



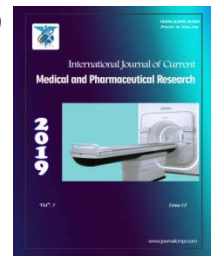
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Research Article

GRIEVANCE TRANSPARENCY IN HARYANA

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ABSTRACT

Grievances occur in every workplace and handling them properly is important for maintaining a harmonious and Productive work environment. Grievance management is all about how well the problems are addressed (and solved). It is very essential in the present world. The Organization is a better example for those institutes who do not have a systematic procedure for dealing with Grievances but effectively handle them for the prosperity of the organization. Also the people find it as a better way to communicate their problems and getting the problems solved in a faster way rather than a set of procedures and stages to solve the issues. Some step for grievances – 1. Planning 2.Division 3.Infrastructure 4 Project & Invitation 5.What is new 6. Knowledge & collaboration 7 Revolution 8 Model & guides' notes for project 9. Enterprise Architecture 10 Service Effective grievance Handling is an essential part of cultivating good public relations and running a fair, successful, and productive Workplace.

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INTRODUCTION

Grievances occur in every workplace and handling them properly is important for maintaining a harmonious and Productive work environment. Grievance management is all about how well the problems are addressed (and solved). It is very essential in the present world. Now-a-days there are many organization& companies who declare that their human resources are their most important assets and it is no more human resources but Human Capital. Hence these statements are to be verified whether it is true or not. This can be done by measuring how faster the public problems are addressed and Solved. If it is done faster, then it can be concluded by saying that the Public concern is significantly present in the Haryana.

The grievances of the Public are related to the contract, Unemployment, work rule or regulation, policy or procedure, health and safety regulation, past practice, changing the cultural norms unilaterally, individual victimization, wage, bonus, etc. Here, the attitude on the part of Haryana in their effort to understand the problems of public and resolve the issues amicably have better probability to maintain a culture of high performance. Leader& posted employees must be educated about the importance of the grievance process and their role in maintaining favorable relations with the union. Effective grievance Handling is an essential part of cultivating good public relations and running a fair, successful, and productive Workplace. Positive people relations are two-way street both sides must give a little and try to work together. Relationship building is the key to successful public relations.

Statement of the problem

The problem to be addressed is to assess the Grievance transparency management and procedures followed by Haryana to solve the grievances of the Public. There are various factors that motivate the people to work for Haryana and Make them retain in the India country for a longer period of time. There are factors that will exhibit whether the Public' Grievances are addressed and solved properly or not. The factors considered here include the awareness of the problem, the awareness of the people 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 etc. Though many studies have dealt with Grievance transparency Management and Procedures, this study is a pioneer attempt in Haryana to probe into their Grievance transparency Management. The researcher also evinced interest to study the Grievance transparency Management of the selected firm.

Objective of the Study

- To know the Grievance Management System prevailing in a Haryana.
- To understand how far the Public's grievances are redressed.
- To understand the various factors that influence People to retain in the Haryana and support the Govt. in future.

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- To bring out those factors to the Govt. concerning Public so as to improve the Haryana Progress & Performance

Scope of the study

The scope of the study is extended to the Public of Haryana, This study is applicable to a set of Public 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 Public satisfied and motivated to work for the Haryana whereby the People will also look at their future & career positively.

MATERIALS AND METHODS

Questionnaire study was implemented in 2019 as the design of this research without any manual intervention. No experiment was conducted in the research. Questions were specific and related to Grievances transparency. The scope of the study is extended to the Public of Haryana , This study is applicable to a set of Public 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 Public satisfied and motivated to work for the Haryana whereby the People will also look at their future & career positively.

RESULT

1. Training on Communication, body language (concerning behavioral aspects)
2. Education and training on public Morale.
3. More clarity on roles and responsibilities to be carried out to individual (right and duties)
4. Education on occupational safety
5. Awareness on importance of education

Conclusion

Also the people find it as a better way to Communicate their problems and getting the problems solved in a faster way rather than a set of procedures and stages to solve the issues.

RESEARCH METHODOLOGY

Type of study

Descriptive method is used for the study. Direct interview is done with many respondents who find it difficult in answering the questions themselves. Translation is done whenever and wherever required.

