

Employee Grievance

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Abstract: Every employee aspires and prospects which he must be fulfilled by his organizations. If the organization fails to satisfy the outlooks of the employee, he develops a feeling of displeasure or Dissatisfaction or Discontent. Grievance is a sign of an employee's discontent with his profession or work and its nature. A grievance is a criticism or complaint formally stated in writing. Employees grievance raises to an official expression of discontent raised by an employee regarding workroom environments, organizational policies, interpersonal relationships, or apparent unfair conduct. It serves as a decisive feedback mechanism that highlights areas of concern affecting employee morale, engagement and productivity.

This paper aims to discover the concept of employee grievance by analysing its typologies, fundamental causes, and allegations within both unionized and non-unionized work environments. Emphasis is placed on the part of grievance handling actions including structured reporting channels, conciliation, and resolution frame works as critical tools for administrative effectiveness and conflict prevention. Understanding the nature and dynamics of employee grievances allows institutions to adoptive a more transparent and equitable workplace culture. Employee Grievances which are not resolved result in frustration, dissatisfaction, low output, lack of interest in work, malingering, etc.

Keywords: Workplace struggle, Employee frustration, Grievance redressal, Employee civil rights, Grievance practice, Formal protest, Workroom equity.

I. INTRODUCTION

Employee grievance states to a formal complaint or anxiety raised by an employee concerning a workplace problem, policy, or treatment that they believe is unfair, undue, or affects their employment surroundings. Employee grievances can ascend from several sources, including conflicts with superintendents or colleagues, perceived insight, workroom harassment, or dissatisfaction with company guidelines or measures. Effective management of employee grievances is decisive for sustaining an encouraging work atmosphere, promoting employee well-being, and reducing the risk of conflicts, turnover, and reputational mutilation.

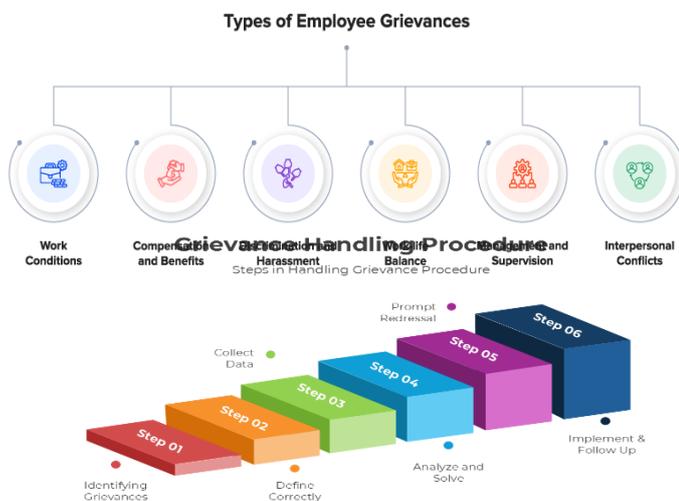
II. MEANING OF EMPLOYEE GRIEVANCE

Employee grievance in organization is a formal or informal complaint elevated by a member of staff about workplace problems. It might narrate to unfair conduct, unsafe environments, deprived communication, or breach of business policies. Grievances habitually imitated is appointment with pronouncements, behaviour, or structures in the association. They can get to your feet between employees and organization, or among colleagues. Handling grievances effectually is dynamic to sustaining confidence and self-esteem. Utmost organizations have grievance measures to guide resolution stages.

III. DEFINITION OF EMPLOYEE GRIEVANCE

According to *Armstrong*, “Employee grievance is 'any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the company that an employee thinks, believes, or even feels is unfair, unjust, or inequitable’”

According to *Dale S. Beach*, it is “any dissatisfaction or feeling of injustice in connection with one’s employment situation that is brought to the attention of management”



EXAMPLE

A team member calmly tells their manager during a coffee break that they feel excluded from key meetings this informal concern should still be acknowledged and addressed.

C. REQUIRES TIMELY AND FAIR RESOLUTION

EXPLANATION

Unresolved grievances can escalate, leading to conflicts, absenteeism, and turnover. A timely, transparent grievance-handling system reassures employees that their voices matter.

EXAMPLE

If an employee records a formal grievance about workplace safety threats and it remains unsettled for workweeks; it may cause in a strike or legal action.

D. REQUIRES TIMELY AND FAIR RESOLUTION

EXPLANATION

Unsettled grievances can escalate, leading to conflicts, absenteeism, and turnover. A timely, transparent grievance-handling structure reassures staffs that their voices matter.

The image summaries the *Grievance Handling Procedure* in six clear and progressive steps, each representing a stage in effectively resolving employee grievances. Below is an elaborate explanation of each step shown in the visual:

IV. EFFECTIVE FEATURES OF EMPLOYEE GRIEVANCE

A. EXPRESSION OF JOB-RELATED DISSATISFACTION

EXPLANATION

An employee grievance is a formal or informal appearance of unhappiness related to job roles, policies, or the workplace atmosphere. It symbolizes a gap between the employee’s hopes and actual understanding.

