

A STUDY OF EMPLOYEE GRIEVANCES AT S.V. CHEM INTERMEDIATES PVT LTD

Submitted in partial fulfilment of the requirements for the award of

Bachelor of Commerce

by

YOGALAKSHMI

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DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of Ms. YOGALAKSHMI (39740263) who carried out the project entitled "A STUDY OF EMPLOYEE GRIEVANCES AT S.V. CHEM INTERMEDIATES PVT LTD" under my supervision from 1st January 2022 to 30 March 2022.

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DECLARATION

I YOGALAKSHMI (39740263) hereby declare that the Project Report entitled done by me under the guidance of Dr. Princy. A.S “A STUDY OF EMPLOYEE GRIEVANCES AT S.V. CHEM INTERMEDIATES PVT LTD “is submitted in partial fulfilment of the requirements for the award of Bachelor of Commerce.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

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ABSTRACT

EMPLOYEE GRIEVANCE shall be defined by Robbins (as cited in Ramlila, 2004) as: "the willingness to exert high levels of effort toward organizational goals, conditioned by the effort's ability to satisfy some individual need." To engage in the practice of motivating employees, employers must understand the unsatisfied needs of each of the employee groups. This study desires to provide practitioners in the restaurant industry the ability to recognize motivators for these different employment groups and their relationship to organizational commitment. The restaurant industry consists of two types of employees: salaried and hourly. This study focuses on hourly employees, and their subdivision: tipped employees. For the purpose of this research hourly employees shall be defined as employees that depend on their hourly wage as their main source of income and tipped employees shall be defined as employees that depend on the receipt of tips as their main source of income. The purpose of this study desires to provide practitioners in the restaurant industry a comparison and analysis of EMPLOYEE GRIEVANCE between the two employment groups and their level of organizational commitment

CHAPTER 1

INTRODUCTION

1.1 Introduction:

There is hardly a company or an Industrial concern which function absolutely smoothly at all times. In some, the employee has complaints against their employers, while in others it is the employers who have a grievance against their employees. These Grievance may be real or imaginary, valid or invalid, genuine or false. Broadly speaking, a complaint affecting one or more workers constitutes a grievance.

The complaint may relate to the quantum of wages, the mode of payment, payment for overtime work, leave, and interpretation of service agreements, working condition, promotions, seniority, transfers, work assignments, dismissal or discharge, or a complaint against a foreman, against the quality of the plant or the parts used in it, machinery, or the food available in the canteen. "Where the points at dispute are of a general applicability or are of a considerable magnitude, they fall outside the scope of this procedure, that is, the grievance handling procedure."

It is rather difficult to define a grievance, personnel experts, however, have attempted to distinguish between dissatisfaction, complaint, and grievance. Generally speaking, dissatisfaction is any state or feeling of dissatisfaction which is orally made known by one employee to another is known as complaint. A complaint becomes a grievance when this dissatisfaction, which is mostly related to work, is brought to the notice of the management.

Sometimes this definition is modified to include the fact that a complaint should be in writing and not expressed verbally. Some organizations understand the word grievance in a broader sense; they insist that a complaint should be processed through normal grievance procedure channels.

The word grievance has therefore, been variously defined by different authorities. The International Labour Organization defines a Grievance as " a complaint of one or more workers in respect of wages, allowances, conditions of work and interpretation of service stipulations, covering such areas as overtime, leave, transfer, promotion, seniority, job assignment and termination of services.

1.2 INDUSTRY PROFILE:

Chemicals industry in India is highly diversified, covering more than 80,000 commercial products. It is broadly classified into Bulk chemicals, Specialty chemicals, Agrochemicals, Petrochemicals, Polymers and Fertilizers.

The Chemicals market is projected to reach \$300 bn by 2025. India ranks 9th in export and 6th in import of chemicals (Excluding Pharmaceuticals products) globally. Export of Organic and Inorganic Chemicals was valued at \$2230.15 bn in August 2021 with a positive growth of 35.75% over exports of \$1642.82 bn in August 2020.

The production of Total Major Chemicals in 2021-22 (upto May 2021) was 92.8 lakh MT. CAGR in production of Total Chemicals during the period 2015-16 to 2019-20 is 5.74%. Alkali Chemicals accounts for around 72% of the total production of Major Chemicals for the year 2021-22 (upto May 2021).

Amino acids are the building blocks of life and are encoded by DNA. Enzymes and structural proteins are made of amino acids, and are used as precursors for other important biomolecules in the body. In addition, many different industries ranging from pharmaceuticals to the food industry rely on amino acids. Several amino acids (leucine, valine, proline, alanine, cysteine, and isoleucine) are used in supplements for muscle growth and body building. Building muscle involves ingesting protein and amino acids that build up the proteins.

