

# INTERNATIONAL CONFERENCE ON

“ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF SUSTAINABLE GOALS OF FUTURE”

26<sup>TH</sup> November, 2023

## A Study on Grievance Handling Mechanism and Working Conditions at Butibori MIDC, Nagpur

Manjarkhede Anand Prabhakar, Research Scholar, Department of Management, Kalinga University, Raipur,  
[anand9595@gmail.com](mailto:anand9595@gmail.com)

Dr. Vikrant Jaiswal, Professor, Department of Management, Kalinga University, Raipur.

### Abstract

The Butibori Industrial Area, Nagpur, Maharashtra Industrial Development Corporation (MIDC), and its methods for dealing with employee complaints are the subjects of this study. Located in central India, Butibori MIDC is one of the biggest industrial zones and is home to a wide variety of manufacturing businesses. In order to find ways to make things better for workers and determine how successful current grievance redressal processes are, this research will look at the current working circumstances. This study used a mixed-methods strategy, talking to both employees and representatives from management in order to get their thoughts and feelings. The grievance resolution procedure, employee happiness, and working conditions are all measured in the quantitative survey. At the same time, qualitative interviews provide detailed viewpoints on the pros, cons, and obstacles of the current workplace grievance procedures and atmosphere.

Workplace safety, health, hygiene, and compliance with labour rights are important topics of study, as are the grievance management mechanism's accessibility, openness, responsiveness, and fairness. The purpose of this research is to examine the working conditions and grievance redressal mechanism at Butibori MIDC by analysing survey data and interview answers. The goal is to find any gaps, inefficiencies, or areas of concern. In addition, the study delves into how better working conditions and efficient grievance resolution affect morale, productivity, and overall organisational success. It delves into the possible gains from creating a welcoming workplace, giving workers a voice, and fairly and promptly resolving complaints.

Butibori MIDC's management bodies, industry players, and policymakers are all anticipated to benefit greatly from the study's conclusions. The study findings should guide policy interventions, organisational practices, and capacity-building programmes that strengthen systems for managing grievances, improve working conditions, and provide a fair and healthy work environment for all employees.

**Keywords – Grievance handling mechanism, Working conditions, Industrial area, Worker welfare, Effectiveness**

### Introduction

A major centre for manufacturing in central India is the Butibori Industrial Area, which is located under the Maharashtra Industrial Development Corporation (MIDC) in Nagpur. Contributing to regional economic development and job creation, Butibori MIDC has a varied spectrum of industrial units covering numerous industries. The safety of employees and the efficiency of systems for resolving complaints are, however, important considerations in the middle of this dynamic industrial environment.

The urgent need to evaluate the current working conditions at the Butibori MIDC and to investigate and resolve employee complaints is highlighted in the start of this study report. Workers are the lifeblood of every industrial activity, therefore it's crucial to look out for their welfare and settle their complaints fairly and promptly if we want to keep the peace in the workplace and keep the industry expanding.

Background information on the Butibori MIDC is given in the introduction, which emphasises the importance of the cluster as an industrial hub and the difficulties employees encounter in this environment. It describes the study's goals, which include finding out how well the grievance handling process works, how bad the working conditions are, and where the organisation can improve to make things better for both its employees and its bottom line.

In addition, the introduction stresses the need for a mixed-methods strategy that incorporates

# INTERNATIONAL CONFERENCE ON

## “ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF SUSTAINABLE GOALS OF FUTURE”

26<sup>TH</sup> November, 2023

both quantitative and qualitative interviews to fully understand workers' complaints and the effectiveness of current solutions. This study intends to provide nuanced views on the difficulties encountered by employees and the possibilities for improving Butibori MIDC's grievance procedure and working conditions by combining data from various sources.

Not only that, but the introduction stresses how important this research is for the industrial players, politicians, and management organisations involved in Butibori MIDC. Worker wellbeing, a culture of justice and openness, and organisational performance may all be improved with the use of the results to guide policy interventions, organisational practices, and capacity-building programmes.

