

Employee Acceptance of the Eye Quick Ticketing System for Reporting Grievances to the HR Department at Eye Q Vision

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the
degree of Master of Business Administration
(MBA)

in

Hospital and Health Management

By

ASHLESHA BENIWAL

Under the Supervision and Guidance of

Dr. Sheenu Jain

2021

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2021

DECLARATION

I hereby declare that this dissertation titled ‘Employee Acceptance of the Eye Quick Ticketing System for Reporting Grievances to the HR Department at Eye Q Vision’ is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

Ashlesha Beniwal

Date-2/07/2021

Completion Certification

CERTIFICATE

This is to certify that Dr. Ashlesha Beniwal in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has successfully completed her internship at Eye Q Vision.

Eye Q Vision Pvt. Ltd.
03-07-2021

Sumit Bhasin
Vice President – HR

CERTIFICATE

This is to certify that dissertation titled is a record of the research **“Employee Acceptance of the Eye Quick Ticketing System for Reporting Grievances to the HR Department at Eye Q Vision”** work undertaken by ASHLESHA BENIWAL in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide- Dr. Sheenu Jain
IIHMR University, Jaipur
Date-2-July-2021

School Dean-Dr. Dharendra Kumar
IIHMR University, Jaipur
Date-2-July-2021

Abstract

The purpose of this research is to investigate the function of human resource specialists in the resolution of employee grievances. Most studies of HRM devolution have relied solely on managers' perspectives, ignoring the issue of grievances. A grievance is defined as any disagreement, dissatisfaction, or feelings of injustice that emerge between an employer and an employee in the workplace. Employees communicate their dissatisfaction in the form of a complaint. Complaints like Individual adjustment is demanded; the worker believes he is underpaid. Complaints regarding incentives; redistribute are either too low or too complex. Errors in computing the workers' wages. The objective of this study is to analyze employee acceptance of Eye Quick for raising grievances, to analyze which means of communication employees prefer, to assess employee expectations of Turn Around Time for addressing grievances, and to evaluate employee satisfaction with Eye Quick, which is already in use in the IT department.

Employees in the HR department were also willing to support the installation of Eye Quick, according to the study's findings. Employees who had worked for the company for a long time were adamant about not changing. Employees choose Eye Quick as a superior method of reporting issues because they want their complaints answered promptly and are satisfied with the service.

KEYWORDS : Grievances, Human Resource, Employee Satisfaction

ACKNOWLEDGEMENTS

I'd want to take this opportunity to thank everyone who contributed to the successful completion of this project. With the help and encouragement of many people, this project has progressed to its current state.

First and foremost, I want to express my gratitude to Mr. Sumit Bhasin, Vice President Human Resources, for his assistance and for providing me with the opportunity to complete this project on '**Employee Acceptance of the Eye Quick Ticketing System for Reporting Grievances to the HR Department at EyeQ**'. Working on the topic reveals some of the most fascinating facts that would never have been uncovered otherwise, as well as all other employees of the company that assisted me in this endeavour, either directly or indirectly.

I'd like to express my heartfelt gratitude to my faculty mentor, **Dr. Sheenu Jain** (Associate Professor), who has provided consistent encouragement, direction, and support since the beginning.

I am grateful to the IIHMR University for providing the opportunity to get such valuable experience and skills.

Finally, I'd want to thank my professors, family, and friends for their assistance in completing this project.

Thank you,

Ashlesha Beniwal

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ABBREVIATION

HRBP - Regional Human Resource Business Partner

FMCG- Fast-Moving Consumer Goods

IT – Information technology

Employee Acceptance of the Eye Quick Ticketing System for Reporting Grievances to the HR Department at Eye Q Vision