Amino acids can be produced by chemical synthesis, enzymatic catalysis, extraction from natural sources, or fermentation. Chemical synthesis is often used in industry for the mass production of specific amino acids. However, the major drawback of this technique is that it produces two forms of the amino acids called enantiomers which need to be separated before they can be used. This method can therefore only be used when the enantiomer of the amino acid is unimportant for the intended use.

1.3 COMPANY PROFILE:

COMPANY NAME	S.V.Chem Intermediates Pvt Ltd
BACKGROUND	• S.V.Chem Intermediates Pvt Ltd is established in 2005. • It is operated in 2006. • It is the first manufacturing industry of amino acid derivatives in India. • Major Activity – Amino acid derivatives • Objective of the company is “We grow with our customer”
TYPE OF INDUSTRY	Manufacturing Industry
SPECIALISED PRODUCTS	• Cbz-L-Valine • 18-Crown-6 • Boc-L-Valine • Fmoc-L-Valine & Moc-L-Valine

1.4 OBJECTIVE OF THE STUDY:

1. To analyze the reason for employee dissatisfaction.
2. To analyze the grievance procedure handling by the management.
3. To take the appropriate actions and ensure the promises are kept.
4. To analyze the scope for the improvement of existing system.
5. To analyze the interaction among various level of the employees.

1.5 LIMITATIONS ON THE STUDY:

The research encountered some difficulties in the course of carrying out this research work notably they include firstly:

1. Some of the employees not able to express their opinion because of various obstacles in the organization.
2. Employees not have sufficient time to concentrate on questionnaire.
3. From more number of employees only few population chosen for the population chosen for this study?
4. Due to time constraint cannot go for in the depth study.
5. This study will not apply for all organization.

CHAPTER 2

REVIEW OF LITERATURE

Job satisfaction, its causal factors and its effect upon organizational health are all part of the various factors under study for this assignment. Job satisfaction for an individual can be influenced by a number of factors that include first the job itself, the salary, the promotion policy of the company, the attitudes of the co-workers, the physical and mental stress levels involved, the working conditions, the interest and challenge levels.

These various factors are just indicative of the many factors that contribute or take away from job satisfaction. Sometimes, even changing the colour of the furniture fabric can lead to higher levels of job satisfaction. While job satisfaction is not quite the same as motivation the two are closely linked and many times motivating actions also increase satisfaction levels. Most organizations periodically measure job satisfaction among employees through mainly quantitative techniques using rating scales.

Numerous research studies on job satisfaction and reasons thereof have, as the following excerpts shows, ended in a number of very interesting findings, we view job satisfaction as emerging from a variety of factors, including characteristics of the organizational environment, specific features of the job, and the personal characteristics of the worker.

PURPOSE OF STUDY:

The purpose of this study is to take up the issue of job characteristics and job satisfaction in the workplace, with particular reference to **BRITISH** limited, examine the various components of job satisfaction, the general working conditions, employment policies and employee responses as also available statistical data to determine whether, by and large workers in the company are happy with their working conditions or not.

Abraham Maslow in his theory of hierarchical needs in 1943. Maslow's theory opines that humans have five progressive sets of needs, the first set being purely physical needs, also called physiological needs.

These include all the needs a person needs just to stay alive like food, water, air, the maintenance of body temperature and the necessity of voiding of natural human waste.

It is only when this basic need set is satisfied that the next set of needs will be thought of for satisfaction. A number of opinions have been voiced on the limitations of Maslow's theory and the need to look at the issue from multiple perspectives before accepting a particular position.

Clayton Alderfer revised Maslow's theory of needs and called them Existence, Relatedness and Growth. ERG theory sees different needs from different levels existing in a sort of continuum where while there is a hazy precedence for a lower level need, it can still very well exist in the presence of a higher level need.

Victor Vroom, in 1964, stipulated in his theory of expectancy that the force motivating a person to exert effort or to perform an act in a job situation depends on the interaction between what the individual wants from a job (valence) and the degree to which he/she believes that the company will reward effort exerted (expectancy) on that job with the things he/she wants.

Theorists such as **Turner and Lawrence** (1965), **Hackman and Oldham** (1975,1980), **Szilogyi and Keller** (1976), among others have proposed that intrinsically, satisfying jobs are those where there is variety, where workers have autonomy in choosing procedures, where feedback is received concerning the effectiveness and work impact, where the work has some social significance or makes an important contribution to a product or services.