Finally, the backdrop of the study region, the aims, and the relevance of resolving complaints and improving working conditions inside Butibori MIDC are brought forth in the introduction, which sets the setting for the research. It emphasises the study's larger importance for improving worker wellbeing and sustainable industrial growth in comparable circumstances and draws attention to the possible consequences of the research results.

### Literature review

Dilip Taru Rupali (2020), According to the research, the most prevalent reasons for complaints are pay and salaries, working conditions, promotions, transfers, poor communication, and relationships across departments. Furthermore, how content employees are with their jobs.

Mubezi, Jane w. (2019), The primary goals of this research are to(1) determine what variables contribute to employee complaints,(2) determine the decision-making method utilised at the departmental level to resolve employee complaints, and(3) learn how employees perceive management's handling of their complaints.

Regarding Onyebuchi (2019), Based on the findings, collective bargaining is an essential tool for managing grievances in a harmonious management-labor relationship, which in turn boosts an organization's performance, effectiveness, and survival by increasing its market share and profitability. In 2019, Elbaz, Haddoud, Onjewu, and Abdelhamied published, Job satisfaction and methods of managing grievances are the subjects of this research. Furthermore, the authors found that at Egyptian hotels and travel companies, different configurations of handling techniques were connected with high work satisfaction.

Research by Mohammad Bin Amin (2018) identifies the elements that impact the grievance process and the best method for managing complaints in the workplace. In addition to investigating potential methods for handling grievances, this research might examine the impact of other mediating factors, such as cultural intelligence.

In a 2017 publication by Islam and Rimi, this research paper compiles data pertaining to the difficulties experienced by banking organisations and the varied approaches to conflict management used by private commercial banks in Bangladesh. Alka Rai, Geetika, Jagdamba Prasad Joshi, and Priya Singh (2014), Examining employee happiness as a subjective metric, this research evaluates the effectiveness of a case study firm's grievance-handling system in comparison to the Model. Time and stakeholders are two of the criteria used to compare qualitative analyses.

In 2011, Obasan K. The research found that perception and value conflicts were the main causes of conflict in the firm. Managers strive to prevent organisational conflicts by compromise, problem-solving, and regulating strategies, while employees have specific challenges related to compensation and welfare. Cole, G.A. (2000). Research reveals a number of management policies, as well as the advantages of a grievance redressal mechanism and different policies pertaining to employee complaints, as well as practical obstacles to implementing these policies.

Iram Fatima, Waheeda Khan, and Shazia Khalid (2015), Finding out how gender and personality factors influence the use of different conflict management strategies, as well as how disputing parties react to and resolve problems, may be better understood and predicted with the help of this study. In 2015, Anju Thomas In order for policies, methods, and solutions to

# INTERNATIONAL CONFERENCE ON

“ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF SUSTAINABLE GOALS OF FUTURE”

26<sup>TH</sup> November, 2023

be practical and widely used, the study lays out what is necessary. Additionally, the paper provides recommendations for how organisations might successfully adopt Sexual Harassment Redress Forums.

Shri Nath Gupta and Kamal Kishor Shukla (2012), Employee involvement, the variables that affect it, and complaints about the company's productivity are the focus of this article. Sumalatha, K. Naga (2018), The goals of this research were to determine how well the company's grievance management method works, how satisfied workers are with it, and what the company's strategies and procedures are for increasing employee involvement. From 2001, Richard B. Peterson and David Lewin Human resource and labour relations executives face a number of challenges, and this study seeks to identify those challenges and provide answers. Research from the fields of economics, sociology, psychology, and labour relations is part of the review.

P Monish (2021) The effect of preexisting grievance management techniques on workplace justice for workers in certain firms is examined in this research. These tactics include quality circles and grievance root cause analyses. Kevin Francois and Valerie LaCour (2010) According to the study, perception conflicts and value conflicts are the main causes of conflict in the firm. Managers strive to prevent organisational conflicts by compromise, problem-solving, and regulating strategies, while employees have specific challenges related to compensation and welfare.

## Objectives of the study

- The primary objective of the study is to evaluate the effectiveness of grievance handling mechanisms within the Butibori MIDC industrial area.
- To assess the prevailing working conditions within Butibori MIDC.
- To identify gaps, inefficiencies, and challenges within the grievance handling mechanisms and working conditions at Butibori MIDC.

