

“THE STUDY ABOUT GRIEVANCES AND ITS IMPACTS
FACED BY THE EMPLOYEES IN ERAVUR PATTU
DIVISIONAL SECRETARIAT OFFICE”



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ABSTRACT

The grievance handling or grievance management is an important to every organization in order to determine its survival and grow in the competitive market or industry. Therefore every organization on should care about the human resource however, handling this resource critical too. The D.S office is a service providing organization the grievances existing too. Therefore it is critical one in handing the human resource there the employees are affected by grievances that is undesirable one. Therefore grievance level should be evaluated based on some variables.

Employees of Eravur pattu Divisional Secretariat office have been identified for this study purpose and 100 questionnaires have been given to 100 employees. In order to reach a conclusion about the grievances/complaint with the employees of the Eravur pattu D.S office, 100 questionnaires were analyzed by using univariate analysis. From the analysis and evaluation, the research comes to a conclusion that the employees have a lot of suffer in there work and related matters. Here mostly occur the group grievances within the employees that mean group of employees who have the same complaint, and are seeking the same resolution, may submit a group grievance. The grievance shall be signed by all of the grieving employees. The grievance shall be processed the same as an individual grievance.

Here the employees are mostly response them dissatisfaction or complaint with the variable of work environment, wage, overtime and other payment, family situation and transfer. Nevertheless, while the rest of the other variable Discipline and dismissal or suspend low moderate level of satisfaction. The main reasons for this lack of employees are satisfied all people in Eravur pattu Division with lack of facilities and also they have more responsibility to the society. Further they have to manage them personal life it is create grievances within the employees.

CONTENTS

PAGE NO

Acknowledgement	1
Abstract	11
Table of contents	111
List of figures	V11
List of tables	V111
Chapter 1 – INTRODUCTION	1-6
1.0 Introduction	1
1.1 Background of the study.	2
1.2 Problem statement.	4
1.3 Research Questions.	4
1.4 Research Objective.	4
1.5 Significance of the Study	5
1.6 Scope of the study	5
1.7 Assumptions.	6
1.8 Limitations	6
1.7 Summary	6
Chapter 2 – LITERATURE REVIEW	6-29
2.0 Introduction.	7
2.1 Significant of grievance handling within the organization.	9
2.2 Some type of grievances.	10
2.2.1 Group grievance.	10
2.2.2 Group grievances processed	10
2.2.3 Classification Grievances	11
2.2.4 Classification grievance and allocation decisions	11
2.3 Grievances major factor variables.	12
2.3.1 Work environment	12
2.3.2 Discipline and dismissal or suspend	13
2.3.3 Wages, overtime, and any other payments	14

2.3.4 Employee's family situation	18
2.3.5 Transfer	20
2.4 Possible Explanations for Employee grievance/ complaint.	21
2.4.1 Promotion	22
2.4.2 Classification	22
2.4.3 Leave	22
2.4.4 Employee performance appraisal	22
2.4.5 Discrimination	23
2.4.6 Leave and travel	23
2.4.7 Time calculation	23
2.4.8 Supervisor's responsible	23
2.4.9 Employee's responsible	24
2.4.10 Manger responsible	24
2.5 Absenteeism in industry.	26
2.5.1 Important factor leading to absenteeism	27
2.6 Conceptualizing the framework	27
2.8 Summary.	28

Chapter 3 – CONCEPTUALIZATION FRAMEWORK **30-38**

3.0 Introduction	30
3.1 Conceptualization framework	31
3.1.1 Work environment	31
3.1.2 Discipline and dismissal or suspend	32
3.1.3 Wage, overtime and other payment	33
3.1.4 Family situation	35
3.1.5 Transfer	37
3.2 Summary.	38

Chapter 4 – RESEARCH METHODOLOGY **39 – 48**

4.0 Introduction	39
4.1 Research design	39
4.2 Sample	40

4.2.1 The choice of a sample	40
4.2.2 Random sampling	40
4.3 Measures	41
4.3.1 Responses Choice and Measurement	42
4.3.2 Response choice	42
4.4 Data collection	42
4.5 Structure of questionnaire	42
4.6 Data analysis	43
4.7 Methods of data evaluation	43
4.8 Summary	47

CHAPTER 5 – DATA ANALYSIS, PRESENTATION AND EVALUATION **48-63**

5.0 Introductions.	48
5.1. Research information	48
5.1.1. Work environment.	48
5.1.2. Wage, overtime and other payment.	50
5.1.3. Discipline and dismissal or suspend.	52
5.1.4. Family situation.	54
5.1.5. Transfer.	56
5.2 Personal information.	58
5.2.1 Sex distribution	58
5.2.2. Civil status distribution.	59
5.2.3: Monthly income distribution.	60
5.2.4. Occupational distribution.	60
5.2.5. Age contribution.	61
5.2.6 Educational qualification	62
5.3 Summary.	63

CHAPTER 6 – DISCUSSION

64- 78

6.0. Introduction.	64
6.1. Research information	64
6.1.1 Work environment	64
6.1.2 Wage, overtime and other payment	67
6.1.3 Discipline and dismissal or suspend	68
6.1.4 Family situation.	70
6.1.5 Transfer	72
6.2. Personal information	74
6.2.1 Sex distribution	74
6.2.2 Civil status	75
6.1.3 Monthly income	75
6.1.4 Occupational distribution	75
6.2.5 Age distribution	76
6.2.6 Educational distribution	76
6.3. Summary.	76

CHAPTER 7 – CONCLUSION AND RECOMMENDATIONS 77-81

7.0 Introduction.	77
7.1 Conclusion.	77
7.2 Recommendations	79
7.3 Implication of the research	81
7.4 Summary	81