



A Study On Grievance Management System And Its Impact On Employee Redressal With Reference To Textile Sector

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Introduction

Each worker has certain desires which he thinks must be satisfied by the association he is working for. At the point when the association neglects to do this, he builds up a sentiment of discontent or disappointment. At the point when a representative feels that something is out of line in the association, he is said to have a complaint. Complaint is any discontent or disappointment, regardless of whether communicated or not, whether legitimate or not, emerging out of anything associated with the organization which a worker thinks, accepts and even feels to be unreasonable, treacherous or unjust.

Idea The expression "complaint" is utilized to assign asserts by laborers of a worker's guild concerning their individual or aggregate rights under an appropriate aggregate understanding, singular agreement of business, law, guidelines, work rules, client or utilization. Such cases include questions identifying with the INTERPRETATION or utilization of the guidelines.

The concept "Grievance" is utilized in nations to assign this sort of case, while in some different nations reference is made to disagreements regarding "right" or "lawful" questions. Which means Complaint the board is an agreeable of at least one laborer concerning wages and stipend, state of work and translation of service, condition covering such zone as overtime, leave, transfer, promotion, seniority, job task and end of administrations.

History and growth of textile industry

The Textile industry is a one of the oldest industries in India. The textile sector has made significant contributions earnings and employment and is one of the main stays of the economy. Indian Textile Industry occupies a very important place within the economic lifetime of India. The Indian textile industry is a one of the foremost important within the world with an enormous staple and textiles manufacturing base. Our economy is actually enthusiastic to the textile manufacturing and trade addition to other major industries. About 27% of the exchange earnings are on account of the export of textiles and clothing alone. The textiles and clothing sector contributes about

14% to the economic production and three to the gross domestic product of the country. Around 8% of the whole excise revenue collection is contributed by the textile industry. plenty so, the textile industry accounts for as large as 21% of the whole employment generated within the economy. Around 35 million people are directly employed within the textile manufacturing activities. Indirect employment as well as the workforce engaged in agriculturally primarily based raw material production like cotton and connected trade and handling could be explicit to be around another sixty million.

A material is the biggest single industry in India and among the greatest on the planet, representing about 20% of the complete modern creation. It gives direct work to around 20 million individuals. Material and attire send out record for one third of the all-out estimation of fares from the nation. There are 1,227 material factories with a turning limit of around 29 million axles. While yarn is for the most part created in the plants, textures are delivered in the force loom and handloom segments also.

The Indian material industry keeps on being overwhelmingly founded on cotton, with about 65% of crude 3 materials expended being cotton. The yearly yield of cotton material was about

12.8 billion m around 42 billion ft. The assembling of jute items 1.1 million metric tons' positions next in significance to cotton weaving. Material is perhaps the most seasoned industry and has a considerable nearness in the national economy while it adds to around 14 percent of assembling esteem expansion, represents around 33% of our gross trade profit and gives beneficial work to a large number of individuals. They incorporate cotton and jute cultivators, craftsman's and weavers who are occupied with the composed too as decentralized and family parts spread over the wholenation.

In Karnataka the textile sector has turned out to be quite a successful venture, so the Bangalore has earned itself as the garment capital of India. With the textile industry occupying a key role inside the economic system of Karnataka, the state government is working toward leveraging the capability for increase of the

textile area in the state. Karnataka ranks at the second one function in garment exports when the value of the exports is considered. The contribution of Karnataka's fabric enterprise in terms of commercial production, export earnings, and employment technology has consolidated its role as a key player within the economic system of the state.

Importance of the study

This study is encouraging employees to raise concerns without fear of reprisal and to provide a fair and speedy means dealing with complaints. It prevents minor disagreements developing into more serious disputes and it serves as an outlet for employee frustrations and discontents. It saves employer's time and money as solutions are found for workplace problems. It helps to make an organizational climate supported openness and trust.

Need of the study

Employees individuals as people, in their desires, expectations and behavior, when their desires don't seem to be glad or objectives don't seem to be achieved, the results worker discontentedness. It is not a simple task for the management to stay (make) all the satisfied and motivated all the time.

If the dissatisfaction of employees goes unattended or the conditions causing is not corrected, the dissatisfaction is likely to increase and lead to unfavorable attitude towards the management and unhealthy relations in the organization. Hence handling the grievances of any person in any organization is of paramount importance.

