

A Study on Grievance Handling System in Foundry Industry in Belgaum City

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ABSTRACT:

The foundry industry in Belgaum, Karnataka, plays a vital role in the region's industrial and economic development. With increasing competition, evolving technology, and changing workforce dynamics, effective grievance handling has become essential for maintaining employee satisfaction and organizational efficiency. This study examines the grievance handling systems in selected foundry industries in Belgaum, focusing on employees' awareness, satisfaction, and the effectiveness of grievance procedures. Using a descriptive research design, data were collected from 120 respondents across four foundry units through structured questionnaires and personal interactions. The findings reveal that a majority of employees recognize the importance of grievance handling, are aware of the grievance committees, and find the procedures simple and effective. However, areas such as communication, record maintenance, and management responsiveness need improvement. The study concludes that an efficient grievance redressal system fosters a positive work environment, enhances morale, and contributes to overall productivity and organizational harmony.

Keywords: Grievance Handling, Employee Satisfaction, Foundry Industry, Human Resource Management, Belgaum, Industrial Relations, Organizational Effectiveness, Employee Awareness.

1.1 INTRODUCTION:

With the rapid growth of the Indian automobile and especially the auto ancillary industry, the demand for automotive castings is almost unprecedented and the Indian Foundry Industry is facing its greatest challenge to utilize this immense opportunity if becoming an Asian hub for supply of high quality machine castings for these industries.

Belgaum is the renowned Industrial centre for the foundry industry in the state of the Karnataka. The foundry industry has laid down the base for industrial and economic development of the Karnataka state. Therefore the state Govt. has established the foundry cluster in Belgaum city. Belgaum is only the biggest foundry cluster in Karnataka. However, competition, challenging consumer's expectation and economic condition are forcing the foundry industry to have a re-look at their Human resource. This is essential to know how they are preparing to manages the change. Considering importance of the foundry industry, it is quite necessary to concentrate upon its development and further growth for the development of the district, state and ultimately that of the nation.

1.2 OBJECTIVES OF THE STUDY:

1. To identify the employees awareness about grievance handling system in the organization.
2. To know the effectiveness of Grievances system in the organization.
3. To analyse the employees satisfaction level towards grievance handling system in the organization.

1.3 REVIEW OF LITERATURE

1. Dr. S. Ganapathy, Dr. L. Padmanabhan, Dr. G. Purushothaman (2022) in their research article "A Study on Grievance Handling Mechanism With A Special Reference to Lucas TVS Ltd" they depicted that the process for managing 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 advancement can be done. When the ideas and proposals are put into practice, the company will gain even more. Every employee has encountered a grievance of some kind at some point. While some are overlooked, others are represented. While some are satisfied by formal procedures, others are satisfied through informal means. Without a doubt, this will continue to be an important area of study for many years to come.

2. Prof. Vimalkumar Makwana, Priyanka Pandey (2022) in their research article "A Study on Grievance Handling and Management Process in an Organization" They came to the conclusion that in order to preserve excellent work, executive relations, and contemporary harmony, the grievances must be resolved. Workers have complaints about the workplace, social inequality, and performance reviews, but the primary source of these complaints is higher management. Employees file grievances with their immediate supervisor, who responds to them within a predetermined window of time.

1.4 RATIONALE OF THE STUDY:

Human resource plays a significant role in utilizing all other resources including human itself. The foundry industry in belgaum has undergone several changes due to demographic and technological upgradation. These forces brought diversity in human resource. To face the competition and organizational objectives and to encash the opportunities, the basic equipment is active involvement of human resource. Since everyone has different wants and expectations, unmet needs or unhappiness are the main causes of grievances. That leads to lowers productivity. Therefore, the need of the study is to comprehend the grievance handling procedure used in the foundry industry in belgaum city.