The key task characteristics are as follows:

- **Task Importance:** The perceived importance of the task performed in a job is expected to correlate positively with overall satisfaction with the job (Hackman and Oldman, 1975, 1980)
- **Level of supervision on the task:** A task that is not closely supervised is likely to give sense of autonomy and personal accomplishment to the worker. This therefore means that freedom from supervision should be positively correlated with job satisfaction (Turner and Lawrence, 1965).
- **Task complexity:** A complex task engages more skills and abilities, it is more challenging and therefore, it's expected to contribute to job satisfaction (Schwab and Cummings, 1976).
- **Level of concentration required on the task:** These mental demands required by a task be expected to relate positively to job satisfaction (Csiks Zeutmihalyi, 1975)
- **Time:** This has to do with the amount of time spent in performing a task. One would expect that a task that takes a great deal of the work day will have a greater impact on satisfaction with the work itself. (Schriber and Crutek 1987).

Higher job satisfaction has been linked with employees who are able to exercise autonomy (Sekaran 1989) and with those who have a higher level of job involvement (Mortimer and Lorence 1989). Women have been found to report significantly higher job satisfaction than men (Hull 1999; Sousa-Poza and Sousa-Poza 2000), although this gender gap appears to be narrowing (Rose 2005). Some researchers have noted that older workers tend to have a higher level of job satisfaction, although a number of studies have shown that the age variable might be more a proxy for experience (Janson and Martin 1982; Kalleberg and Loscocco 1983; Brush, Moch et al. 1987). Older workers also tend to be situated in higher-level positions, which might be more fulfilling than the less exciting entry-level positions of those just entering the work (Danziger and Dunkle, 2005)

CHAPTER 3

RESEARCH METHODOLOGY

TITLE OF THE STUDY:

The title of the study is a study on Employee grievance towards pharmaceutical in sedarapet.

INTRODUCTION:

Research means scientific and systematic search for pertinent information on a specific topic. The advanced learners dictionary of current English lays down the meaning of research as a “careful investigation or an enquiry especially through search for new facts in any branch of knowledge”.

DEFINITION OF METHODOLOGY:

According to Clifford woody research comprise defining and redefining problems, formulating hypothesis or suggesting solution, collecting, organizing, and evaluating data making deduction and reaching conclusion and at last carefully testing and conclusions to determine whether they fit the formulation hypothesis

RESEARCH DESIGN:

A research design is “the arrangement of condition for collection and analysis of data manner that aims to combine relevance to the research purpose with economy in procedure.

SAMPLING TECHNIQUE:

Sampling is the selection of some part of an aggregate or totally on the basis of which a judgment about the aggregate or totally is made. Simple population was not of a homogenous group, stratified technique was applied so as to obtain a representative sample

SAMPLING SIZE:

For research study to be perfect the sample size selected should be 50 respondents who are working in a company. I.e. it should neither be excessively large nor too small,

DATA COLLECTION METHOD:

For the survey it needs to be emphasized that when the universe is a small one. It is no use resorting to a sample way. we have taken the help of primary data and secondary data.

PRIMARY DATA:

Primary data is the information collected for the first time. There are several methods in which the data is compiled in this project it was obtained by mean of questionnaires. Questionnaire was prepared and distributed to the employee.

SECONDARY DATA:

Secondary data means data that are company details past records of employee skill handling method that is refer to the data which have already been collected and analyzed by handling someone.

STATISTICAL TOOLS:

The data collected was analyzed by employing the following statistical technique.

PERCENTAGE ANALYSIS:

Percentage refers to special kind of ratio. It is used in making comparison between two or more series of data. It is used to describe relationship. It is used analysis the data bar charts, charts were used to explain tabulation clearl

Formula;

$$\text{Percentage (\%)} = \frac{\text{number of respondents}}{\text{Total number of respondents}} \times 100$$

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

Table 4.1 Age of respondents

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE
1	18-25	66	62.9%
2	26-35	19	18.1%
3	ABOVE 40	20	19%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 62.9% of respondents were belongs to the age of 18-25 and 19% of respondents were belongs to above 40 and 18.1% of respondents were belong to the age of 26-35.

