are satisfied, 12% of respondents are highly satisfied with the management identified the root cause of the problem.

Table 17– Management effort to solve the grievance in order to provide satisfaction to the employees.

The management has been making effort to dispose of all grievances procedurally with a view to ensure justice and satisfaction to the employees.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	49	47.1	47.1	47.1
Satisfied	33	31.7	31.7	78.8
Highly Satisfied	22	21.2	21.2	100.0
Total	104	100.0	100.0	

Chart 17 - Management effort to solve the grievance in order to provide satisfaction to the employees



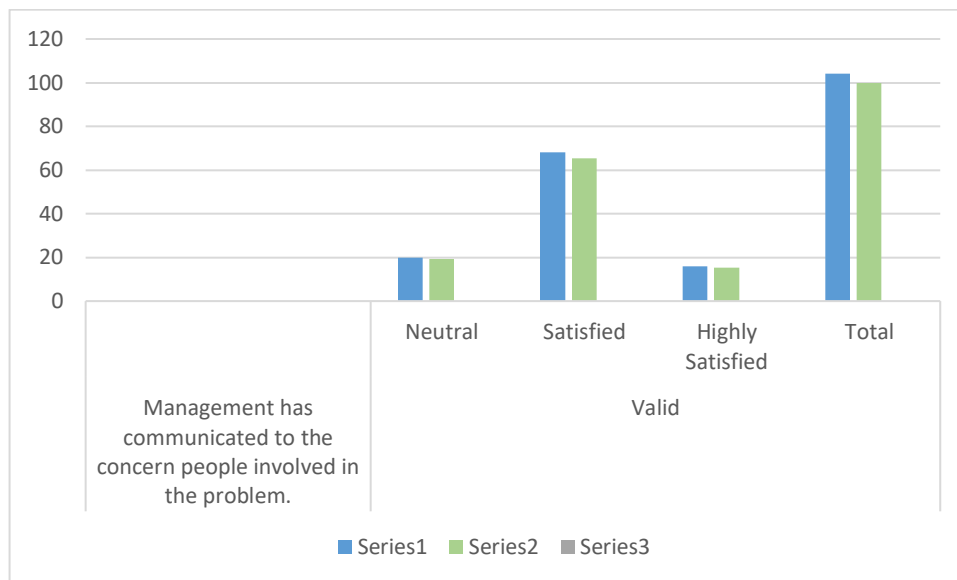
INTERPRETATION:

From the above table, it is inferred that 47% of respondents are neutral, 32% respondents are satisfied, 21% of respondents are highly satisfied with the management making efforts to solve grievance.

Table 18 – Management communication to the concern people.

Management has communicated to the concern people involved in the problem.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	20	19.2	19.2
	Satisfied	68	65.4	84.6
	Highly Satisfied	16	15.4	100.0
	Total	104	100.0	

Chart 18 – Management communication to the concern people.



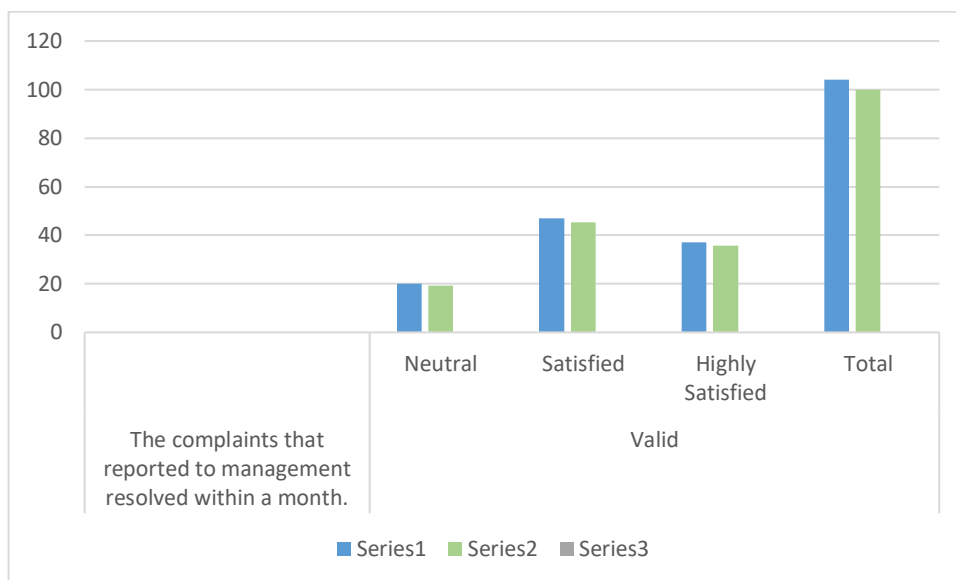
INTERPRETATION:

From the above table, it is inferred that 19% of respondents are neutral, 65% respondents are satisfied, 15% of respondents are highly satisfied with the management communicated to concern people involved in the problem.