CHAPTER -1

INTRODUCTION

1.1 Background:

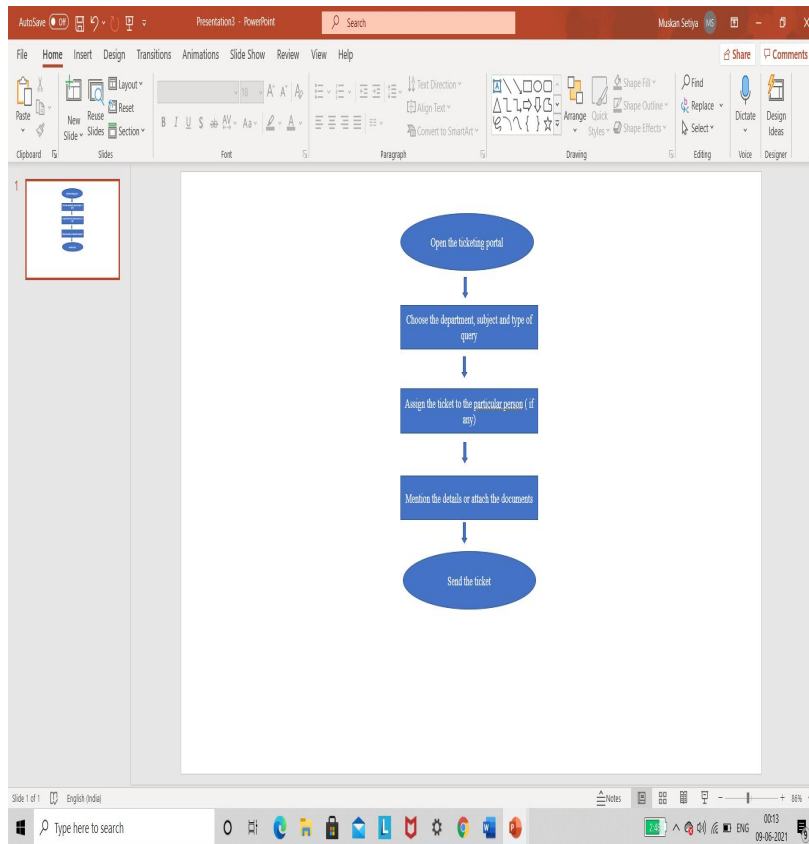
A grievance is any type of employee unhappiness or displeasure with their employment or its nature. Grievances emerge when an organisation fails to meet the needs of its employees and the employees regard the situation to be unfair or inequitable. Grievances are not just related to employment concerns in a company, but also to interpersonal relationships, the code of behaviour, and the culture of the organization. As a result, there must be a competent grievance redressal structure in place to handle employee issues. Unresolved grievances result in employee displeasure, high attrition, and absenteeism.

1.1 Features of a good grievance redressal system:

- Timely action must be taken on grievance.
- All the grievance must be acknowledged.
- Problem Identification
- Collecting the facts
- Analyzing the cause
- Taking decision based on facts.
- Implementation of a decision

Different organizations are coming up with different software and tools and implementing latest technologies in the system. One such system is ticketing system which is being implemented in most of the organizations. Ticketing system is being used by many FMCG industries to handle customer queries and complaints. This system is being used within enterprises to improve inter-departmental communication. Ticketing systems can be used in the Human Resources department to allow employees to address their concerns by submitting complaints.

1.2 Process Flow of Ticketing System:



Employee readiness is defined as the degree to which an employee is willing to embrace change or participate in training. Employee practical intelligence, trust in senior management, enhanced communication, and participation in decision making are all elements that influence employee readiness for organizational transformation. Emotional attachment, feelings of accomplishment, pay, and job involvement are also positively associated to organisational change readiness.

1.3 PROBLEM STATEMENT:

E-mails were used to communicate grievances to the Regional Human Resource Business Partner. For communicating with the staff, each RHRBP has a personal E-Mail ID. Employee issues were not being acknowledged at Eye Q Vision due to significant attrition in the HR Department, as ID credentials were removed two days after the final working date.

1.4 SPECIFIC OBJECTIVES

- To Assess Employee Acceptance towards Eye Quick for raising grievances.
- To Assess which mode of communication is preferred by employees.
- To assess the employee expectation towards the Turn Around Time for handling grievances.
- To Assess Employee Satisfaction towards Eye Quick, already implemented in IT Department.

1.5 STUDY ASSUMPTIONS:

- Information provided by the respondents was unbiased.
- The sample population was a representative of the whole population.

