A Study on Grievances Redressal System at Eaton Power Quality Private Limited, Puducherry

Author Name: **Deepiga. S**
Under The Guidance Of **Dr. S. Vaidheeswaran** Professor
Department Of Management Studies, Manakula Vinayagar Institute Of Technology Puducherry

ABSTRACT:

This research focuses on understanding the effectiveness of the grievance redressal mechanism adopted in the organization and its role in ensuring employee satisfaction and harmonious workplace relations. The grievance redressal system plays a significant role in resolving employee concerns and maintaining a healthy work culture. This study aims to identify the types of grievances commonly reported by employees, examine the procedures followed by the management to address them, and evaluate employee satisfaction levels regarding the current grievance handling practices. Additionally, the study seeks to analyze the factors influencing employee grievances and the challenges faced in the grievance management process.

A structured questionnaire was designed in alignment with the research objectives. Primary data was collected from employees of Eaton Power Quality Private Limited, Puducherry, using the simple random sampling technique. A total of respondents participated in the survey. Statistical tools such as percentage analysis, weighted average method, and correlation analysis were used to interpret and evaluate the findings.

Overall, the study concludes that the organization has a functioning and effective grievance redressal system. With enhanced communication, timely resolution, and continuous review of grievance processes, the employee grievance management system can be further strengthened.

OBJECTIVE OF THE STUDY :

PRIMARY OBJECTIVE:

➢ To study about the grievance redressal system at Eaton Power Quality Private Limited, Puducherry.

SECONDARY OBJECTIVE:

➢ To analyze the factors infusing employee grievances at EATON
➢ To identify the types of grievances reported by the employees in the organization
➢ To evaluate the effectiveness of grievance redressal system followed in the organization
➢ To understand the role HR and management in addressing employee grievances

SCOPE OF THE STUDY :

➢ This study focuses on examining the grievance redressal system at Eaton Power Quality Private Limited, Puducherry. It covers the nature and types of employee grievances, the procedures adopted for grievance handling, and the effectiveness of the existing system.

➢ The study also analyzes the factors contributing to employee dissatisfaction and evaluates the role of HR and management in managing grievance

➢ The findings and suggestions will help the organization strengthen its grievance management process, improve employee relations, and enhance workplace productivity and employee satisfaction.

LIMITATION OF THE STUDY:

➢ The study relies on employees' opinions and perceptions, which may be subjective and affected by individual experiences or emotions.
➢ Some employees may hesitate to share honest feedback due to fear of workplace consequences, leading to partial information.
➢ Organizational policies and confidential information restrict in-depth analysis of certain grievance handling procedures.
➢ The study period is limited, and therefore does not consider long-term changes in grievance   trends or policies

REVIEW OF LITERATURE:

No.	Title of the Paper	Objectives	Key Study Outcomes
1	Grievance Redressal in Life Insurance Sector – An Evaluative Study **Suleena V.S. (2020)**	To assess the effectiveness of grievance redressal in India's life insurance sector.	Grievance handling improved customer satisfaction but still needs faster response and better transparency.
2	Employees' Perception on Grievance Redressal in NBFCs, Kozhikode **Monish P. (2021)**	To analyze employees' views on grievance redressal effectiveness in NBFCs.	Employees are generally satisfied but highlight need for quicker and more transparent grievance handling.
3	Role of CPGRAMS in Time-bound Grievance Redressal **I.G. Kumar (2021)**	To assess the effectiveness of CPGRAMS in ensuring timely grievance resolution.	CPGRAMS improves transparency and speed but still needs efficiency enhancements.
4.	Multilevel Governance for Patient Rights Grievance Redressal in India **Putturaj M. et al. (2021)**	To examine governance systems for handling patient- rights grievances.	Framework exists but lacks coordination and strong accountability.
5	Solve My Problem – Grievance Redressal System	To develop and evaluate a technology- based system for	The proposed system improves complaint tracking and resolution efficiency.

RESEARCH METHODOLOGY :

RESEARCH MEANING:

IT is "creative and systematic work undertaken to increase the stock of knowledge". It involves the collection, organization and analysis of information to increase understanding of a topic or issue.

SAMPLE DESIGN

FIELD WORK : Eaton Power Quality Private Limited. Puducherry
PERIOD OF SURVEY : June to August 2025
POPULATION :1225
SAMPLE SIZE : 122
SAMPLE TYPE : Simple random sampling

SIMPLE RANDOM SAMPLING:

A sample is called simple random sampling if each unit of the population has an equal chance of being select for the sample. Whenever a unit is selected for the sample, the unit of the population are equally liked to he selected.