This forms the need for the study of the grievance redressal procedure of the organization and its effectiveness towards job satisfaction to be maintain healthy and harmonious environment organization. The main focus of this study revolves around the lower level management of the textile sector.

Review of literature

Review of selected literature is an essential part of every research process. It helps us to examine and evaluate what has been said earlier on the research subject. The prevailing theories, hypothesis and methodologies can be understood in an effective manner. The gap in

the research area can be identified only through it. Realizing, its significance and relevance for the research work, an attempt has been made to review the relevant studies in the area of human resource management. An overview of various aspects and issues of this study is presented through the review of literature. Some of the selected studies undertaken for review are discussed as under:

Conducted his study with the objective to know the satisfaction of the employees working in Municipal Council, Panchkula with regard to the HRM practices. The data was collected through a questionnaire from 58 respondent employees for the purpose of the study. He concluded that majority of the employees had shown their dissatisfaction with regard to the pay scale, training, transfer, promotion policy, disciplinary action system, service conditions, and management and employee's relations in the council. 76 Further, he suggested that recruitment rules should be modified because these were very old. A re-look on disciplinary action system and transfer policy of the council was also suggested. There was need to improve the service conditions, and enhance promotion opportunities. A positive look on the management and employees' relations in the council was also required.

Kang (2013)

In his paper, raised some of the major issues in supply chain management. He brought out that supply chain management was facing major HR issues like job attraction and retention, education and training, succession and career planning and moving with the technology. He further concluded that professionals were lacking in knowledge, education and training in supply chain management and it created problems in the processes of supply chain management. Talented demand was also a major issue in this area. He suggested that HR professionals should fill gap in their knowledge about supply chain management and provide right training and education at the right time.

Statement of the problem

The problem to be addressed is to assess the Grievance management and procedures followed by a textile sector to solve the

grievances of the employees. There are various factors that motivate the employees to work for a textile sector and make them retain in the organization for a longer period of time. There are factors that will exhibit whether the employees' grievances are addressed and solved properly or not. The factors considered here include the awareness of the problem, the awareness of the employees whom to report, the availability of the concern person, discussion of the problems, causes and effects, methods to avoid such problems in future, directions and instructions regarding how to deal a problem, awareness programs to avoid them for fresh employees.

Scope of the study

The scope of the study is extended to the employees of a textile sector this study is applicable to a set of employees of the same nature. This study has significant importance in the present as well as in future. The topic selected for the study is an important key to make the employees satisfied and motivated to work for the organization whereby the employees will also look at their career positively.

Objectives of the study

- To know whether the employees are satisfied with the current grievance management and how they are benefited.
- To improve the current problems in the current grievance procedure
- To know the process of reporting mechanism of grievances of employees
- To understand how far the employee's grievances are redressed.

History of the company

Bombay Rayon Fashion Limited (BRFL) was established by using Mr. Janardhan Agrawal in 1986. On 1990 The First texture creation office of the gathering appears at Maharashtra for home textures. On 1998 BRFL begins fares of textures, in 2001 the graduation of garmenting

department of the organization. The business enterprise was given their present name, Bombay Rayon Fashion Limited (BRFL) throughout the yr. 2003-2004. In March 2005 BRFL amalgamated with two partnership firms which might be B R Exports and Garden City Clothing and additionally BRFL, organization makes a successful IPO & is in 2005/06 BRFL Group sets up 7 clothes production facilities in Bangalore with 7000 machines. And on 2007 Commencement of the mega USD 250 million textiles & garment challenge below a unique MOU signed with the government of Maharashtra.

BRFL is putting in new manufacturing unit in Karnataka (Bangalore), Maharashtra (Navi Mumbai). The employer exports its merchandise to the United States, United Kingdom and relaxation of Europe. Bombay Rayon Fashion Limited (BRFL) has been allotted 20.16 acres of land within the Apparel Park at Doddaballapur for setting up an integrated textile mission of yarn dyeing, weaving, procedure house and garment manufacturing in view of the Techno-Economic Feasibility Report arranged through Gherzi Eastern Limited, Mumbai, the all-out cost of the Integrated Textile Project at Doddaballapur, Bangalore on the hour of Initial Public Issue was anticipated at Rs.161.72Cr. The Company has extended the scope of the aforesaid mission in view of putting in place a new green field Garment of clothing office for 7.8 million pieces at Bangalore. The total price after the new plans has extended to Rs.246.72 crore.