CHAPTER-2

LITERATURE REVIEW

S.No	AUTHOR	YEAR	STUDY LOCATION	STUDY OBJECTIVE	CONCLUSION OF THE STUDY
1	ENOCH KWESI ASSAFUAH	FEB 2017		Examine the grievance procedures. Examine how the system for handling grievances affects employee performance. Determine the styles utilised to handle employee grievances.	Effective grievance handling procedures are thought to enable the existence of a harmonious work environment for the organisation and its employees in order to create effectiveness, efficiency, and a positive work environment.
2	SONIA HUNTER, BRIAN H. KLEINER	JAN 2004		Procedures for dealing with complaints that are effective	The results revealed that although employees of Suspension manufacturing and distribution company were satisfied with the Grievance handling procedure but there was a need to improve the method of communication as grievances of employees were not reaching the top

					management.
3	Dr. NUZHATH KHATOON		Hyderabad, India	Determine the amount of employee satisfaction and productivity based on the grievance procedure.	The most prevalent concerns in these businesses are 45 percent compensation and merit pay, 28 percent harsh workload, and 26 percent organisational support. According to the statistics, the grievance resolution process has a direct influence on employee productivity.
4	GEETIKA, PIYALI, ALKA	SEPT 2014	India	This study compares a case study firm's grievance-handling method to the Model and assesses its efficacy by assessing individual worker satisfaction as a subjective metric.	According to the results of the poll, the attitude of supervisors, the time taken to make a decision, and the follow-up mechanism are the most important factors in the procedure's efficacy. The key to successful industrial relations is the development of relationships between workers and management.
5	RUPALI DILIP TARU		India	The purpose of this study is to look at the employer-employee interaction. To find a method for efficient grievance redress at the middle management level.	Management needs to enhance their contact with their staff regarding their problems. The company has to minimise the number of transfers and give more training to its staff. The grievances are successfully redressed in the organisation, and the speed and time

					required to redress the grievance must be enhanced in order to redress the grievance faster, which helps to minimise the number of grievances in the organisation.
6	JILLA AISHWARYA	2019	India	The purpose of this research is to see how successful the Grievance Handling Procedure is. To determine whether or not employees are aware of the grievance procedure.	The company understands the significance of keeping and rewarding its personnel. There are still changes that may be made to ensure that all members are happy with the method. When the comments and recommendations are adopted, the company will profit even more.
7	Kadungure, Tauzen	2016		The study's goal was to find out what variables influenced improper grievances, how improper grievances affected employee motivation, what advantages came from appropriate grievance management, and what recommendations might be made to enhance the way grievances were handled.	Improper grievance management resulted in lower employee morale, demotivation, a strained connection between supervisors and employees, as well as absenteeism. The study discovered that appropriate grievance management increased employee engagement, promoted trust and honesty among employees, enhanced service quality, and reduced labour turnover.
8	Neeraj kumar Sharma	2021	India		A grievance is a scenario that causes unhappiness among

					employees at a company for a variety of reasons, including displeasure with working conditions, management policy, rule and regulation violations, and so on.
9	RENEE L. COWAN	2021		to comprehend The role of the human resource professional and human resource management in workplace bullying, harassment, and mobbing is important.	HRM should concentrate on active workplace bullying, harassment, and mobbing prevention, as well as the development of a healthy company culture.
10	DISSANAYAKE	2019	Sri Lanka	Does the grievance procedure have an influence on how employees in the Sri Lankan apparel sector handle conflicts	The results reveal that there must be a proper grievance handling system for employees of apparel industry to maintain industrial relations. The organization should pay special attention to address the grievances in timely manner.
11	GOMATHI S	2014	Italy	Study of Literature reveals that effective grievance handling has a positive correlation with employee satisfaction. Employees want a system where they can clearly communicate their grievances to management and their grievances to be handled in a timely manner.	Results of the study reveal different factors that cause grievances which are wage and bonus, health and safety regulation, policy or procedure, contract, different regulations within the company. The study concludes that employees of the company are fully satisfied as they are better able to communicate their problems to management and

					these problems are being solved on time. Hence, the employees are more satisfied.
12	Naimatullah	2011		The goal of this research is to examine how employees in a developing nation perceive procedural fairness, work training, and job clarity as factors affecting job satisfaction.	Findings of this study reveals that employee readiness can be encouraged through organizational justice. According to the findings, demographic factors such as gender and age have no substantial impact on employee preparedness.