Table 19 – Complaints resolved within a month

The complaints that reported to management resolved within a month.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	20	19.2	19.2
	Satisfied	47	45.2	64.4
	Highly Satisfied	37	35.6	100.0
	Total	104	100.0	100.0

Chart 19 – Complaints resolved within a month



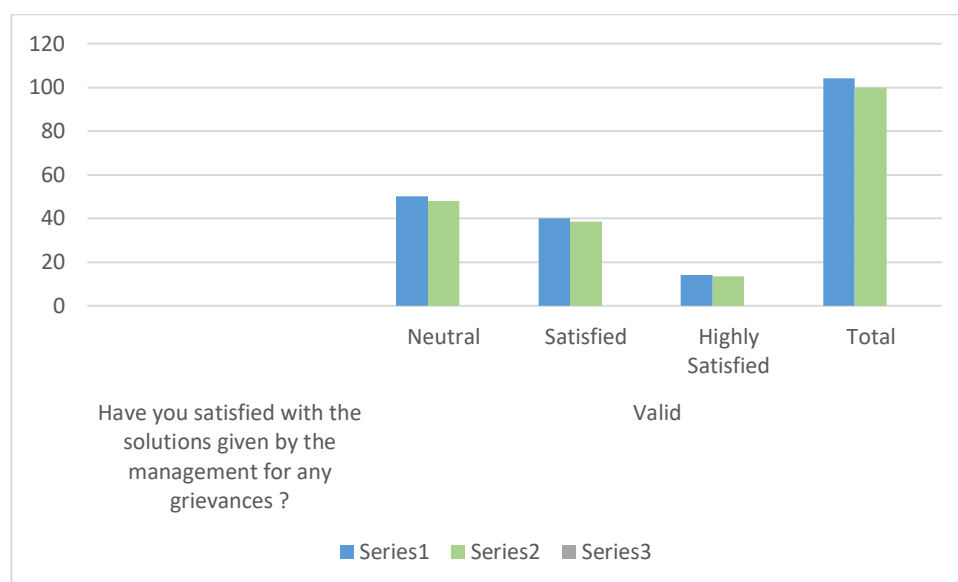
INTERPRETATION:

From the above table, it is inferred that 19% of respondents are neutral, 45% respondents are satisfied, 36% of respondents are highly satisfied that complaints reported to management resolved within a month.

Table 20 – Satisfaction level of solution given by management

Have you satisfied with the solutions given by the management for any grievances ?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Neutral	50	48.1	48.1	48.1
Satisfied	40	38.5	38.5	86.5
Highly Satisfied	14	13.5	13.5	100.0
Total	104	100.0	100.0	

Chart20 – Satisfaction level of solution given by management



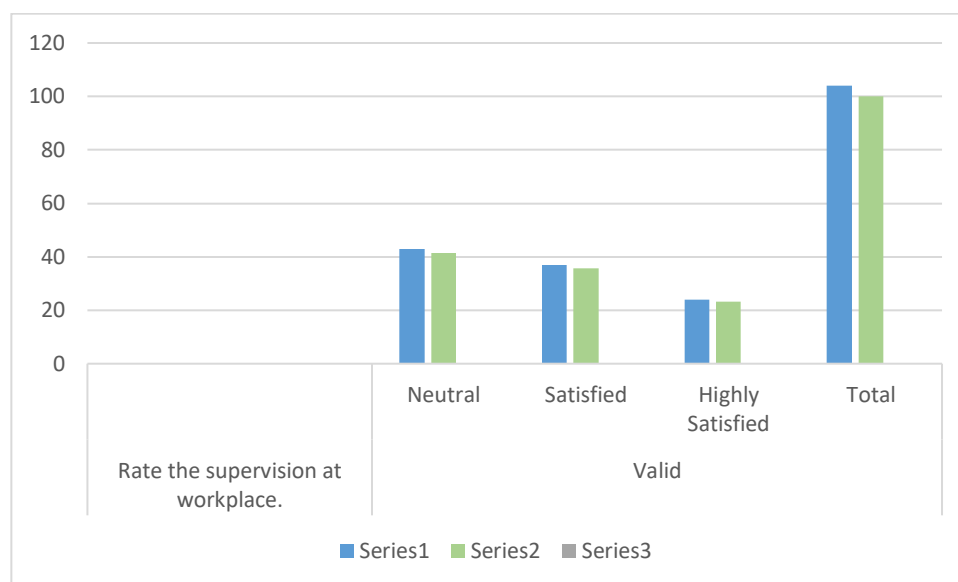
INTERPRETATION:

From the above table, it is inferred that 19% of respondents are neutral, 45% respondents are satisfied, 36% of respondents are highly satisfied that complaints reported to management resolved within a month.

Table 21 – Supervision at workplace

Rate the supervision at workplace.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	43	41.3	41.3
	Satisfied	37	35.6	76.9
	Highly Satisfied	24	23.1	100.0
	Total	104	100.0	

Chart 21 – Supervision at workplace



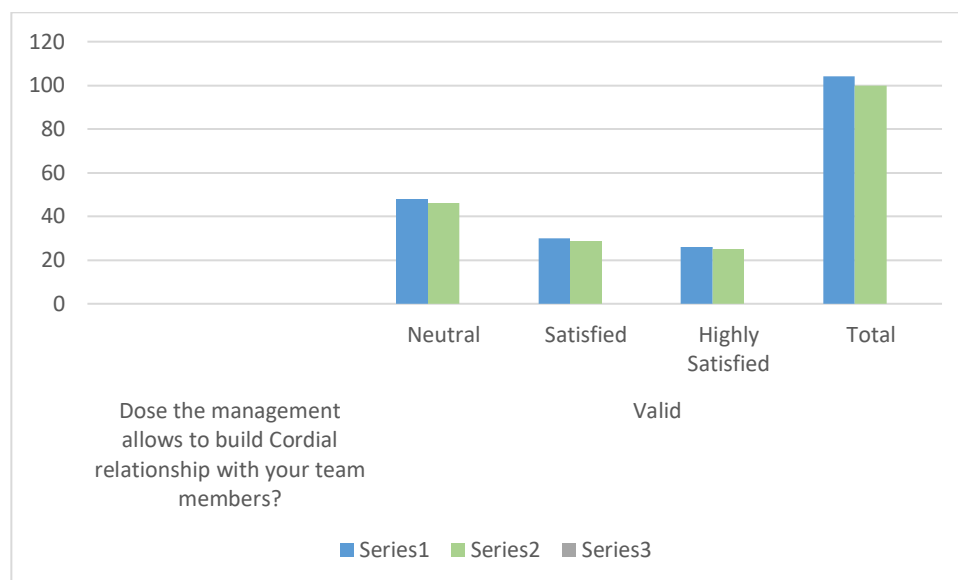
INTERPRETATION:

From the above table, it is inferred that 41% of respondents are neutral, 36% respondents are satisfied, 23% of respondents are highly satisfied with the supervision at workplace.

Table 22 – Build cordial relationship with team members

Dose the management allows to build Cordial relationship with your team members?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	48	46.2	46.2
	Satisfied	30	28.8	75.0
	Highly Satisfied	26	25.0	100.0
	Total	104	100.0	