1.5 SCOPE OF THE STUDY:

1. The scope of the study is restricted to the foundry industry only. Study covers grievance handling system in foundry industry in Belgaum city.
2. This study is helpful for understand the grievance procedure in a foundry industry.
3. The study is concentrated on the grievance handling system in selected foundry industry only and the questionnaires done accordingly to the objectives of the study

1.6 LIMITATIONS OF THE STUDY:

1. The sample size is limited to 120 respondents.
2. The research conducted only in selected foundry industry in belgaum city and hence the findings and suggestion may be applicable to the similar kind of industry and or may not be applicable to other industry.
3. The accuracy depends upon the respondent's information.

1.7 RESEARCH METHODOLOGY:

For accomplishment of the objectives of the study following methodology will be adopted.

DATE BASE

The data collected from the primary as well as secondary sources.

1.7.1 PRIMARY DATA

The primary data collected by administering the questionnaires to the distinct set of respondents working in the sample organization. This enabled to gain first hand insight to the grievance handling system in the sample units in Belgaum city.

1.7.2 SECONDARY DATA

The secondary data collected from the published sources such as journals, magazines, records and reports of the government departments.

1.7.3 SAMPLE SIZE

For the purpose of the study Descriptive research design was used in this research for making a brief study about the grievance handling, the sampling will be 4 foundry industries from belgaum city, the total number of sample size is 120 respondents, from each of the industry 30 respondents taken for collection of data, and the Simple random sampling method is used to get the data, the pre structured questionnaire was given to respondents and also face to face interaction to collect the data set.

1.8 RESULTS AND CONCLUSION

- It is found that 89% of employees say grievance resolving the important function for the smooth functioning of an organization while other 11% employees doesn't feel it as important.
- It is found that 45.83% of employee experiences the grievance in the organization while others experienced it frequently rarely and never.
- It is found that employees communicate their grievance to the manager up to 54.17% while 3.57%, 5%, 3.33% are communicated to supervisors, coworkers ,HR Department Head ,reporting head, technical head and concern manager respectively.
- It is found that 71.83% of respondent are aware of the Grievance Committee members while 28.17% of respondents are not aware.
- It is found that 73.33% of respondents are agreeing with the mechanism being followed resolves their grievance in the organization while the remaining 26.67% respondents doesn't agree with the mechanism being followed.
- It is found that 79.16% of respondents agree with the procedure for conveying grievance are simple and easy to utilize, the rest of them doesn't agree with this statement.
- It is found that 76.67% of respondents feels that grievance handling in the organization has a positive and friendly approach while the remaining respondents doesn't agree with the grievance handling approach.
- It is found that 75.83% of the respondents fields that the Grievance Committee members are actively engaged in resolving the employee's problem while the rest of 22.17% doesn't agree.

- It is found that 83.34% of the respondents feels that supervisors possesses necessary human relations skills in terms of understanding the employee grievance while the rest of 16.66% of the respondents doesn't agree.
- It is found that 78.33% of the respondents says that supervisor has given the authority to take the necessary action to resolve the employee problems while the rest of 21.67% respondent doesn't agree
- It is found that 50% respondents says that Management is constantly being informed about what is being done about their grievance while 43.33% and 6.67% respondents says very often and doesn't inform at all about the decision made.
- It is found that 63.33% of respondents are satisfied with the decision made by the management for the grievance while the rest 36.67% are not satisfied with the decision made.
- It is found that 45.83% of respondents says yes that the management properly maintains the records of the each grievance while the 54.17% says no for proper record maintenance

1.9 CONCLUSION

The study reveals that the grievance is real or state of mind of any dissatisfaction or unfairness which an employee occurrences with his job with respect to management policies and procedure. The research was to understand the employee grievance handling system in the foundry industry. The initiative must be taken to create a proper awareness about the grievance handling like conducting the meetings with the employees. Today's workforce is more diverse, with workers of many ages, nationalities, genders, and cultural and religious backgrounds. Misunderstandings and poor communication are common in such a workplace. Employee morale and productivity will suffer if such misunderstandings are not appropriately handled. The suggestion given for the organization may help the management to sustain and retain their employees and this will be beneficial to the organization.

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