Collection of data

Primary data was collected through interviews with personnel of different cadres of different departments regarding the roles and responsibilities carried out and the functioning of the department. Secondary data was collected from the books, registers and website of the company, interviews and through observations.

Limitations of the study

The Major Limitations of the study are: Cost Limitation: There was a cost limitation. This means that we couldn't offer any gift or monetary incentives for the respondents to answer the questionnaire. This might have resulted in certain prospective respondents choosing not to respond to the questionnaire. This might not have created a motivation among respondents not to take a chance to give opinions.

Techniques used in this study

The data collection is done with the help of a questionnaire with statements regarding the grievance handling procedures that are being followed by the management. Respondents are requested to fill in their opinions and level of agreements with regard to each statement in the questionnaire.

S.No.	Factor name	Statement	Percentage
1.	Awareness of the problem and reporting person	I am aware of the problem that happens in my work area	43.2%
		I know whom to report	7.6%
		The person is available (to whom you should report)	41.2%
2.	Discussion and reporting	I have discuss with other	1.6%
		I have report the problem immediately	1.4%
3.	Management immediate reaction	Management has accepted the proposal	1%
		Management has inspected / checked in person to the problem area	1.4%
4.	Solving the issue	Management ha taken step to solve the problem	37.4%
		The problem is fully solved	1.2%
5.	Involvement and satisfaction	Am ready to gives solution to other	2%
		Am satisfied with the solution arrived	0.8%
6.	Satisfaction and support future	Am satisfied with procedure followed by the management to solve the issue	42.2%
		In future I will support the management	1.8%
7.	Encouraging self and others	I will also report my personal problem	39.4%
		I will encourage other to report their problem	40%
8.	Before and after an issue	Awareness program was conducted in relationship with the problem	1%
		The management has already given you instructions for such problem	12.8%
9.	Safety measures	I know what to do first when an accident occurs	38.6%
		I know whom to report the accident immediate	
		Safety precautions and equipments are provided properly	

The final set of rotation has 22 statements. Tables are prepared for each and every question in the questionnaire so that the collected data is fully utilized.

Finding

86.2% of the respondents belong to the category of Age – 18 to 28 years and 1.0% of the respondents belong to the Category of Age – 40 to 50 years.

Among the samples 65 % are from the production department. The least number of respondents belong to the security category for about 0.4%.

94.2% of respondents belong to the operator category. Only 0.8% of the respondents belong to the executive Category

69.2% of the respondents belong to the category of employees who are earning salary of less than Rs.5000. And 1.4% of the respondents earn above Rs.10000.

70.2% of respondents are aware about the union. And the remaining 29.8% of the respondents are not aware of the union.

There are about 2% of person who strongly disagree the statement on the awareness of the problem. There are about 43.2 % of respondents who agree the statement on the awareness.

There are about 7.6% of person who disagree the statement that they know whom to report. There are about 41.2% of employees who strongly agree the statement.

There are about 1% of person who strongly disagree the statement on the availability of the person to report the problem. There are about 38.8% of people who agree the statement.

There are about 1.6% of person who strongly disagree the statement on reporting the problem immediately. There are about 39.6% of person who strongly agree the statement.

There are about 1.4% of people who strongly disagree the statement on management accepting the proposal to solve the problem. There are about 38.4% of person who agree the statement

There are about 1% of person who strongly disagree the statement on whether the management is understanding the problem or not. There are about 43% of person who strongly agree the statement that the management understanding the problem.

There are about 1.2% of person who strongly disagree the statement on management communicating the problem with the concern person. There are about 38.2% of person who agree the statement.

There are about 1.4% of people who strongly disagree the statement on management identifying the root causes of the problem. There are about 38.8% of person who strongly agree the statement.

There are about 1.2% of person who strongly disagree the statement on management discussing the root causes of the problem with the concern people. There are about 39.4% of person who agree the statement.

There are about 1.4% of person who strongly disagree the statement on management taking steps to solve the

Problem. There are about 37.4% of person who strongly agree the statement.

There are about 0.8% of person who strongly disagree the statement on whether the problem is fully solved.

There are about 38% of person who agree the statement.

