Mechanism of Grievance Resolution with Special Reference to Medlearn Vision Healthcare Solution Private Limited Chennai.

Aswini J[1], Dr. K. Bhuvaneswari[2]

[1]Final Year MBA Student/Department of Management Studies/ IFET College of Engineering, IFET Road, Gangarampalaiyam/Villupuram- 605108
[2]Assistant professor/Department of Management Studies/ IFET College of Engineering, IFET Road, Gangarampalaiyam/Villupuram- 605 108

ABSTRACT

Effective grievance resolution mechanisms are essential for maintaining a positive and productive organizational environment. Such mechanisms ensure that employees' concerns are addressed promptly and fairly, fostering trust and transparency within the organization. This paper explores the components and processes involved in an ideal grievance resolution system, including the initial filing of complaints, the investigation process, mediation and negotiation, and the final resolution. By examining various models and best practices, we propose a comprehensive framework that organizations can adopt to enhance their grievance handling procedures. The goal is to create a system that not only resolves conflicts but also prevents future grievances by addressing root causes and promoting a culture of continuous improvement. Key factors such as confidentiality, impartiality, and timeliness are emphasized to ensure the effectiveness and credibility of the grievance resolution process.

Keywords: Grievance redressal, Complaints, Negotiation, Transparency, Resolution.

1.1 Introduction

Grievance resolution mechanisms are structured processes established within organizations to address complaints, concerns, or disputes raised by employees, customers, or other stakeholders. These mechanisms are essential for maintaining a healthy organizational environment, fostering trust, and ensuring that grievances are managed fairly, transparently, and efficiently.

The primary goal of a grievance resolution mechanism is to provide a systematic approach to identify, investigate, and resolve issues, thereby minimizing potential conflicts and enhancing satisfaction. Effective grievance handling not only helps in mitigating risks associated with unresolved disputes but also contributes to continuous improvement by highlighting areas needing attention and rectification.

Grievance resolution mechanisms typically involve multiple stages, starting from the initial filing of a complaint to its investigation, resolution, and follow-up. They can vary widely depending on the organization's size, structure, and culture, as well as the nature of grievances anticipated. Key components of these mechanisms often include clear policies, designated roles and responsibilities, confidential reporting channels, and predefined timelines for each step of the process.

1.2 Review of Literature

Miller and Taylor (2023) examined the role of organizational transparency in grievance resolution. Their study found that transparent processes and regular communication about the status of grievances build trust and reduce the likelihood of unresolved conflicts escalating.

Anderson(2022) examined the impact of leadership styles on grievance resolution. The study concluded that transformational leadership, which encourages open communication and employee involvement, leads to more effective grievance resolution and higher employee satisfaction compared to autocratic leadership styles.

Dhanabhakyam(2022) Grievances are formal complaints that have been filed in line with the protocol. Businesses addressed the many kinds of employee concerns through efficient rules and procedures. While some workers will submit a grievance only to vent their annoyance, others will grievance to protest illegal activities may have an impact on negotiations for a future contract. Managers should always aim for the most efficient solution that satisfies all parties involved.

Patel and Desai(2021) investigated grievance mechanisms in the hospitality industry. Their research found that proactive grievance handling, including regular feedback sessions and anonymous reporting systems, helps in early identification and resolution of issues, thereby enhancing employee satisfaction and retention.

1.3 Research Gap

Cultural and contextual differences impact the effectiveness of grievance mechanisms in multinational organizations or diverse communities.

1.4. Objectives of the Study

- To understand about employee perception on grievance resolution mechanism in work environment.

- To study about the factors influencing the effectiveness of grievance handling inside the firm.

- To study about the employee rights to take the grievance to the next stage of procedures in the event of an unsuccessful resolution.

1.5 Research Methodology

Instrumental Design: Five questions were created for each element of the structured questionnaire using Likert's five-point rating system.

Data Collection Method: The study collected primary and secondary data on the variables influencing information collected through company employee and employer through questionnaire.

Study Population: The total population of MEDLEARN VISION HEALTHCARE SOLUTION PRIVATE LIMITED is 400.