Chart 22 – Build cordial relationship with team members



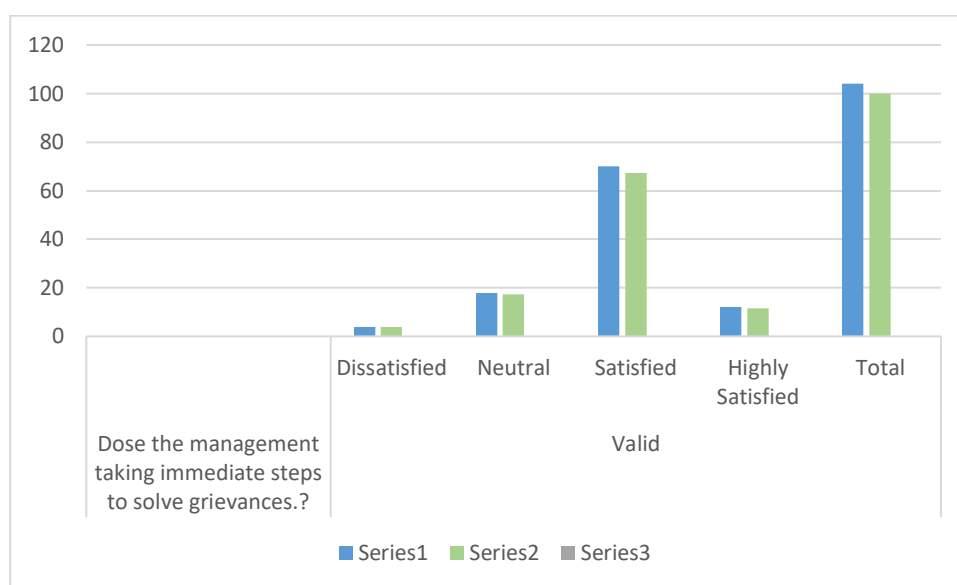
INTERPRETATION:

From the above table, it is inferred that 46% of respondents are neutral, 29% respondents are satisfied, 25% of respondents are highly satisfied with the management allows build relationship with team members.

Table 23 – Management taking immediate steps to solve grievance

Dose the management taking immediate steps to solve grievances.?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	4	3.8	3.8	3.8
Neutral	18	17.3	17.3	21.2
Valid Satisfied	70	67.3	67.3	88.5
Highly Satisfied	12	11.5	11.5	100.0
Total	104	100.0	100.0	

Chart 23 – Management taking immediate steps to solve grievance



INTERPRETATION:

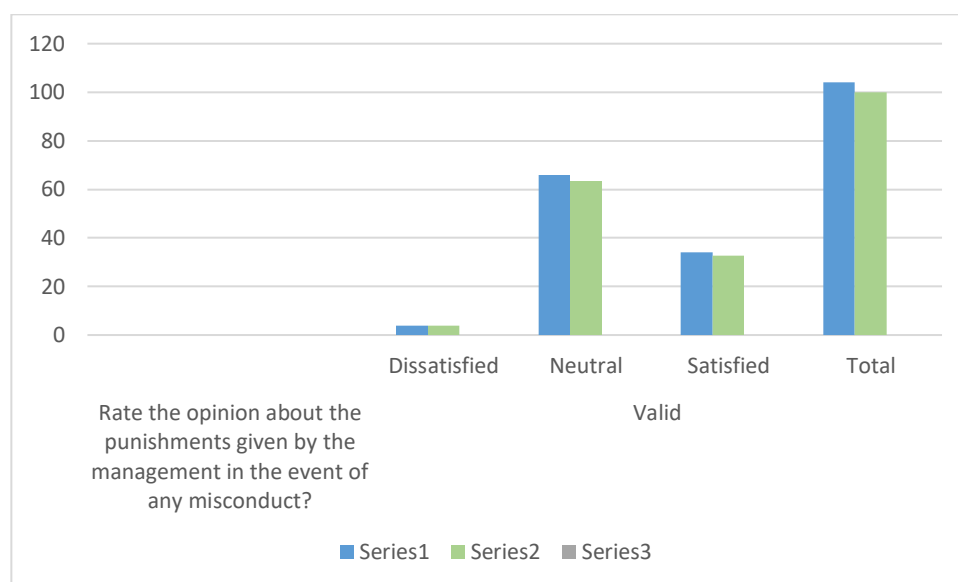
From the above table, it is inferred that 4% of respondents are dissatisfied, 17% of respondents are neutral, 67% respondents are satisfied, 12% of respondents are highly satisfied that management taking immediate steps to solve grievances.

Table 24 – Opinion about punishment given by the management

Rate the opinion about the punishments given by the management in the event of any misconduct?