There are about 1.2% of person who strongly disagree the statement on whether the people are ready to Give some possible solutions. There are about 40.4% of person who agree the statement.

There are about 2% of person who strongly disagree the statement on the satisfaction of person with the Solutions arrived at. There are about 41.4% of person who agree the statement.

There are about 0.8% of person who strongly disagree the statement on the procedure followed by the management to solve the problem. There are about 42.4% of employees who agree the statement.

There are about 1.2% of people who strongly disagree the statement on reporting the personal problem (related to the job) to the management. There are about 46.6% of people who strongly agree the statement.

There are about 1.8% of person who strongly disagree the statement on encouraging others to discuss their problems to the management. There are about 39.4% of person who strongly agree the statement.

There are about 1% of people who strongly disagree the statement regarding the awareness program being Conducted in relation with the problem There are about 40% of person who strongly agree the statement.

There are about .8% of person who strongly disagree the statement on the management giving instructions for such problems. There are about 35.8% of person who agree the statement. There are about 35.8% of people who strongly agree the statement.

There are about 1.4% of person who strongly disagree the statement on the awareness of the first aid procedures. There are about 38.2% of employees who agree the statement.

There are about .8% of people who strongly disagree the statement regarding the knowledge of what to do when an accident occurs. There are about 36.0% of person who strongly agree the statement.

There are about 12.4% of person who disagree the statement on knowing the person whom to report about the Accident. There are about 37.8% of person who strongly agree the statement.

There are about 12.8% of person who are neutral to the statement on safety precautions and equipments being provided. There are about 38.6% of people who strongly agree the statement.

DISCUSSION& SUGGESTION

We suggest that grievance transparency, for blind person orally method used and illiterate person video can be used (Audio and video) Organization is a typical organization that runs by employing people nearby its location. Some step for grievances – 1. Planning 2.Division 3.Infrastructure 4 Project & Invitation 5.What is new 6. Knowledge & collaboration 7

Revolution 8 Model & guides' notes for project 9. Enterprise Architecture 10 Service The people at higher levels are educated and selected via interviews. But the people in lower cadres are appointed with the contractors as the basis of information. They bring in people for work. Such person does not have a good education background. Hence

They bring in people for work. Such people do not have a good education background. Hence the Govt. can follow

- Training on Communication, body language (concerning behavioral aspects)
- Education and training on public Morale.
- More clarity on roles and responsibilities to be carried out to individual (right and duties). Education on occupational safety
- Awareness on importance of education
- Public participation, suggestion, ideas need to be encouraged by the supervisor.
- A system of suggestion box can be implemented which will facilitate the employees to give their suggestion to Improve the organization.
- Since most of the person in production and manufacturing level are uneducated open door sessions can be carried out so that they will feel easy to express their problems.
- Time barrier must be fixed to solve problem at different levels which will encourage the person to express their grievance.
- Counseling of public need to be carried out periodically which will help the organization to the problem of Person and to solve them which will increase the job satisfaction as well as increase in the efficiency of the Person.
- Informal counseling helps to address and manage grievances in the workplace.
- The management can interact well with the employees whenever there is a problem or grievance. This will
- Make the employee to explain the problem properly. This should be done with no perceptions and no favor.
- Job descriptions, responsibilities should be as clear as possible. Everyone should be informed of organization & Institutes goals and expectation including what is expected from each individual.

CONCLUSIONS

The Organization is a better example for those institutes who do not have a systematic procedure for dealing with Grievances but effectively handle them for the prosperity of the organization. Also the people find it as a better way to Communicate their problems and getting the problems solved in a faster way rather than a set of procedures and stages to solve the issues. Some step for grievances – 1. Planning 2.Division 3.Infrastructure 4 Project & Invitation 5.What is new 6. Knowledge & collaboration 7 Revolution 8 Model & guides' notes for project 9. Enterprise Architecture 10 Service Since they do not find it difficult to take their problems to the management and solve them on time, they are happy with the working environment. They feel satisfied with the informal procedures being followed. Hence they could easily work with job satisfaction as well as a better feel of belongingness.

To a great extent the aggravation of industrial problems depends on manager's approaches and attitude in Effective handling of public grievances Care should be taken in the way managers approaches the problem and Perceiving the pros and cons of the situation

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