Sample Size and Sampling Technique: The sample size of the study is 150 respondents. The respondents are employees of the MEDLEARN VISION HEALTHCARE SOLUTION PRIVATE LIMITED. The method of easy simple random sampling was employed to gather the data.

Data Analysis: Descriptive analysis was used to analyse the data. Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.

Chart Analysis is applied for better understanding of the percentage analysis and it is done via bar charts.

Employees feel that their grievances are taken seriously by management

Table no 1.1 Employee feel that their grievance

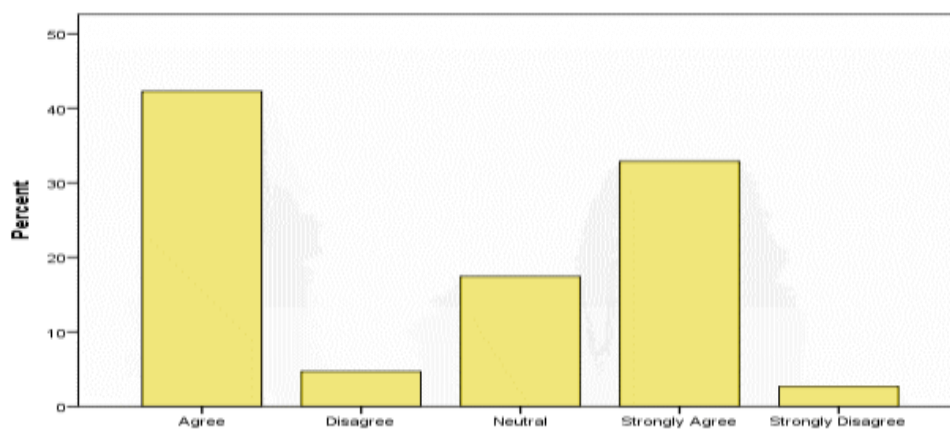| Particulars	Frequency	Percent
Agree	63	42.3
Disagree	7	4.7
Neutral	26	17.4
Strongly Agree	49	32.9
Strongly Disagree	4	2.7
Total	**150**	**100**

Figure no 1.1 Employee feel that their grievances

Inference

From the above table it is inferred that 42.3% of the respondents are agree, 32.9% of the respondents are strongly agree, 17.4% of the respondents are neutral, 4.7% of the respondents are disagree and 2.7% of the respondents are strongly disagree.

Current grievance resolution mechanism in our organization

Table no 1.2 Current grievance resolution mechanism

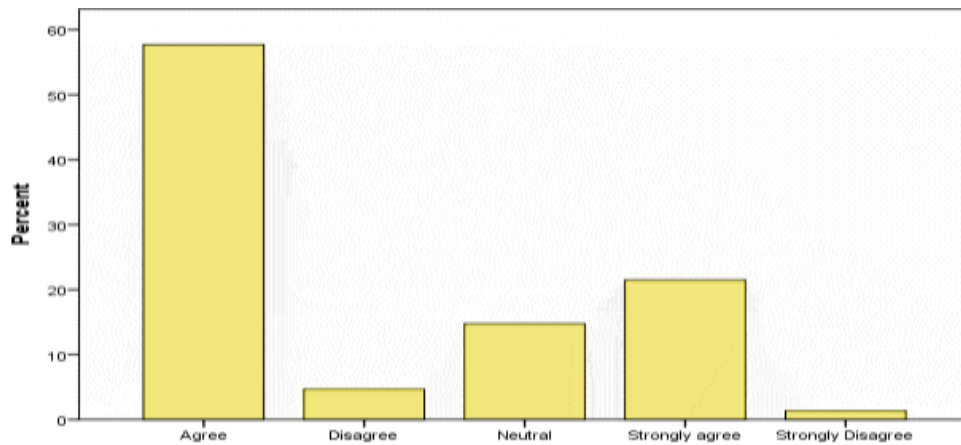| Particulars	Frequency	Percent
Agree	86	57.7
Disagree	7	4.7
Neutral	22	14.8
Strongly agree	32	21.5
Strongly Disagree	2	1.3
Total	**150**	**100**

Figure no 1.2 Current grievance resolution mechanism

Inference

From the above table it is inferred that 57.7% of the respondents are agree, 21.5% of the strongly agree, 14.8% of the respondents are neutral ,4.3% of the respondents are disagree and 1.3% of the respondents are strongly disagree.

