

CHAPTER - VII.

CONCLUSIONS, SUGGESTIONS, AND

BIBLIOGRAPHY.

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In order to maintain good relationship between the management and workers, between the management and union, it is very important to know as to why an employee is dissatisfied. Every time the employee may not be in a position to represent his grievance to the management, or to his superior due to various reasons. But it is the duty of the management to know the grievance of their employees and should settle at the low level or otherwise depending upon the nature of grievance and keeping in view the existing policies and limitations of the organisation. This will result in a better cordial relationship between the management and workers/Trade Union, and leads to better productivity of the organisation.

Shri Shahu Chhatrapati Mills, is having a clear cut grievance procedure and this procedure is made known to the employees/workers through standing orders, through Supervisors and member. Due to the illiteracy of the workers many of them are unaware of the procedure that is

existing in the organisation. Majority of the workers approach their union members to express their grievances. Thus, the union members can bring that issue to the notice of the personnel officer.

It is found that the organisation is doing well and providing all facilities like cutting Provident Fund, Employee Insurance Fund, E.S.I. Contribution etc.; and adding, bonus incentives, house-rent allowance etc.

SUGGESTIONS.

Suggestions :

During my several visits to Shri Shahu Chhatrapati Mills, on the study of the Project in Grievances of workers in the mill, I was able to find out certain facts on which the employee is dissatisfied. Based on the facts and findings of my study, I would like to suggest some measures which may help in reducing the grievances of workers to the maximum possible extent and help in strengthening the worker - management relationship which will help the organisation as a whole to run on smooth lines for achieving its goals and objectives :

- 1) The management should provide some more suggestions boxes in the factory, and these suggestions/grievances should be looked into and attended to periodically. The number of grievances as a result would be reduced.
- 2) The Union should not blindly take the grievances of the employees and act upon them.
- 3) To the possible extent, grievances should be settled at lower levels.

- 4) Supervisors should be trained to handle and settle the grievances at their level. For this, they should be given some powers.
- 5) The grievance procedure should be made known to the workers clearly.
- 6) The aggrieved employees should be put face to face in order to obtain the relevant facts of the grievance.
- 7) The Grievance Committee should meet regularly.
- 8) It is also important to follow up the grievances settled and find out whether the employee is satisfied with the settlement. He/she should be satisfied with the decisions taken in settling his/her grievance.
- 9) Grievance procedure should be flexible as per the requirements.
- 10) Departmental rewards should be announced in case of those departments which have the least number of grievances during a specific period.