2.1 Gap Analysis:

The requirement for an effective grievance handling system was examined through a literature study, but studies on grievance management were undertaken in sectors such as banking, manufacturing, and education. In the healthcare industry, there was little emphasis on grievance handling processes and employee satisfaction. The healthcare and service sectors are increasingly focused on grievance resolution procedures for patients, students, and customers. Furthermore, research demonstrates that, while ticketing systems are employed in service businesses, they are primarily used to handle consumer concerns.

2.2 SCOPE OF THE STUDY:

The study will bridge a gap between literature as it focuses on introducing new ways for grievance handling of healthcare employees. Use of ticketing system for handling Employee queries can help other organizations to frame an effective grievance handling mechanism.

CHAPTER-3

METHODOLOGY

Research Methodology: Cross- Sectional Descriptive Study

Source of Data: Primary and Secondary Data

Study Duration: 1 May 2021- 31 May 2021

Population Size: 480 Employees

Sample Size: 214 Employees

Sampling Method: Simple Random Sampling

Data Collection: Google forms were sent for data collection to the employees.

A questionnaire of 20 questions out of which 12 questions were based on Likert's scale for assessing employee acceptance was prepared for collecting the data from the employees.

Responses in Likert's scale were rated with a score of 1,2,3,4 and 5 respectively.

Response	Score
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

A score of more than 60% was considered as score of acceptance towards Eye Quick.

Data Analysis Procedure:

Data was collected using questionnaire and then was represented in the form of pie charts as well as analyzed through excel.

Inclusion Criteria:

All the full-time active employees with Date of Joining before 15th May 2021.

Exclusion Criteria:

Employees not having access to Eye Quick were not included in the study.

Management Trainees, Housekeeping staff was excluded because of not having access to Eye Quick.

3.1 Ethical Considerations:

- Employees' informed permission was obtained. The study's participation was entirely voluntary. Only those who gave informed consent were able to give their responses.
- Approval was taken from the authorized signatory to use the name of the tool in the study.
- Personal data such as Name and Contact Number were not collected from any of the participants. Identity of the participants remained anonymous.

3.2 Reliability and Validity of Research Instruments:

A pilot study was conducted in the corporate office to assess the reliability and validity of research instruments, allowing for any adjustments to be made before the research.

CHAPTER-4
RESULT AND ANALYSIS

4.1 Questionnaire Analysis:

4.1.1 Response Rate:

Summary of the response rate of the respondents to which the questionnaires administered are below:

n = 180 Employees

Table 4.1: Final responses received from employees.

Employees to whom questionnaire was sent	214 Employees
Employees who responded	202 Employees
Employees who did not give informed consent	22 Employees
Final Responses received	180 Employees

Source: Primary data

Employees who did not give informed consent were excluded as their responses were not received.

Response Rate: 84.11%

4.2 Participants' demographic information:

Figure-4.2.1 Gender Distribution of the Respondents:

Graph 4.1: Pie chart showing number of males and females in sample.

n=180

MALE	40%	72
FEMALE	60%	108

Table: 4.2: Number of males and females in sample.

Source: Primary data

4.2.2 Age Distribution of the Population:

Figure-4.2.1 Age Distribution of the Respondents:

Graph 4.2: Pie chart showing age distribution.

n=180

21-30 YEARS	35%	63
31-40 YEARS	45%	81
40 AND ABOVE	20%	36

Table 4.3: Age distribution of sample.

Source: Primary data

4.2.3 Distribution of Respondents Location wise:

Graph 4.3: State wise distribution of the sample

n=180

HARYANA	40.5%	73
UTTAR PRADESH	18.3%	33
DELHI NCR	19.4%	35
UTTARAKHAND	16.6%	30
GUJARAT	5%	9

Table 4.4: State wise distribution of the sample.

Source: Primary data

4.2.4 Distribution the basis of Date of Joining:

Graph 4.4: Distribution of sample based on date of joining.

n=180

2007-2009	6.11%	11
2010-2012	6.66%	12
2013-2015	10.50%	19
2016-2018	45.50%	82
2019-2021	31.10%	56

Table 4.5: Distribution of sample based on date of joining.

Source: Primary data

4.3 Data of Employee Readiness towards using Eye Quick:

Employee Readiness was assessed through 12 variables in the questionnaire which was based on Likert's scale.

A score of more than 60% was taken as the score of acceptance towards Eye Quick.

A score of 50% to 60% was considered as Neutral.