Grievances are resolved in a timely manner

Table no 1.3 Grievances are resolved in a timely manner

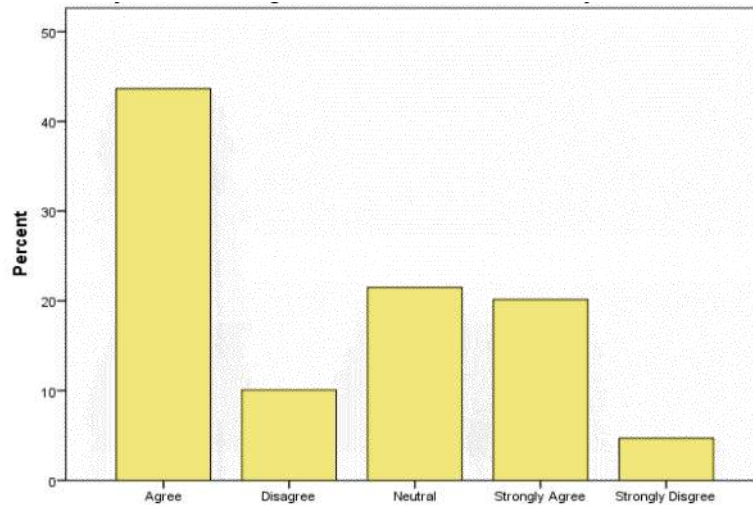| Particulars	Frequency	Percent
Agree	65	43.6
Disagree	15	10.1
Neutral	32	21.5
Strongly Agree	30	20.1
Strongly Disagree	7	4.7
Total	**150**	**100**

Figure no 1.3 Grievances are resolved in a timely manner

Inference

From the above table it is inferred that 43.6% of the respondents are agree, 21.5% of the respondents are neutral, 20.1% of the respondents are strongly agree, 10.1% of the respondents are disagree and 4.7% of the respondents are strongly disagree.

4.1.3 Correlation

Null hypothesis

H0: There is no relationship between interact customer & forecast future.

Alternative hypothesis

H1: There is relationship between interact customer & forecast future.

Correlation

Table no 4.33 Test Statistics

		Grievance resolution system	Adequate training and resources
Grievance resolution system	**Pearson Correlation**	1	.429
	Sig.(2-tailed)		1
	N	150	150
Adequate training and resources	**Pearson Correlation**	.429	1
	Sig.(2-tailed)	.001	
	N	150	150

Inference

From the above table, it is inferred that, =.429 (r value lies between -1 to =1), hence it is clear positive correlation relationship between the grievance resolution system and adequate training and resources. So, H1 is accepted. There is significant association between grievance resolution system and adequate training and resources.

1.6. Suggestions

- The best way to intensify a conflict is pretty clear. Understanding the phases is essential.

- Employees should be informed that if the first resolution fails, they have the option to escalate the matter.

- It has confidence in the fairness and impartiality of the grievance resolution process. They give it deference.

- The company does a great job of educating employees on the grievance resolution process and their rights. They make sure we know what we're doing.

- Tools for employee feedback are a relatively effective way to get insights. They actually want to hear our recommendations.

- When a grievance is in the early stages of development, it must be resolved.

- Employees can resolve grievances by having a mutually beneficial conversation with them while keeping an open mind and being upfront about specific difficulties.

1.7. Limitations of the study

- Many of the respondents are not willing to fill the questionnaires.

- Difficult to collect the primary data because of hectic production time.

- The organization strategy restricts the information gathering to representations of the agreements, with lasting representatives being kept in the samples.

1.8 Conclusion

The analysis shows that the process for handling grievances is adequate. The company is realizing how critical it is to keep its workers happy and engaged. In order to ensure that every member is extremely delighted with the process, more advancements can be done. When the ideas and proposals are put into practice, the company will gain even more. The majority of the employees polled expressed satisfaction with the organization's grievance or complaint resolution process.

1.9 Reference

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