## Research methodology

A quantitative survey was created to collect information from employees at Butibori MIDC. Their levels of satisfaction, views on working conditions, and opinions on the grievance management procedure are all measured in the poll. Data obtained via in-person interviews or online surveys given to a randomly chosen sample of employees. Methods like descriptive statistics and inferential analysis are used to find trends, correlations, and patterns in quantitative data that is gathered via surveys.

## Data analysis and interpretation

Case Processing Summary								
No. Of Employees * Grievance Mechanism Practicing by Organization			Valid		Cases Missing		Total	
			N	Percent	N	Percent	N	Percent
			247	100.0%	0	0.0%	247	100.0%
NO. OF EMPLOYEES * GRIEVANCE MECHANISM PRACTISING BY ORGANISATION								
			OPEN DOOR POLICIES	STEP LADDER POLICIES	OPINION SURVEYS	ON EXIT INTERVIEW	Total	
NO. OF EMPLOYEES	LESS THAN 200	Count	36	35	27	16	114	
		Expected Count	28.2	41.3	30.3	14.1	113.9	

# INTERNATIONAL CONFERENCE ON

**“ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF SUSTAINABLE GOALS OF FUTURE”**

**26<sup>TH</sup> November, 2023**

	200-500	Count	34	62	46	14	156
		Expected Count	38.6	59.6	41.9	16	156.1
	MORE THAN 500	Count	13	24	16	12	65
		Expected Count	16.2	20.1	16.8	11.9	65
Total		Count	61	99	67	20	247
		Expected Count	61	99	67	20	247

### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	29.854	38	.000
Likelihood Ratio	28.951	38	.000
Linear-by-Linear Association	14.697	2	.001
N of Valid Cases	247		

This data set includes a case processing summary as well as a crosstabulation of staff count vs grievance procedure used by the company. The results of the data analysis and interpretation are shown here:

There are no missing cases in the data set, which contains information on 247 workers (Case Processing Summary). Included in the study are the grievance methods that the organisation uses, classified according to the number of workers. According to the crosstabulation, 36 out of 500 workers, 34 out of 500 employees with 200-500, and 13 out of 500 employees with more than 500 reported using Open Door Policies.

The following percentages of workers reported using step ladder policies: 35, 62, and 24 for the same categories. The three groups of workers who filled out the survey reported using opinion surveys at rates of 27, 46, and 16 percent, respectively. Finally, regarding the utilisation of On Exit Interviews, sixteen, fourteen, and twelve workers respectively indicated their use. Results from the Chi-Square tests show that there is a statistically significant correlation between the total number of workers and the grievance procedures used by the company. There is a substantial association since all three tests—Pearson Chi-Square, Likelihood Ratio, and Linear-by-Linear Association—yield p-values less than 0.001. The results show that various grievance methods are used more or less often depending on the size of the organisation, as measured by the number of workers. Companies with 200-500 and 500+ workers are more likely to use Step Ladder Policies than smaller ones with fewer than 200 employees.

Regardless of company size, Open Door Policies and Opinion Surveys reveal a remarkably constant utilisation. It would seem that exit interviews are becoming less common, especially in bigger companies. It seems that organisational size influences the chosen method of addressing complaints, since there is a strong correlation between the number of workers and the grievance methods used. Finally, the research sheds light on the need for organization-specific strategies by revealing the nature of the connection between company size and grievance management procedures. Optimising grievance management systems for various organisational settings may need more investigation into the reasons causing these connections.

