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## **The Study on The Effectiveness of Grievance Redressal Procedure at Hindustan Unliever Limited (HUL)**

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### **ABSTRACT**

A grievance handling system serves as an outlet for employee frustrations, discontents, and gripes like a pressure release valve on a steam boiler. Employees do not have to keep their frustrations bottled up until eventually discontent causes explosion. The existence of an effective grievance procedure reduces the need of arbitrary action by supervisors because supervisors know that the employees are able to protect such behavior and make protests to be heard by higher management. The very fact that employees have a right to be heard and are actually heard helps to improve morale. In view of all these, every organization should have a clear-cut procedure for grievance handling

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### **Introduction-**

A grievance handling system serves as an outlet for employee frustrations, discontents, and gripes like a pressure release valve on a steam boiler. Employees do not have to keep their frustrations bottled up until eventually discontent causes explosion. The existence of an effective grievance procedure reduces the need of arbitrary action by supervisors because supervisors know that the Employees are able to protect such behavior and make protests to be heard by higher management. The very fact that employees have a right to be heard and are actually heard helps to improve morale. In view of all these, every organization should have a clear-cut procedure for grievance handling. A grievance procedure is a formal process, which is preliminary to arbitrations, which enables the parties involved to attempt to resolve their differences in a peaceful manner. It enables the company and the trade union to investigate and discuss the problem a tissues without in any way interrupting the peace full and orderly conduct of business.

When the grievance redressal machinery works effectively, it satisfactorily resolves most of the disputes between labor and management the grievance procedure may be of an open door type or of stepladder type. In an open door policy, the management asserts that no employee is prevented from going to it directly with his grievance and even meets the head of the firm in effort to have his grievance properly attended to it. This type of policy issue full in case of small unit

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### **Objectives of the study**

1. To studying the most important area of grievances by qualitative Research of data collecting and its consequence.
2. To find out there as one of grievance.
3. To take appropriate action and ensure that promises are kept.
4. To identity steps required to decrease the grievance.
5. To inform the employee of their right to take the grievance to the next Stages of the procedure, in the event of a non successful resolution

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### **Research Methodology-**

#### **PRIMARYDATA:**

- Observation
- Experience
- Survey (Interview)

#### **SECONDARYDATA:**

- Internet
- Different journals
- Regular register maintaining report

**Hypothesis**

- Punching problem by the punching machine create the payroll grievance
- Transport is also one of the major causes of the grievance.

**DATA COLLECTION METHOD**

Data was collected by using questionnaire. A questionnaire consists of number of question including both specific and general questions related to the study of topic

**SOURCES OF DATA-**

Secondary data

**SAMPLING TECHNIQUE-**

- Sampling design: Convenience sampling
- SAMPLING UNITS: Limited to HUL employee
- POPULATION: 1485
- SAMPLE SIZE: 1485
- SAMPLE AREA: HUL

**PROBLEM OF STATEMENT**

- Grievance is the factor which consider so much in all the company, due to which many loop whole arise
- Payroll is the major problem of statement in our research study that generally is the causes of the grievance of the company

**DATA ANALYSIS**

According to KIT, we have

$$KIT = A+B+C$$

A=total no of grievance received

B=total open cases

C=total no of employees

A=Wehavetaken26

B=Wehavetaken3

C=NoofEmployees-1485

$$KIT = 26+3 = 26.21$$

1485

Ques.1.Most of the grievance is related to?

Interpretation-

**OPTIONS NOOFRESPONDENTS**

supervisor	Work group	Economics	Social justice	total
350	280	500	355	1485

This show that

- 23% of employees grievance are related to the supervision in HUL

- 19% of employees grievance are related to the work group
- 34% of employees grievance are related to the economics
- 24% of employees grievance are related to the social injustice in HUL

Ques2. How much time your superior takes on a complaint (Duration of handling the problem)

<i>Duration</i>	<i>No of Respondents</i>
<i>2 Weeks</i>	<i>250</i>
<i>6 Weeks</i>	<i>500</i>
<i>Indefinite</i>	<i>735</i>
<i>Total</i>	<i>1485</i>

Interpretation–

This show that

- 17% employees' response that 2weeks are taken on a complaint
- 34% employees agrees that 6 weeks are taken on a complaint
- 49% employee response that it takes indefinite time on a Complaint

Ques6. Is the decision taken by the top management related to your Grievance is satisfactory

<i>options</i>	<i>Satisfactory level</i>
<i>Mostly</i>	<i>456</i>
<i>Rarely</i>	<i>315</i>
<i>Hardly</i>	<i>389</i>
<i>Never</i>	<i>325</i>
<i>Total</i>	<i>1485</i>

This show that

- 31% employees are mostly satisfied with the top management decision
- Rarely 21% of employees are satisfied with the top management decision
- Hardly 26% of employees are satisfied with the top management decision
- 22% of employees are never satisfied with the top management Decision

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## FINDINGS

- Most of the employee's grievance comes related to payroll or attendance
- We find that most of the employees are not satisfied with after their problem are been solved
- Many of the employees are not aware with the grievance management system in the organization
- If the employees are with grievance management system then it is very complex
- Most of the time it has been the people take a lots of time to solve one grievance of the employees

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## SUGGESTIONS

- The grievance management system should be easily understanding to each employees working in the organization
- The grievance of the employees should be within a day or in a week
- The grievance management system should not more than 1 month to solve the problem of the employees
- Better communication may yield some more results.
- Employees reviews and feedback should also be consider while solving the grievance
- If the grievance policy is not good then the management should use different method to improve it.

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## LIMITATIONS OF THE STUDY

- Sample size is very small as compare to the entire population
- There search is confined to one company
- Lack of technical expertise
- Due to limitation of period
- Lack of manpower and other resource
- Sensitivity of company information

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## CONCLUSION

The study reveals that the grievance handling procedure is satisfactory. The organization is recognizing the importance of satisfying the employees and retaining them. Further improvements can be made so that all members are highly satisfied with the procedure. The suggestion and recommendation when implemented will still more benefit the organization.

Most of the survey employees are satisfied with the method adopted by the organization for redressing the grievance or complaints of the employees