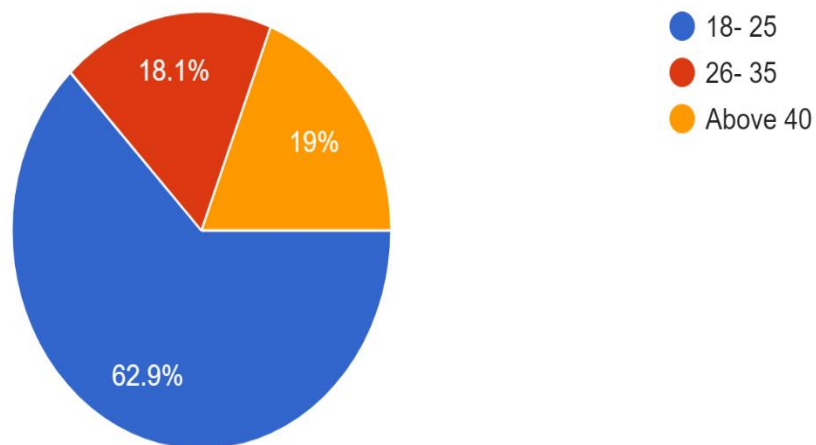


Table 4.2 Year of experience

S.NO	PARTICULARS	NO.OF. RESPONDENTS	PERCENTAGE (%)
1	1 YEARS	43	41%
2	3 YEARS	21	20%
3	5 YEARS	13	12.4%
4	ABOVE 5 YEARS	28	26.6%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 41% of respondents having 1 years of experience, 26.6% of respondents are having above 5 years of experience, 20% of respondents having 3 years of experience and 12.4% of respondents are having 5 years of experience.

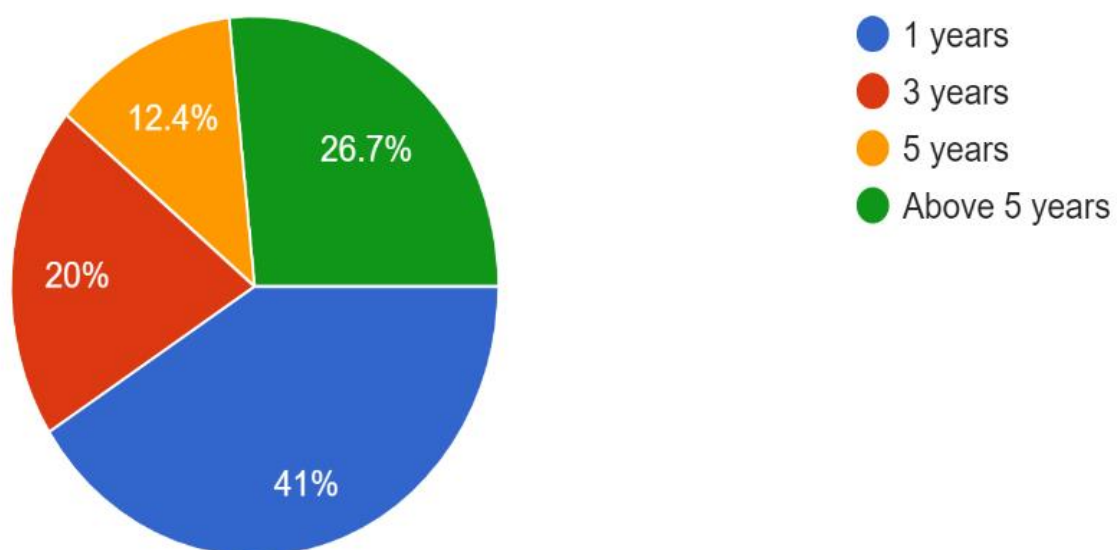


Table 4.3 What kind of grievance you are facing

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Wages and Salary	19	18.1%
2	Working condition	35	33.3%
3	Promotion	14	13.3%
4	Discipline	16	15.2%
5	Others	21	20.1%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 33.3% of respondents are working condition, 20.1% of respondents are others, 18.1% of respondents are wages and salary, 15.2% of respondents are discipline and 13.3% of respondents are promotion.