A score of less than 50% was considered as Non- Acceptance towards Eye Quick

Graph 4.5: Acceptance score of employees

n=180

Acceptance	113	63%
Neutral	43	24%
Non- Acceptance	24	13%

Table 4.6: Acceptance score of employees.

Source: Primary data

63% of the employee had acceptance towards Eye Quick.

4.4 Demographic Factors and its relation to Acceptance Score:

Out of 180 Employees, 113 employees had a score of more than 60% which was considered as score of Acceptance.

4.4.1 Acceptance based on Gender:

n=113

Gender	Total Count	Acceptance for Eye Quick	Percentage
Male	72	39	54.1%
Female	108	74	72.5%

Table: 4.7: Acceptance based on gender

Source: Primary data

Females = 72.5% had higher acceptance towards Eye Quick as compared to Males.

4.4.2 Acceptance based on Age:

n=113

Age	Total Count	Acceptance for Eye Quick	Percentage
21-30	63	43	68.2%
31-40	81	54	66.6%
40 Above	36	16	44.4%

Table: 4.8: Acceptance based on age.

Source: Primary data

Employees of age 21-30 had highest acceptance towards Eye Quick.

4.4.3 Acceptance based on Location:

n=113

Location	Total Count	Acceptance for Eye Quick	Percentage
Haryana	73	44	60.27%
Uttarakhand	30	18	60%
Delhi NCR	35	24	68.5%
Uttar Pradesh	33	19	57.5%
Gujarat	9	8	88.8%

Table 4.9: Acceptance based on location.

Source: Primary data

Employees of Gujarat had highest acceptance towards Eye Quick.

4.4.4 Acceptance based on Number of Years worked in company:

n= 113

Date of Joining	Total Count	Acceptance for Eye Quick	Percentage
2007-2009	11	3	27.7%
2010-2012	12	7	58.3%
2013-2015	19	11	57.8%
2016-2018	82	49	59.7%
2019-2021	56	43	76.7%

Table
4.10
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Acc
ept
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based on number of years worked in company.

Source: Primary data

Employees having date of joining between 2019-2021 had highest acceptance towards Eye Quick.

4.5 Data for Preferred mode of communication by Employees: (without Eye Quick):

Graph 4.6: Preferred mode of communication if Eye Quick was not an option.

n= 180

Calls	73	41%
E-Mail	58	32%
WhatsApp	37	21%
Face to Face	12	7%

Table 4.11: Preferred mode of communication if Eye Quick was not an option.

Source: Primary data

Most of the employees i.e., 41% preferred calling as the preferred mode of communication where Eye Quick was not a mode of communication.

4.6 Data for Preferred mode of communication in presence of Eye Quick:

Graph 4.7: Preferred mode of communication is Eye Quick was an option.

n=180

Eye Quick	102	57%
Calls	42	23%
WhatsApp	12	7%
Face to Face	9	5%
E- Mail	15	8%

4.12: Preferred mode of communication is Eye Quick was an option.

Source: Primary data

57% of the employee preferred Eye Quick as a mode of communication.

4.7 Data for Turn Around Time preferred by Employees:

Graph 4.8: Turn around time expected for Grievance redressal.

n=180

WITHIN 1 DAY	136	75%
WITHIN 2 DAYS	17	10%
WITHIN 3 DAYS	14	8%
WITHIN 4 DAYS	9	5%
WITHIN 5 DAYS	4	2%

Table 4.13: Turn around time expected for Grievance redressal.

Source: Primary data

75% of the employees preferred their Grievances to be handled within one day.

4.8 Data for Assessment of Employee Satisfaction who have already used Eye Quick:

Out of 180 Employees there were 159 Employees who have already used Eye Quick for raising tickets to IT department.

Satisfaction score of these employees was taken into consideration.

The Question was based on Likert's scale hence, the score of more than 60% was considered as satisfied, 60 % was considered as Neutral and less than 60% was considered as Unsatisfied.

Graph 4.9: Employee satisfaction among employees who have already used Eye Quick.

n=159

Satisfied	109	69%
Neutral	33	21%
Not Satisfied	17	11%

Table 4.14: Employee satisfaction among employees who have already used Eye Quick.

Source: Primary data

Out of 159 employees 109 employees were satisfied of using Eye Quick.