EXAMPLE

An employee criticizes to HR that they are frequently allocated responsibilities outside their job description without supplementary compensation or recognition.

B. CAN BE FORMAL OR INFORMAL

EXPLANATION

Grievances can be stated informally (verbal complaint to a superintendent) or formally (written complaint through HR or union networks). Spotting and acting on both types are indispensable to preserve a hale and hearty work principles.

STEP 01: IDENTIFYING GRIEVANCES

Distinguishes the grievance occurs. It could be a formal complaint or an informal expression of frustration by an employee regarding their work situation, relationships, strategies, or treatment.

HOW IT WORKS

- ✓ Keep open frameworks of statement between workers and administration.
- ✓ Inspire and Encourage employees to speak up.
- ✓ Watch for signs of dissatisfaction like absence or diminishing performance.

STEP 02: COLLECT DATA

Gather all appropriate actualities about the grievance to recognize the root reason. This comprises the context, the individuals involved, days, chronicles, and policy references.

HOW IT WORKS

- ✓ Discussion the member of staff and any witnesses.
- ✓ Review credentials such as emails, timesheets, or HR histories.

STEP 03: DEFINE CORRECTLY

Visibly describe the nature of the grievance. Is it correlated to discrimination, working circumstances, promotion, or policy violation.

HOW IT WORKS

- ✓ Categorize the grievance under the correct sort (e.g., interpersonal, legal, compensation).
- ✓ Certify everyone who involved knows the issue in the same technique.

STEP 04: ANALYSE AND SOLVE

Estimate all information and identify the most fitting resolution. This phase involves critical thinking, fairness, and faithfulness to company policies and labour laws.

HOW IT WORKS

- ✓ Refer managers, legal teams, or union legislatures if required.
- ✓ Explore alternative answers and settle on the utmost appropriate one.

STEP 05: PROMPT REDRESSAL

Act rapidly to resolve the grievance once a decision is made. A delay can cause frustration and damage trust in the system.

HOW IT WORKS

- ✓ Communicate the decision and solution clearly to the employee.
- ✓ Take remedial movements this could mean altering a rule, offering an act of contrition, or taking disciplinary action.

STEP 06: IMPLEMENT & FOLLOW UP

Set the agreed-upon solution into accomplishment and monitor the situation to ensure the problem doesn't recur.

HOW IT WORKS

- ✓ Follow up after a few weeks to assess the efficiency of the result.
- ✓ Document the resolution procedure for future reference.

V. FEW METHODS TO IDENTIFY AND TO KNOW EMPLOYEE GRIEVANCES

- ✓ *Grievance (Complaint) Boxes*: Grievance boxes are set aside in the place of work or office. Employees may write their objections without revealing their name and drop it

in the grievance box and it provides confidence to them and they express their grievances without any fear.

- ✓ *Opinion Examination*: Organization can conduct opinion surveys among the workers at regular intervals of time. Employees can express their opinions on management policies about their job and the management can detect grievances and resolve them.
- ✓ *Open Door Policy*: Workers who have grievances can directly meet the manager and communicate their gripes (complaints) to him. This process provides an outlet for the workers to express their grievances in a quick way.
- ✓ *Exit Interview*: Employees who quit are interviewed to identify the purpose for quitting. Usually, employees quit, if they have an objection. Exit interviews reveal the real cause of objection (grievance). This helps the administration to take corrective action.
- ✓ *Observation*: Superintendents can find the occurrence of grievance by witnessing the attitude and behaviour of labours (workers). Violation of rulebooks, struggles, excess wastage of materials, late coming, high rate of absentees and labour incomings are indicators of grievances. Administrators can note these indicators and take steps to find out the nature of complaints.

VI. MERITS OF EMPLOYEE GRIEVANCE

- ✓ Boosts Employee Self-esteem, Workplace Synchronization.
- ✓ Improves Job Satisfaction, Exposed Communication.
- ✓ Reduces Worker (Employee) Turnover.
- ✓ Identifies Hidden Problems.

VII. DEMERITS OF EMPLOYEE GRIEVANCE

- ✓ Decreases Team Efficiency.
- ✓ Increases Workplace Tightness and Frustration.
- ✓ Depresses Employee Enthusiasm (Motivation).
- ✓ Causes Workers Absenteeism.

VIII. CONCLUSION

In conclusion, employee grievance is a critical feature of workroom relations that imitates the concerns, dissatisfaction, or complaints employees may have concerning their working circumstances, treatment, or rules. Efficiently addressing grievances is crucial for maintaining a healthy work atmosphere, improving employer morale, and enhancing administrative production. By founding clear criticism procedures and promoting open communication, organizations can resolve issues fairly and promptly, fostering trust and mutual respect between management and staff. Ultimately, a well-managed grievance system is a key component of effective human resource management and long-term organizational success.

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