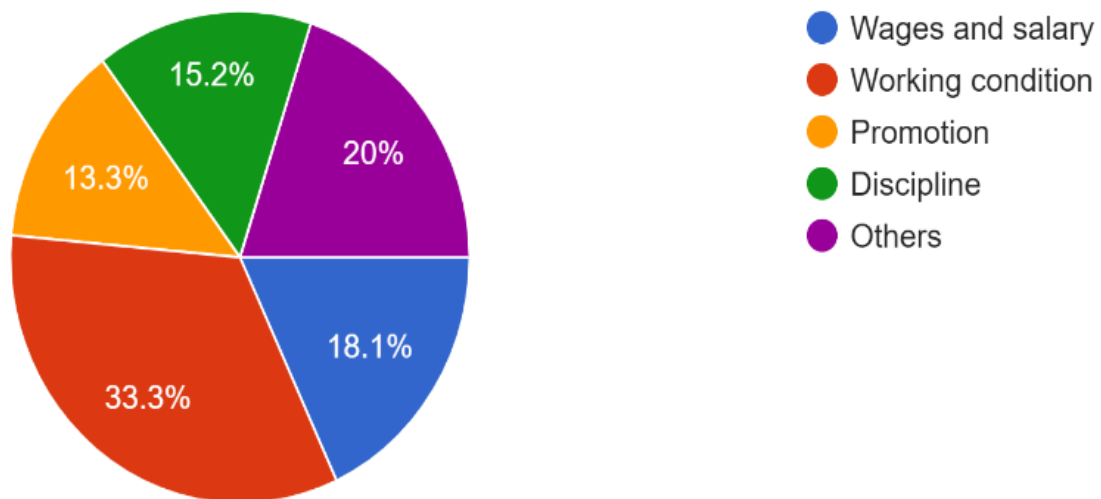


Table 4.4 How long you are facing grievance

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	More than 3 months	33	31.4%
2	Less than 3 months	27	25.7%
3	More than 5 months	29	27.6%
4	Less than 5 months	16	15.3%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 31.4% of respondents were facing grievance more than 3 months, 27.6% of respondents were facing more than 5 months, 25.7% of respondents were facing less than 3 months and 15.3% of respondents were facing less than 5 months.

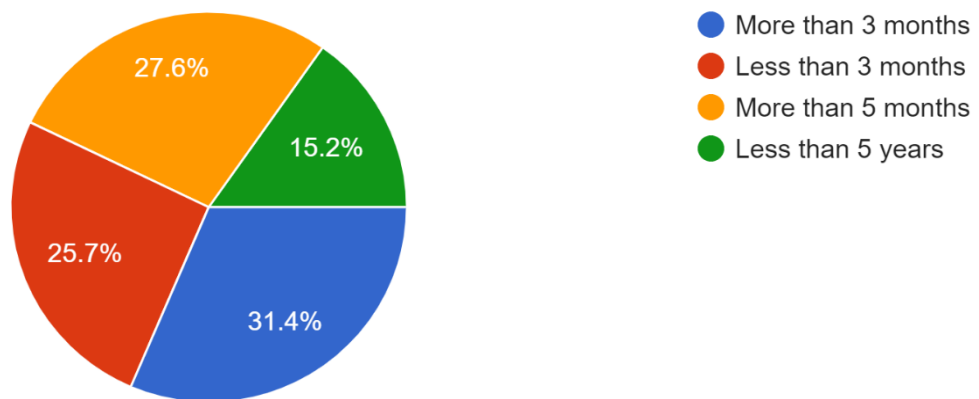


Table 4.5 Most of your grievance are related to

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Work environment	36	34.3%
2	Superior	21	20%
3	Work group	22	21%
4	Others	26	24.7%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 34.3% of respondents grievance is related to work environment, 24.7% of respondents grievance is related to others, 21% of respondents grievance is related to work group and 20% of respondents grievance is related to superior.

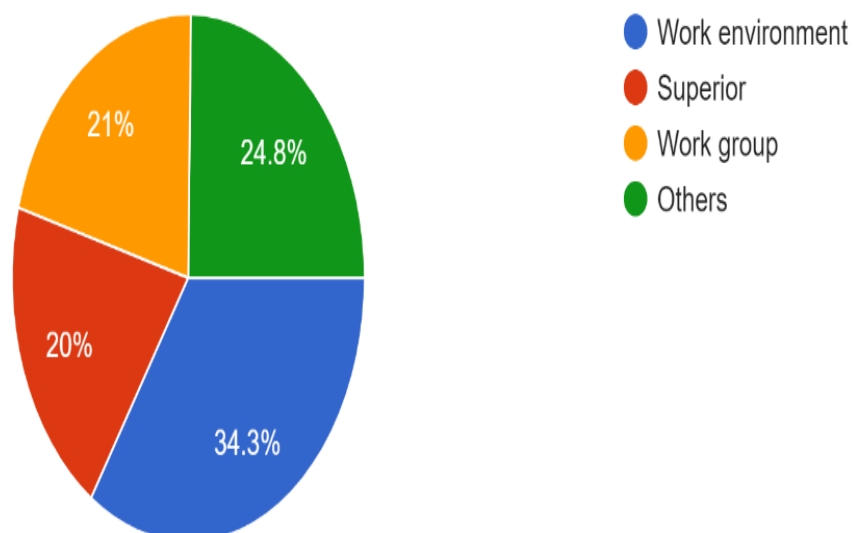


Table 4.6 Kindly mention the most grievance prone subject in your organization

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Wages and salary	21	20%
2	Promotion	21	20%
3	Work condition	38	36.2%
4	Others	25	23.8%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 36.2% of respondents says grievance prone subject is related to work condition, 23.8% of respondents says others and 20% of respondents says wages and salary and promotion.