Table No. 1: Education qualification suits your job

PARTICULARS	MALE	FEMALE	TOTAL
Strongly Agree	25	17	42
Agree	20	19	39
Neutral	6	5	11
Disagree	5	4	9
Strongly Disagree	2	3	5
Total	58	8	106

EXPECTED VALUE		OBSERVED VALUE	
MALE	FEMALE	MALE	FEMALE
22.981	19.018	0.1773	0.21412
21.339	17.660	0.0840	0.10167
6.018	4.981	0.000053	0.000072
4.924	4.075	0.00117	0.00137
2.735	2.264	0.19752	0.23926
TOTAL		0.460043	0.556492

Calculated value =1.01653

Interpretation:

- **Null Hypothesis H0:**
Education qualification doesn't suit job.
- **Alternative Hypothesis H1:**
Education qualification suits the job.
- **Degree of freedom = (r-1) *(c-1)**

$(5-1) *(2-1) = 4$
Table Value =9.488

Calculated value =1.01653

Result: Null hypothesis is accepted, because the calculated value is less than the table value.

Table No 2: Management taking immediate steps to solve the grievances

PARTICULARS	MALE	FEMALE	TOTAL
Strongly Agree	15	20	35
Agree	24	12	36
Neutral	12	11	23
Disagree	4	3	7
Strongly Disagree	3	2	5
Total	58	48	106

EXPECTED VALUE		OBSERVED VALUE	
MALE	FEMALE	MALE	FEMALE
19.150	15.849	0.8993	1.0871
19.698	16.301	0.9395	1.13481
12.584	10.415	0.0270	0.0328
3.830	3.169	0.0075	0.0090
2.735	2.264	0.00256	0.0307
TOTAL		1.8989	2.29441

Calculated value =4.19

Interpretation

- **Null Hypothesis H0:** The management is not taking immediate steps to solve the grievance.
- **Alternative Hypothesis H1:** The management is taking immediate steps to solve the grievance.

Degree of freedom = (r-1) *(c-1)
 $(5-1) *(2-1) = 4$
Table Value =9.488
Calculated value =4.19

Result: Null hypothesis is accepted, because the calculated value is less than the table value.

**Interpretation :**

Majority of respondents agree that management takes immediate steps to solve the grievances.

Table No. 3: Convenience of time schedule for the work

PARTICULARS	MALE	FEMALE	TOTAL
Strongly Agree	32	28	60
Agree	16	12	28
Neutral	6	4	10
Disagree	3	2	5
Strongly Disagree	1	2	3
Total	58	48	106

EXPECTED VALUE		OBSERVED VALUE	
MALE	FEMALE	MALE	FEMALE
32.830	27.16	0.0209	0.02541
15.320	12.679	0.03018	0.0363
5.471	4.528	0.0511	0.0615
2.735	2.264	0.0256	0.030
1.641	1.358	0.2503	0.3035
TOTAL		0.37808	0.45671

Calculated value =0.83479

Interpretation:

➤ **Null Hypothesis H₀:** There is no convince of time schedule to the work.

➤ **Alternative Hypothesis H₁:** There is convince of time schedule to the work.

Degree of freedom = (r-1) *(c-1)

$$(5-1) *(2-1) =4$$

Table Value =9.488

Calculated value =0.83479

Result: Null hypothesis is accepted, were as table value is more than the calculated value

Interpretation: Majority of the respondents are satisfied with the time schedule for work.

Table No. 4: Timely distribution of raw material to production department

PARTICULARS	MALE	FEMALE	TOTAL
Strongly Agree	16	15	31
Agree	25	20	45
Neutral	10	8	18
Disagree	4	2	6
Strongly Disagree	3	3	6
Total	58	48	106
EXPECTED VALUE		OBSERVED VALUE	

MALE	FEMALE	MALE	FEMALE
16.962	14.037	0.05455	0.06599
24.622	20.377	0.00580	0.00697
9.849	8.1509	0.00231	0.0027
3.2830	2.7169	0.15659	0.18920
3.2830	2.7169	0.02439	0.02948
TOTAL		0.24364	0.29434

Calculated value =0.53798

Analysis:

- **Null Hypothesis H0:** There is no timely distribution of raw materials to production department.
- **Alternative Hypothesis H1:** There is timely distribution of raw materials to production department.