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	4	3.8	3.8	3.8
Neutral	66	63.5	63.5	67.3
Satisfied	34	32.7	32.7	100.0
Total	104	100.0	100.0	

Chart 24 – Opinion about punishment given by the management



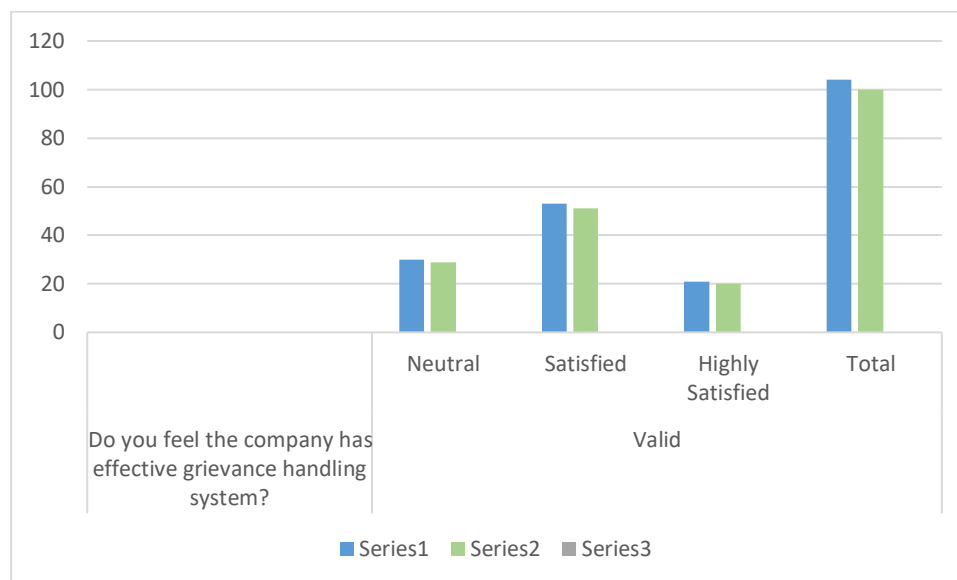
INTERPRETATION:

From the above table, it is inferred that 4% of respondents are dissatisfied, 64% respondents are neutral, 33% of respondents are satisfied with the punishment given by the management.

Table 25 – Effective grievance handling system

Do you feel the company has effective grievance handling system?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	30	28.8	28.8
	Satisfied	53	51.0	79.8
	Highly Satisfied	21	20.2	100.0
	Total	104	100.0	

Chart 25 – Effective grievance handling system



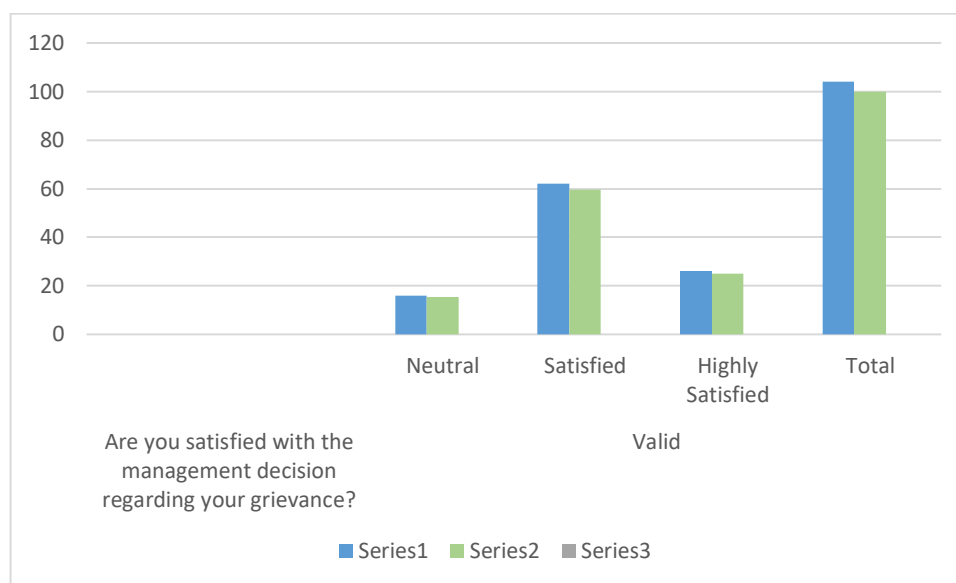
INTERPRETATION:

From the above table, it is inferred that 29% of respondents are neutral, 51% respondents are satisfied, 20% of respondents are highly satisfied that the company has effective grievance handling system.

Table 26 – Satisfaction level of management decision regarding the grievance

Are you satisfied with the management decision regarding your grievance?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	16	15.4	15.4	15.4
Satisfied	62	59.6	59.6	75.0
Highly Satisfied	26	25.0	25.0	100.0
Total	104	100.0	100.0	

Chart 26 – Satisfaction level of management decision regarding the grievance



INTERPRETATION:

From the above table, it is inferred that 15% of respondents are neutral, 60% respondents are satisfied, 25% of respondents are highly satisfied with the management decision regarding the grievance.