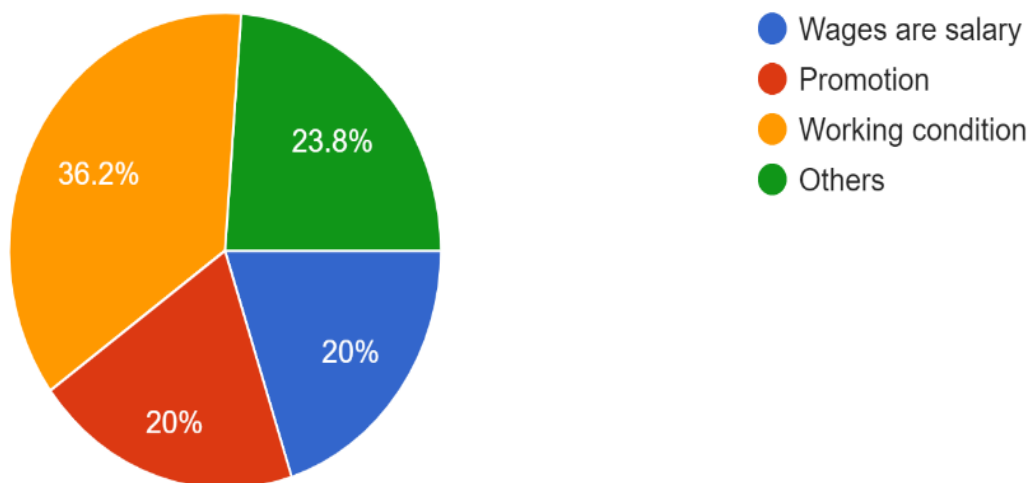


Table 4.7 Whom does you report/ share if you have any organization?

S.NO	PARTICULARS	NO.OF. RESPONDENDS	PERCENTAGE (%)
1	Superior	28	26.7%
2	Colleagues	32	30.5%
3	Head of Department	37	35.2%
4	Function head	8	7.6%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 35.2% of respondents says they share their problems with head of department, 30.5% of respondents says they share their grievance with colleagues, 26.7% of respondents says they share their problem with superior and 7.6% of respondents says they share their problem with function head.

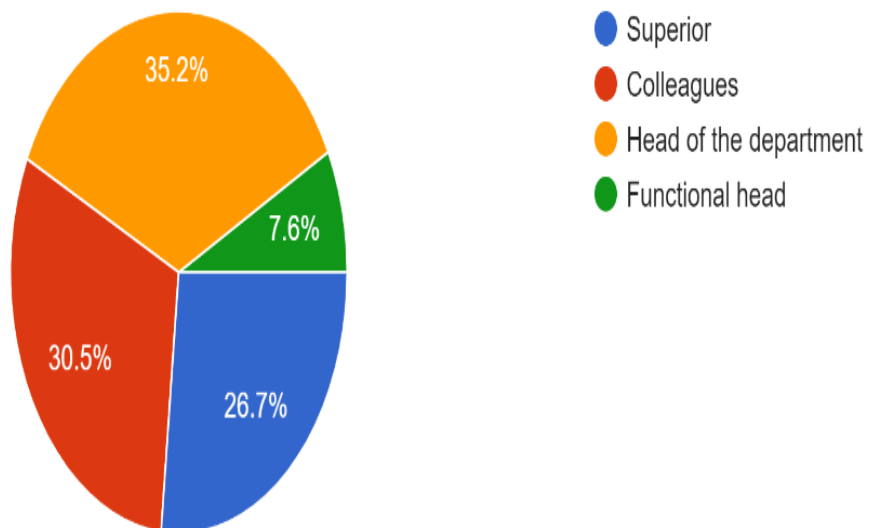


Table 4.8 How much time your superior takes on a complaint

S.NO	PARTICULARS	NO.OF. RESPONDENTS	PERCENTAGE (%)
1	2 Weeks	31	29.5%
2	5 Weeks	23	21.9%
3	Indefinite	16	15.2%
4	Depend upon level	35	33.4%
		105	100%

INTERPRETATION:

The above table shows that 33.4% of respondents says depend upon level the complaint taken by the superior, 29.5% of respondents says 2 week, 21.9% of respondents says 5 weeks and 15.2% of respondents says it indefined.