Degree of freedom = (r-1) *(c-1)

(5-1) *(2-1) =4

Table Value =9.488

Calculated value =0.53798

Result: Null hypothesis is accepted, were as table value is more than the calculated value

Interpretation: Most of the respondents are satisfied with the availability of raw materials to production department on time.

Table No. 6: Weather proper instruction given by the supervisor

PARTICULARS	MALE	FEMALE	TOTAL
Strongly Agree	22	18	40
Agree	14	20	34
Neutral	12	6	18
Disagree	6	3	9
Strongly Disagree	4	1	5
Total	58	48	106

EXPECTED VALUE		OBSERVED VALUE	
MALE	FEMALE	MALE	FEMALE
21.886	18.1132	0.000593	0.0007074
18.603	15.396	1.138934	1.376773
9.849	8.1509	0.46977	0.56759
4.924	4.075	0.23512	0.283588
2.735	2.264	0.58509	0.70569
TOTAL		2.429507	2.934348

Calculated value =5.36

Interpretation

- **Null Hypothesis H0:** There is no proper instruction given by supervisor
- **Alternative Hypothesis H1:** There is proper instruction given by supervisor

Degree of freedom = $(r-1) * (c-1)$

$(5-1) * (2-1) = 4$

Table Value = 9.488

Calculated value = 5.36

Result: Null hypothesis is accepted, because the calculated value is less than the table value.

Findings

- Most of the respondents are satisfied with the grievance heard by higher authority.
- Most of the employees are satisfied with the time schedule for work.
- Majority (73%) of the respondents are satisfied with availability of raw materials to production department on time.
- Majority of the respondents are satisfied with acceptance of respondent's idea in the organization.
- Most of the respondents report their grievance to the union.
- Majority of the grievance of respondents are recorded through union.
- Most of the respondents are satisfied with the instruction given by the supervisor.
- Majority (72%) of the respondents are satisfied with immediate steps taken by the management to provide safety measures.
- 66% of the respondent's complaints are accepted by the management in written format.
- Most of the respondents are satisfied with the feedback given by supervisor about their work.
- 85% of the respondents are satisfied with solution given for the grievance of employees.
- Most of the respondents are satisfied with job allocation, time frame, and job rotation.
- Majority of the respondents are agreeing that their higher authority is listening when their grievance is presented.
- Majority of the respondent says that

decision is made by management for grievance.

Suggestion

- Sets of expectations, duties to be as clear as could be expected under the circumstances. Everybody should be educated regarding organization's objectives and desire including what is expected from every person
- Suggestion boxes can be introduced. It brings the issue or conflict situation to light and which will encourage the workers to give their recommendation to improve the association and execution of representatives
- Training system can be given to the representatives
- Employees interest, proposal, thoughts should be supported by administrator which will motivate the workers and will bring about more elevated level of occupation fulfillment.
- Recreation offices like games, outing and others should be relooked which will diminish the pressure of representative.
- Time boundary must be fixed to take care of issue at various levels which will urge the representatives to communicate their complaint.
- Counseling of representatives should be done intermittently which will assist the association with knowing the issue of workers and to solve them which will expand the activity fulfillment just as increment the efficiency of workers.

Conclusion

Employee's complaint is one of the prime purposes behind the representative's execution, understanding the worker's complaint will prompt occupation fulfillment and increment the effectiveness of the worker which will profit both workers just as association. Grievance the executives is a significant test in the organization since the desire for representatives are expanding with changing way of life. Representatives have exclusive requirement from organization it is unimaginable to expect to satisfy all their desire yet major of their desire can be satisfied. Considering the above analysis done in Textile

industry (BRFL) It can be observed that employees are satisfied with most of welfare, medical, safety facility provided by the company. Company is giving benefits as per the various enactment of labor law but there is still scope for improvement, which will benefit both organization and the employees.

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