4.2 STATISTICAL TOOLS AND ANALYSIS

CHI – SQUARE:

Chi – square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d) divided by the expected data in all possible categories.

Assumptions:

Null Hypothesis (H0): There is no relationship between satisfied with the solutions given by the management for any grievances and satisfied with the management decision regarding your grievance.

Alternate Hypothesis (H1): There is relationship between satisfied with the solutions given by the management for any grievances and satisfied with the management decision regarding your grievance.

Table 27 - Have you satisfied with the solutions given by the management for any grievances ? * Are you satisfied with the management decision regarding your grievance? Crosstabulation

Count		Are you satisfied with the management decision regarding your grievance?			Total
		Neutral	Satisfied	Highly Satisfied	
Have you satisfied with the solutions given by the management for any grievances ?	Neutral	16	26	8	50
	Satisfied	0	32	8	40
	Highly Satisfied	0	4	10	14
Total		16	62	26	104

Table 27.1- Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.909 ^a	4	.000
Likelihood Ratio	39.554	4	.000
Linear-by-Linear Association	22.430	1	.000
N of Valid Cases	104		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 2.15.

INFERENCE:

Chi square test of relationship between satisfied with the solutions given by the management for any grievances and satisfied with the management decision regarding your grievance is summarize in the table 27, the p value of above analysis is less than 0.00 at 1% level of significance. It is documented that there is significant difference. Out of 40 employees served in the research 32 employees are satisfied with solution given by the management. Therefore, Null hypothesis H0 is rejected and Alternative hypothesis H1 is accepted at 1% level of significance. There is significance difference mean difference with satisfied with the solutions given by the management for any grievances and satisfied with the management decision regarding your grievance.

4.3 CORRELATION:

Assumptions:

Null hypothesis (H0): There is no significant relationship between the variables Age group and Experience in present organization.

Alternate hypothesis (H1): There is significant relationship between the variables Age group and Experience in present organization.

Table 28: Descriptive Statistics

	Mean	Std. Deviation	N
Age group	2.10	.690	104
Number of years of experience in present organization	1.83	1.092	104

Table 28.1: Correlations

		Age group	Number of years of experience in present organization
Age group	Pearson Correlation	1	.654**
	Sig. (2-tailed)		.000
	N	104	104
Number of years of experience in present organization	Pearson Correlation	.654**	1
	Sig. (2-tailed)	.000	
	N	104	104

** . Correlation is significant at the 0.01 level (2-tailed).

INFERENCE:

The main objective of co – relation is to find out the relationship between 2 or more variables. In this study the given variables Age group and Experience in present organization are taken to find out the relationship between them.

From the output 1, comparing the variables Age group and Experience in present organization mean value is 2.10 and 1.83 respectively. This shows the variation between them.

From the output 2, the variables are Age group and Experience in present organization we get the co-relation of .654. Since it is between the range of -1 and +1. So it is positively co-related. Thus, we accept the assumption H1 that there is relationship between the variables.

Age group and Experience in present organization are rejected H0.

CHAPTER 5

FINDINGS, SUGGESTIONS & CONCLUSIONS

5.1 Findings:

1. It shows that 80% of respondents are male and 20% respondents are female worker in organization.
2. It shows that 100% of respondents are aware of grievance redressal procedure followed in the organization.
3. It shows that 16% of respondents are dissatisfied, 34% of respondents are neutral, 23% respondents are satisfied, 27% of respondents are highly satisfied with the canteen facilities provided in the organization.
4. It shows that 5% of respondents are dissatisfied, 49% of respondents are neutral, 39% respondents are satisfied, 8% of respondents are highly satisfied with the bonus provided in the organization.
5. It shows that 4% of respondents are dissatisfied, 8% of respondents are neutral, 29% respondents are satisfied, 60% of respondents are highly satisfied with the time schedule of work in the organization.
6. It shows that 4% of respondents are dissatisfied, 44% of respondents are neutral, 33% respondents are satisfied, 19% of respondents are highly satisfied with the instructions provided by the supervisor in the organization.
7. It shows that 40% of respondents are neutral, 48% respondents are satisfied, 12% of respondents are highly satisfied with the management identified the root cause of the problem.
8. It shows that 47% of respondents are neutral, 32% respondents are satisfied, 21% of respondents are highly satisfied with the management making efforts to solve grievance.
9. It shows that 4% of respondents are dissatisfied, 64% respondents are neutral, 33% of respondents are satisfied with the punishment given by the management.
10. It shows that 15% of respondents are neutral, 60% respondents are satisfied, 25% of respondents are highly satisfied with the management decision regarding the grievance.