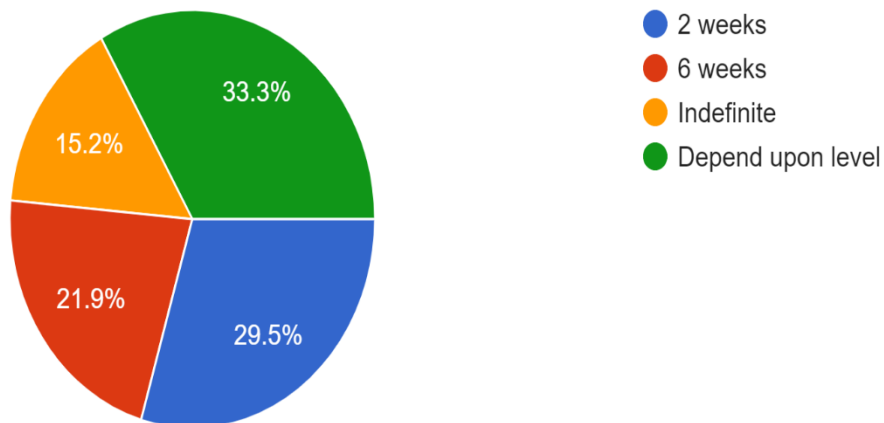


Table 4.9 What kind of dissatisfaction did you feel in your organization?

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Transport	51	48.6%
2	Safety requirements	38	36.2%
3	Hospital	11	10.5%
4	Drinking water	5	4.7%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 48.6% of respondents were dissatisfied with transport, 36.2% of respondents were dissatisfied with safety requirement, 10.5% of respondents were dissatisfied with hospital and 4.7% of respondents were dissatisfied with drinking water.

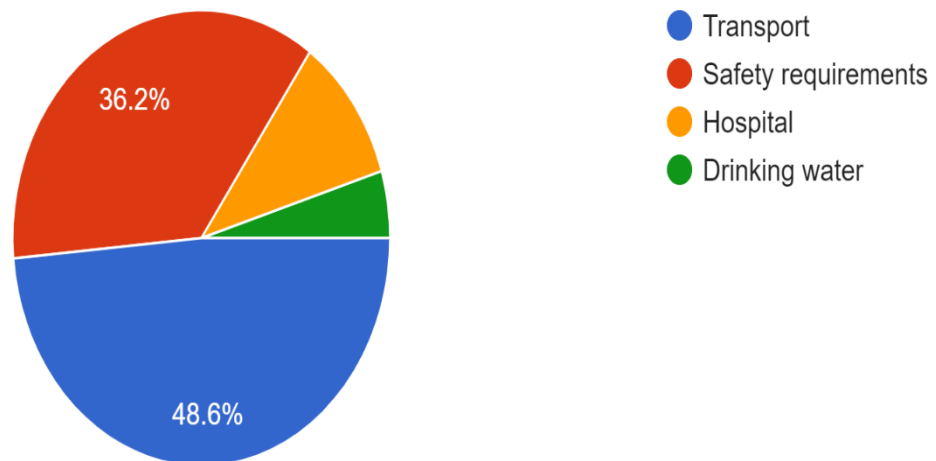


Table 4.10 Are you able to satisfy both the family and job responsibility?

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Yes	69	65.7%
2	No	36	34.3%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 65.7% of respondents said yes and 34.3% of respondent said no.

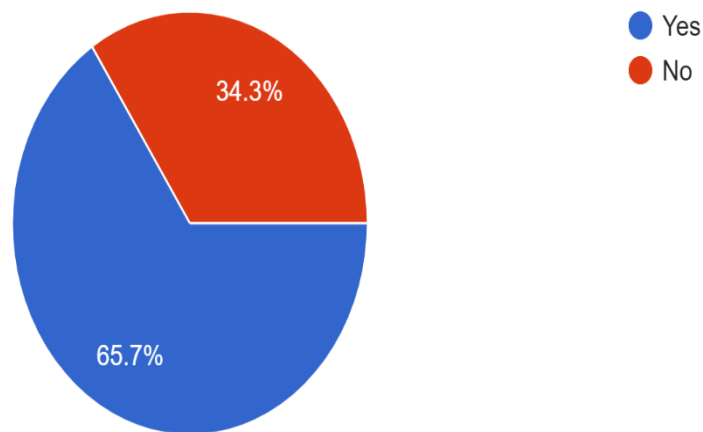
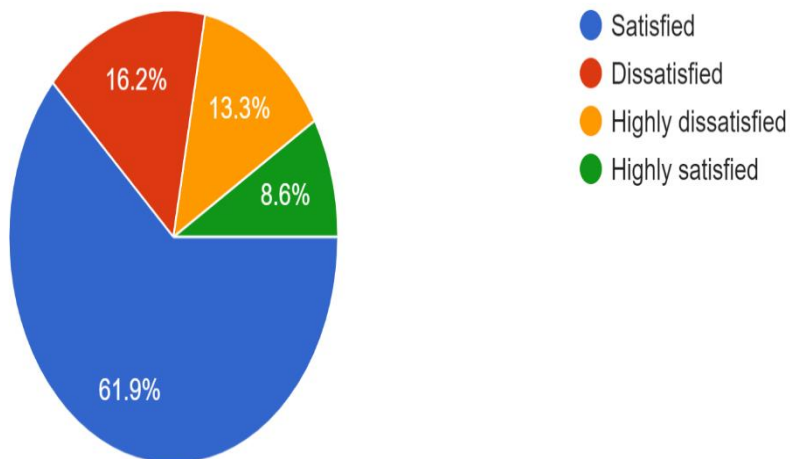


