



# **SNS COLLEGE OF ENGINEERING**

**Kurumbapalayam (Po), Coimbatore - 641 107**

**An Autonomous Institution**

**Accredited by NBA - AICTE and Accredited by NAAC - UGC with 'A' Grade**

**Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai**



## **DEPARTMENT OF MANAGEMENT STUDIES**

**COURSE NAME : 19BA202 - HUMAN RESOURCE MANAGEMENT**

**I YEAR /II SEMESTER**

**Unit 4 - SUSTAINING EMPLOYEE INTEREST**

**Topic 5: Employee Discipline & Grievances Handling**



# EMPLOYEE DISCIPLINE

- ◀ Discipline is the force that prompts individuals or groups to observe rules, regulations, standards and procedures deemed necessary for an organization.
- ◀ **Discipline** is an approach used by management to modify undesirable performance and behaviour through the use of a corrective action process.
- ◀ Discipline refers to the set of actions imposed by an organization on its employees for failure to follow the organizations' rules, standards or policies.



# TYPES OF DISCIPLINE

## NEGATIVE DISCIPLINE

Negative discipline is traditional

- ▶ Verbal counseling
- ▶ Written warnings
- ▶ Deferred increments
- ▶ Suspension without pay
- ▶ Demotion

## POSITIVE DISCIPLINE

Positive discipline is correctional

- ▶ Focuses on correcting employees' behaviour
- ▶ Advises on attitudinal change
- ▶ Gives the employee his self respect/self worth
- ▶ Does not create hostility



# EMPLOYEE DISCIPLINE

## Nature of Discipline:

1. Self-discipline implies that a person brings the discipline in himself with a determination to achieve the goals that he has set for himself in life.
2. Orderly behaviour refers to discipline as a condition that must exist for an orderly behaviours in the organization.
3. Punishment is used to prevent indiscipline. When a worker goes astray in his conduct, he has to be punished for the same and the recurrences of it must be prevented.



# OBJECTIVES

- (a) To obtain a willing acceptance of the rules and regulations or procedures of an organization so that organisational goals may be attained.
- (b) To develop among the employee a spirit of tolerance and a desire to make adjustments.
- (c) To give direction or responsibility.
- (d) To increase the working efficiency or morale of the employees so that their productivity is stepped up and the cost of production brought down and the quality of production improved.
- (e) To create an atmosphere of respect for the human personality or human relations.



# EMPLOYEE DISCIPLINE PROCESS

Establishment of rules for work and behaviour

Communicate rules and goals to all employees

- ▶ Design the assessment mechanism
- ▶ Evaluate employee behaviour
- ▶ Administering punishment or motivating change



# GRIEVANCES HANDLING

A **grievance** is any dissatisfaction or feeling of injustice having connection with one's employment situation which is brought to the attention of **management**.

- ▶ **Grievance** is a complaint that has been formally presented to a **management** representative or to a union official.
- ▶ A grievance is a formal dispute between an employee & management on the conditions of employment.

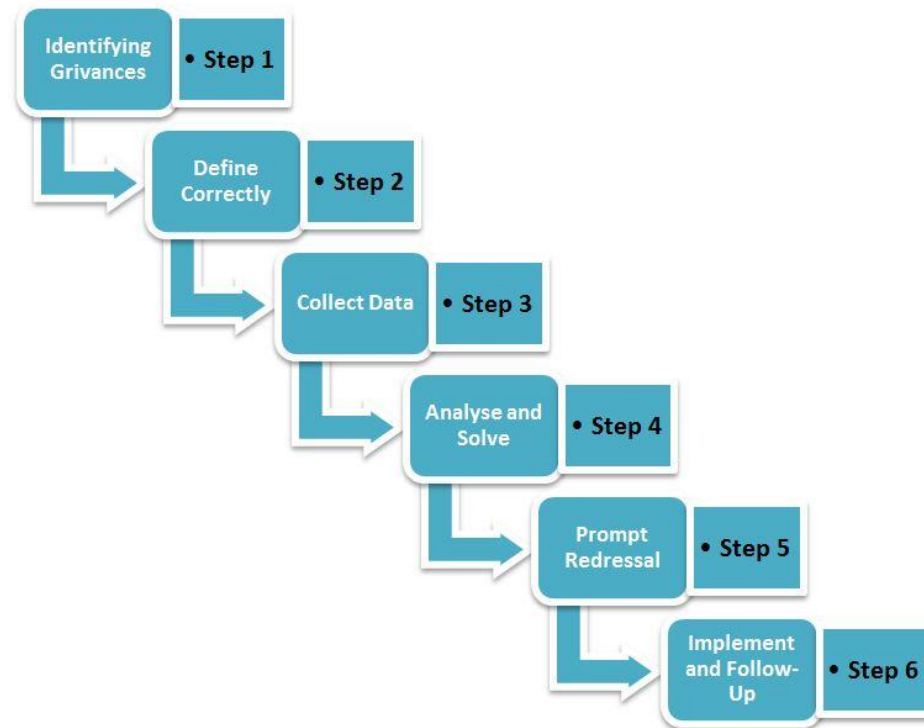
## Grievance - Source

Managerial Conditions	Working Conditions	Personal Factors
<ul style="list-style-type: none"><li>✓ Pay Scale or Wage rates</li><li>✓ Overtime</li><li>✓ Benefits – Promotions, Incentives, Seniority and Discharges.</li><li>✓ Lack of role clarity</li><li>✓ Autocratic Leadership style of supervisors.</li><li>✓ Lack regards for collective agreement.</li></ul>	<ul style="list-style-type: none"><li>✓ Unrealistic</li><li>✓ Non availability of proper tool, machines and equipment for doing the job.</li><li>✓ Tight production standards</li><li>✓ Bad working conditions</li><li>✓ Poor relationship with the supervisor.</li><li>✓ Negative approach to discipline.</li></ul>	<ul style="list-style-type: none"><li>✓ Narrow attitude</li><li>✓ Over ambition</li><li>✓ Egoistic Personality</li><li>✓ Non- cooperative.</li><li>✓ Personal Problems outside factory</li></ul>





# GRIEVANCE HANDLING FORMS & PROCEDURE





# BENEFITS

It encourages employees to raise concerns without fear.

It provides a fair & speedy means of dealing of grievances

- ▶ It prevents minor disagreements developing into more serious disputes
- ▶ It saves employer's time & money as solutions are found for workplace problems.
- ▶ It helps build in organisational climate based on openness and trust.



**RECAP**

**QUESTIONS???**

**THANK YOU**