DEFINING THE POPULATION

The population can be finite or infinite. The population is said to be finite if it consist of fixed number of elements so that it is possible to enumerate it in its totality. For instance, the populations in the city, the number of workers in a factory are examples of finite population.

STATISTICAL TOOL:

These are tools which help to analyze the collected data. This analysis contains various approaches like comparisons, detecting, accuracy, estimation etc. In this survey the researcher applied some statistical tools for analyzing raw data. The applied statistical tools are:

1. WEIGHTED AVERAGE METHOD
2. ANOVA
3. CORRELATION

 SPSS

The researcher uses SPSS software (17th edition) for analysis and interpretations purpose with regard to this project.

WEIGHTED AVERAGE METHOD:

Category	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
My workload is excessive and contributes to stress	39	56	17	7	3
Salary and benefits are not adequate compared	19	60	23	15	5
There is a lack of recognition for my work and contributions	29	43	28	18	4
Communication gaps with management lead to misunderstandings	29	50	19	12	12

Category	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Toatal	Effectiveness
My workload is excessive and contributes to stress	39*5=195	56*4=224	17*3=51	7*2=14	3*1=3	587	4.81
Salary and benefits are not adequate compared	19*5=95	60*4=240	23*3=69	15*2=30	5*1=5	439	3.6
There is a lack of recognition for my work and contributions	29*5=145	43*4=172	28*3=84	18*2=36	4*1=4	441	3.61
Communication gaps with management lead to misunderstandings	29*5=145	50*4=200	19*3=57	12*2=24	12*1=12	437	3.58
					TOTAL		15.6

CORRELATION
NULL HYPOTHISES:
There is no significant relationship between workload is excessive and stress and issues due to heavy workload.

ALERNATE HYPOTHISES: (H1)
There is a significant relationship between workload is excessive and stress and issues due to heavy workload.

		workload is excessive and contributes to stress	to heavy workload or unreasonable deadline
workload is excessive and contributes to stress	Pearson Correlation	1	.458**
	Sig. (1-tailed)		.000
	N	122	122
to heavy workload or unreasonable deadline	Pearson Correlation	.458**	1
	Sig. (1-tailed)	.000	
	N	122	122

ANOVA
Analysis of respondents regarding their age and grievances due to under   roles and responsibilities
HYPOTHESIS:
NULL HYPOTHESIS(H0): There is no different between the Age and grievances due to under roles and responsibilities.

ALTERNATE HYPOTHESIS(H1): There is no different between the Age and grievances due to under roles and responsibilities.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.124	4	1.281	2.186	.075
Within Groups	68.557	117	.586		
Total	73.680	121			

Inference:
There is no different between the Age and grievances due to under roles and responsibilities

FINDINGS :

➤ High awareness of grievance procedures: Most employees know about the grievance redressal system and understand how to raise complaints.

➤ Overall satisfaction with the system: A majority are satisfied with the fairness and functioning of the grievance mechanism.

➤ Young and educated workforce: A majority are below 35 years and well-qualified, making them aware and assertive about grievance procedures.

SUGGESTIONS :

➢ Strengthen Awareness of Grievance Procedures:

Use induction programmes, circulars, and notice board displays to educate employees about the grievance process.

➢ Regular Analysis of Grievance Records:

Identify recurring issues, problematic departments, or peak grievance periods and take preventive corrective actions

➢ Establish a Strong Appeal Mechanism:

Provide employees the option to escalate unresolved or unsatisfactory grievance decisions to a higher authority.

➢ Ensure Confidentiality & Anti-Retaliation Assurance:

Conduct awareness sessions to assure employees that sensitive grievances (e.g., harassment, discrimination) will be handled confidentially and without retaliaton

CONCLUSION:

The study on the Grievance Redressal System at Eaton Power Quality Pvt. Ltd., Puducherry highlights the importance of maintaining a transparent, fair, and employee-centric mechanism for addressing workplace concerns.. Addressing these concerns will strengthen employee trust and promote a supportive organizational culture. Overall, the grievance redressal system at Eaton is functioning effectively, but continuous improvement, employee engagement, and proactive HR interventions are essential for sustaining a harmonious workplace .