Table 4.11 The level of relationship with your peers

S.NO	PARTICULARS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1	Satisfied	65	61.9%
2	Dissatisfied	17	16.2%
3	Highly dissatisfied	14	13.3%
4	Highly satisfied	9	8.6%
	TOTAL	105	100%

INTERPRETATION:

The above table shows that 61.9% of respondents says they are satisfied, 16.2% of respondents says they are dissatisfied and 13.3% of respondents says they are highly dissatisfied and 8.6% of respondents says they are highly satisfied.



Single factor ANOVA

NULL HYPOTHESIS (H₀):

There is no relationship between working condition and employee grievance.

ALTERNATIVE HYPOTHESIS (H₁):

There is relationship between working condition and employee grievance.

RESULT:

From the test p value is greater than 0.05 then we accept null hypotheses and then rejected the alternative hypothesis.

Anova: Single Factor

SUMMARY

<i>Groups</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
19	5	191	38.2	1461.7
18.1	5	181.9	36.38	1325.827

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Between Groups	8.281	1	8.281	0.005941	0.940452	5.317655
Within Groups	11150.11	8	1393.764			
Total	11158.39	9				

CHAPTER – 5

FINDINGS, SUGGESTIONS AND CONCLUSION

- Majority of 62.9% respondents belongs to age group 18- 25.
- Majority of 41% respondents having 1 years of experience.
- Majority of 33.3% respondents has facing the grievance on working condition.
- Majority of 31.4% respondents facing grievance more than 3 months.
- Majority of 34.3% respondents in most of the employee grievance is related to work environment.
- Majority of 36.2% respondents in most grievance prone subject in your organization.
- Majority of 35.2% respondents in a spirit of sharing their grievance to their colleagues.
- Majority of 33.4% respondents to act necessary to resolve the problem by superior depend upon level.
- Majority of 48.6% respondents in dissatisfaction did you feel in your organization
- Majority of 65.7% respondents have ability to manage the job and family.
- Majority of 61.9% respondents in level of relationship with your peers

SUGGESTION

1. The company should break through all types of visible and in visible problem such as increment in salary etc.
2. The top management decision shall be highly rational and should be in the interest of the organization and also satisfy the needs of the employee.
3. Counselling helps to address and manage grievance in the work place.
4. Since companies HR policies take care of the employees the grievance the grievance is in maximum level.
5. The company have to conduct some recreational activities and family function to encourage the employees.

CONCLUSION

The impact of employee grievances may have a significant and long-lasting negative impact may be ever more serve if it is a collective grievance.

The several employee share the some concern to avoid any such problem the manager must handle all cases of grievances with speed and sensitivity he should not under estimate the situation until it has been resolved to the complete satisfaction of employee and management is handling the grievances, the executive should remember that it takes a long time to the company but it can be lost very night by foolish decision or inapt handling of the single grievances rate is decreasing year by and organization should take measure for the retention of the happiest labour in the organization.

APPENDIX

Age of reasonable

a) 18- 25 b) 26- 35 c) above 45

Years of experience:

a) 2 yrs. b) 5 yrs. c) above 10 yrs.

What kind of grievance you are facing?

A) Wages and salary b) working condition c) promotion d) discipline E) others

How long you are facing grievance?

A) More than 3 months b) less than 3 months c) less than 6 months
d) more than 6 months

Most of your grievance are related to

A) Work environment b) superior c) work group d) others

Kindly mention the most grievance prone subject in your organization?

A) Wages and salary b) promotion c) working condition d) others

Whom does you report/ share if you have any organization?

A) Superior b) colleagues c) head of the department D) functional head

How much time your superior takes on a complaint?

- A) 2 weeks b) 6 weeks c) indefinite d) depend upon level

What kind of dissatisfaction did you feel in your organization?

- A) Water facilities b) transport c) hospital d) drinking water

- E) Safety equipment

Are you able to satisfy both the family and job responsibility?

- A) Yes b) no

The level of relationship with your peers?

- A) Satisfied b) dissatisfied C) Highly dissatisfied d) highly satisfied

