

A Study on Impact of Grievance Handling Procedure in Organisation Performance among Industries

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Abstract: *This case study explores the importance of effective grievance handling procedures in fostering a harmonious work environment within organizations. Grievances, if left unaddressed, can escalate into significant disruptions, impacting employee morale, productivity, and overall organizational performance. Through a qualitative analysis of a mid-sized manufacturing firm, this study examines the implementation and outcomes of its grievance handling procedures. The research methodology involves interviews with HR personnel, managers, and employees to understand their perceptions, experiences, and challenges related to the grievance process. Additionally, document analysis of company policies and records provides insights into the formal mechanisms employed for grievance resolution. Findings reveal that a well-defined and transparent grievance handling procedure is crucial for addressing employee concerns promptly and impartially. Effective communication, confidentiality, and fair treatment emerge as critical factors in mitigating grievances and restoring trust in organizational leadership. Moreover, the study identifies the role of proactive measures such as employee training, conflict resolution workshops, and regular feedback mechanisms in preventing grievances from escalating. The case study underscores the significance of organizational commitment to upholding employee rights and fostering a culture of openness and fairness. By investing in robust grievance handling mechanisms, organizations can cultivate a positive work environment, enhance employee satisfaction, and ultimately improve overall performance and competitiveness in the marketplace.*

Keywords: Grievance handling, Conflict resolution, Organizational culture, Employee satisfaction, Human resource management.