# INTERNATIONAL CONFERENCE ON

“ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF SUSTAINABLE GOALS OF FUTURE”

26<sup>TH</sup> November, 2023

correlations			
YEARS OF WORK IN ORGANIZATION	Pearson correlation	1	-0.016
	sig.(2-tailed)		0.847
	N	247	247
Reasons that grievance youfaced	Pearson correlation	-0.016	1
	sig.(2-tailed)	0.847	
	N	247	247

To find out how strongly and in what direction two variables are related linearly, statisticians use the Pearson correlation coefficient. The correlation coefficient may be written as follows: 1 for perfectly positive correlation and -1 for perfectly negative correlation. We find a correlation of -0.016 between the variables "Years of Work in Organisation" and "Reasons that grievance you faced" in this study. These correlation coefficients are not statistically significant, since the p-values linked with both correlations are 0.847. Workers' complaints do not seem to be linearly related to their length of service, as shown by the lack of a statistically significant link. Our findings from the correlation study do not support the hypothesis that an employee's length of service has a direct association with the nature of their complaints. Organisational culture, managerial practices, and workplace dynamics are other elements that were not taken into account in this research, although they could be more significant in determining the causes of complaints. To further understand the causes of employee complaints, future studies could include more variables or use qualitative research methodologies.

## Conclusion

The results of the correlation study between "Years of Work in Organisation" and "Reasons that grievance you faced" showed no substantial linear association, suggesting that the two variables are unrelated. In brief, these are the main points: There was no statistically significant relationship between the two variables since their correlation coefficients were very low (Pearson correlation of -0.016) and their corresponding p-values were 0.847. Lack of Linear Relationship: Since there is no statistically significant relationship between the two variables, we may infer that an employee's length of service has no bearing on the nature of their complaints. That is to say, neither the kind nor the frequency of employee complaints are predicted by the duration of employment. The results of this study imply that other variables may have a greater impact on the causes of complaints than employees' length of service with the company, which has important implications for the dynamics of the workplace. The extent to which workers have complaints is likely to be more influenced by factors such as organisational culture, leadership style, communication methods, and workplace policies.

Further Research is Necessary: The fact that there is no significant association highlights how complicated the elements that impact employee complaints are. To further understand the dynamics at work and find solutions for efficiently resolving issues, more study using a larger variety of variables or qualitative methodologies could be needed. Overall, the results show that there is no correlation between length of service and complaints, but it does show how important it is to look at the bigger picture when trying to understand and resolve employee complaints in the workplace.

## References

- Rupali Dilip Taru, 2020, Effectiveness of Grievance Handling Mechanism International Engineering Journal for Research & Development Vol.3 Issue 2
- Jane W. Mubezi, 2019, The Assessment of Employee Grievances Handling In Public Higher Learning Institutions In Tanzani: The Case Of University Of Dar-Es-Salaam And Muhimbili University Of Allied Sciences
- Onyebuchi, 2019, Impact of Employee Grievance Management on Organizational Performance IARD International Journal of Economics and Business Management

# INTERNATIONAL CONFERENCE ON

“ENVIRONMENT, AGRICULTURE & HUMAN WELFARE: AN OVERVIEW OF  
SUSTAINABLE GOALS OF FUTURE”

**26<sup>TH</sup> November, 2023**

ISSN 2489-0065 Vol. 5 No. 1

- Elbaz, M. Haddoud, A.-K. Onjewu, and H. Abdelhamied (2019). In Egypt's hotels and travel firms, complaints are handled in a professional manner. 214-225 in Annals of Tourism Research, Volume 76.
- Mohammad Bin Amin (2018), Effectiveness of Grievance Handling Mechanisms in Bangladesh: An Empirical study on UttaraEPZ Jahangirnagar University Journal of Management Research, Vol.3, 2020 ISSN: 2522-3755
- Cole, G.A. 2000, Cole, G.A. (2000). Human resource management is being strengthened, as is the grievance handling process. North West University's Publishing Faculty of Commerce and Administration in South Africa
- Geetika, Piyali Ghosh, Alka Rai, Jagdamba Prasad Joshi, Priya Singh (2014). Asian Journal of Management Cases 11(2) 139–157, Measuring Workers' Satisfaction with Grievance-Handling Procedure Study of a Power Distribution Major in India.
- Islam, N., & Rimi, N. (2017). Techniques for Managing Conflict in Private Commercial Banks Vol. 9, No. 29, European Journal of Business and Management,
- Obasan, K. (2011). An evaluation of the impact of conflict management on company productivity. The Australian Journal of Business and Management Research is a peer-reviewed journal published in Australia (5).