11. It is found that there is correlation between age group and work experience in present organization.

12. It is found that there is significance difference mean difference with satisfied with the solutions given by the management for any grievances and satisfied with the management decision regarding your grievance.

5.2 SUGGESTIONS:

1. Employees participation, suggestion, ideas need to be encouraged by supervisor which will motivate the employees and will result in higher level of job satisfaction.

2. Canteen facilities should be provided properly for the employees.

3. Company needs to explore the policy of loan which will help the employees to increase the standard of living and their commitment towards enhancement of the organization.

4. Company should provide proper instructions to the employees so that they can work efficiently.

5. Councelling of employees need to be done periodically which will help the organization to know the problem of employees and to solve them which will increase the job satisfaction as well as increase the efficiency of employees.

5.3 CONCLUSION:

Employee grievance is one of the prime reason for the employees performance, solving the employee grievance will lead to job satisfaction and increase the efficiency of the employee which will benefit both employee as well as organization.

Grievance management is a major challenge in the company since the expectation of employees are increasing with changing life style. Employees have high expectation from company. It is not possible to fulfill all their expectation but major of their expectation can be fulfilled.

Considering the above analysis done in Modern Food Enterprises Private Limited, it can be observed that employees are satisfied with most of the facilities provided by the organization. Company is giving benefits as per the various enactment of labour law but there is still scope for improvement, which will benefit both organization and the employees.

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ANNEXURE

QUESTIONNAIRE:

Part A:

1. Name:
2. Gender
 - a. Male
 - b. Female
3. Age group
 - a. Less than 25
 - b. 25 – 40
 - c. 41 – 55
 - d. above 55
4. Designation:
5. Number of years of experience in the present organization.
 - a. Less than 5 years
 - b. 5 – 10 years
 - c. 11 – 20 years
 - d. above 20 years

Part B:

1. Are you aware of the grievance redressal procedure followed in the organization?
 - a. Yes
 - b. No
2. Do you often face the type of issues in the organization?
 - a. Highly Dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Highly Satisfied
3. Satisfaction level of the following factors.
 1. Leave policy
 - a. Highly Dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Highly Satisfied
 2. Canteen facilities
 - a. Highly Dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Highly Satisfied
 3. First aid activities
 - a. Highly Dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Highly Satisfied

4. Medical checkup

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

5. Safety measures

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

6. Allowances

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

7. Loan facility

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

8. Bonus

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

4. Do you like the work environment of the company?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

5. Does supervisor provide feedback about your work to improve your performance?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

6. Are you satisfied with the work in the organization?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

7. Do you feel convenient about the time schedule of work?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

8. Does supervisor provide proper instructions to the workers?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

9. Do you have good relationship with supervisor?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

10. Are you encouraged to develop new ideas to work efficiently?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
11. Are physical conditions of workplace good?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
12. Are measures taken by the company to protect your health?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
13. Management has identified the root causes of the problem.
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
14. The management has been making effort to dispose of all grievances procedurally with a view to ensure justice and satisfaction to the employees.
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
15. Management has communicated to the concern people involved in the problem.
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
16. The complaints that reported to management resolved within a month.
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
17. Have you satisfied with the solutions given by the management for any grievances ?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
18. Rate the supervision at workplace.
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
19. Dose the management allows to build Cordial relationship with your team members?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied
20. Dose the management taking immediate steps to solve grievance?
- a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

21. Rate the opinion about the punishments given by the management in the event of any misconduct?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

22. Do you feel the company has effective grievance handling system?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

23. Are you satisfied with the management decision regarding your grievance?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

24. Rate the opinion about the punishments given by the management in the event of any misconduct?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

25. Do you feel the company has effective grievance handling system?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

26. Are you satisfied with the management decision regarding your grievance?

a. Highly Dissatisfied b. Dissatisfied c. Neutral d. Satisfied e. Highly Satisfied

