



A STUDY OF EMPLOYEES SATISFACTION LEVEL WITH RESPECT TO GRIEVANCE HANDLING PROCEDURE AT WESTERN COAL FIELDS LTD. (W.C.L.), CHANDRAPUR AREA

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Abstract

Grievances take the form of collective disputes when they are not resolved. Also they will then lower the morale and efficiency of the employees. Unattended grievances result in frustration, dissatisfaction, low productivity, lack of interest in work, absenteeism, etc. In short, grievance arises when employees' expectations are not fulfilled from the organization as a result of which a feeling of discontentment and dissatisfaction arises. This dissatisfaction must crop up from employment issues and not from personal issues. Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

Keyword: Unattended Grievances, Grievance Redress Mechanism, Discontentment and Dissatisfaction

Introduction

Grievance may be any genuine or imaginary feeling of dissatisfaction or injustice which an employee experiences about his job and it's nature, about the management policies and procedures. It must be expressed by the employee and brought to the notice of the management and the organization. Effective grievance handling is an essential part of cultivating good employee relations and running a fair, successful, and productive workplace. Positive labour relations are two-way street both sides must give a little and try to work together. Relationship building is key to successful labor relations. Precautions and Prescriptions.

Company Profile

Western coal fields limited is one of the eight subsidiary companies of coal india limited (CIL) which is under administrative control of ministry of coal. The company incorporated under the companies Act,1956 has its registered office at Coal Estate,Civil Lines, Nagpur 440001.WCL has conferred "Miniratna "status on 15th March 2007.The Company has contributor about 6.7% of the national coal production during 2014-15.it has mining operation spread over the states of Maharashtra (in Nagpur,chandrapur and yeotmal districts) Madhya Pradesh (in Betul, and Chhindawara districts).The company is a major source of supplies of coal to the industries located in Western India in the states of Maharashtra, Madhya Pradesh,Gujrat and also in Southern India in the states of Andhra Pradesh, Tamil Nadu, Karnataka and Kerala. A large numbers of Power Houses under Maharashtra, Madhya Pradesh, Gujrat, Karnataka, Punjab and Uttar Pradesh- Electricity Boards are major consumers of its coal along with cement, steel, chemical. Fertilizer, paper and brick industries in these states.

Research Methodology

Objectives of Study

1. To study the grievance handling mechanism at WCL, Mahakali colliery Chandrapur.
2. To study the awareness among employees about grievance handling mechanism.
3. To study the Type of grievances of employees and methods to solve the grievance.
4. To investigate the reasons for dissatisfaction.

Hypothesis: H1: Employees of WCL, Chandrapur Area are satisfied with grievance handling procedure

Data Analysis: Z-Test: Z- Test is applied in the study. With the help of the mean values of all the parameters it was evaluated that only a single tail i.e., right tail can be applied in the Z-Test to find out the satisfaction level of the employees in the organisation.

Age		
Age	No. of Respondent	Percentage
18-25	10	20%
25-35	10	20%
35above	30	60%
Total	50	100%



From the above table it is inferred that 20% of respondents are between the age group 18-25 and 20% are between the age group 25-35 and 60% of respondents are between the age of 35 above.

Qualification		
Education	No. of Respondent	Percentage
Higher secondary	10	20%
Diploma	10	20%
Under graduate	12	24%
Post graduate	18	36%
Total	50	100%

From the above table it is inferred that 20 % of respondents are qualified up to higher secondary, 20 % of respondents are diploma and 24 % are graduate and 36% are post graduate.

The Management Provide Assurances To Workers For Registering Their Grievances?

Sr.No		No. of Respondents	Percentage
1	Agree	25	50%
2	Neutral	10	20%
3	Disagree	15	30%
	Total	50	100%

From the above table it is inferred that 50% of respondents agree that management provide assistance to them for registering their grievances and 20% and 30% of respondents neutral or disagree that management is facilitated.

The Supervisors Acknowledges My Grievances and Helps In Resolution

Sr.No		No. of Respondents	Percentage
1	Agree	30	60%
2	Neutral	10	20%
3	Disagree	10	20%
	Total	50	100%

From the above table it is inferred that 60% of respondents agree that supervisors acknowledge and helps in resolution and 20% and 30% of respondents neutral or disagree that supervisors are not helps them.

I Am Satisfied With the Time Taken To Get a Reply from Management or My Grievance

Sr.no		No. of Respondents	Percentage
1	Agree	20	40%
2	Neutral	13	26%
3	Disagree	17	34%
	Total	50	100%



From the above table it is inferred that 40% of respondents are satisfied with time taken from management and 26% and 34% of respondents are not satisfied.

I Am Satisfied With the Overall Grievance Redressal Mechanism in WCL

Sr.No		No. of Respondents	Percentage
1	Agree	25	50%
2	Neutral	10	20%
3	Disagree	15	30%
	Total	50	100%

Over all percentage of satisfaction at WCL is 50%. Employees feel that they are happy with grievances however 30% of employees are not satisfied.

Conclusion

Almost every employee has comes across some sort of grievance at some point of time. Some are represented and other is ignored. The study reveals that the Grievance handling mechanism at WCL Chandrapur area is satisfactory. The organization is recognizing the importance of satisfying the employees through relentless efforts on grievance settlement. The organization should promote online grievance registration and resolution process for faster closure of grievance cases. Although, the mechanism is in place, however workers prefer taking the paper-work approach. Its is suggested that Fast Track Court or Fast Track Cell to be incorporated every September and March for speedy resolutions, judgments and closures.

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