CHAPTER-5 DISCUSSION & CONCLUSION

5.1 DISCUSSION:

Eye Quick was implemented in 2020 December in IT department and the study was conducted to assess Employee Acceptance towards Eye Quick for HR Department. Analysis of data reveals that there was 63% acceptance towards usage of Eye Quick in HR Department. 24% of the employees had neutral response towards usage of Eye Quick.

Females had more acceptance towards usage of Eye Quick at Eye Q; however this result is different from the study by Naimatullah Shah (2011) which states that Gender has no impact on employee readiness. This result is in accordance to the study of Ruth Alas (2012) which reveals that female have better knowledge about organizational changes which has a positive significance towards readiness to accept change.

Employees preferred calls more i.e., 41% if Eye Quick was not an option but if Eye Quick was introduced an option, then employees preferred using Eye Quick. Also, there was a huge decrease in preference of using WhatsApp, Calls and E-mails if Eye Quick was introduced. This result is in relevance to the study findings of Kirubasankar N. et al (2020) which revealed that employees need a better mode of communication for communicating their grievances so that their grievances can reach to top management also, only few employees preferred face to face as a mode of communication as HR department is a centralized department at Eye Q and only corporate office employees can interact face to face.

Most of the employees preferred their grievances to be resolved within one day and only 2% of the employees responded the grievances can be resolved within 5 days also. This is in accordance with the findings of Dissanayake et al (2019) that employees want their grievance to be resolved timely.

5.2 CONCLUSION:

According to the findings of the study, employees were willing to accept the implementation of Eye Quick in the HR Department as well. Employees who had been with the company for a long period were resistant to change. Employees embrace Eye Quick as a superior form of reporting problems because they want their grievances to be resolved quickly and are satisfied with the use of Eye Quick, according to the study.

CHAPTER-6

6.1 RECOMMENDATIONS

- There is a need to conduct trainings and knowledge sessions for Employees who have neutral attitude towards acceptance of Eye Quick.
- Employees must participate in decision making for implementation of Eye Quick as this can increase Employee satisfaction towards Eye Quick.
- A proper change management system must be in place for employees who are resistant to change.
- HR Department must be trained properly so that they can resolve employee grievances timely.
- Management should consider implementing a grievance management mechanism at the cluster level.
- The HR department should also be educated to efficiently handle the grievances.
- For complaints, there should be a feedback system.

6.2 LIMITATIONS

- Sample Size could not be reached due to unavailability of Employees due to COVID-19.
- Non probability sampling

CHAPTER -7

INSTRUMENTATION

QUESTIONNAIRE:

- 1) Which Medium are you currently using for raising grievances at HR Department?
- 2) What is the most effective way for you to raise queries to HR Department?
- 3) Do you want Eye Quick to be implemented in HR Department?
- 4) Do you understand how the implementation of Eye Quick will affect you?
- 5) Do you feel sure that you will receive the necessary training and assistance to utilise Eye Quick?
- 6) How fast do you adjust to change as an individual?
- 7) How fast do you believe your organisation responds to change as a whole?
- 8) Have previous change initiatives achieved their objectives?
- 9) How do you feel about your company's culture when it comes to change?
- 10) What do you believe will be the most important factor in the success of Eye Quick's implementation?
- 11) How long have you been with your company?
- 12) Which Department do you belong to?
- 13) Which Location do you belong to?
- 14) What is the expected time for you to get your queries resolved?
- 15) Within how much time your queries were being resolved earlier?
- 16) Age
- 17) What is your overall satisfaction with Eye Quick as of now?
- 18) Do you raise ticket for every query to the departments where Eye Quick is already implemented?
- 19) Do you recommend use of Eye Quick for Grievance Handling at HR Department?
- 20) Was Eye Quick already implemented when you joined the organization?

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INTERNSHIP REPORT

INTERNSHIP AT EYE Q VISION

Dr. Ajay Sharma and Mr. Rajat Goel founded Eye Q Vision with the intention of serving society. On the 14th of January 2007, the first Eye Q Vision hospital opened its doors in Rewari. Eye Q Vision provides high-quality, low-cost healthcare throughout India.

LEADERSHIP TEAM



EyeQ HR- Vision and Philosophy

- EyeQ India aims to be an employee centric organization.
- Employees seek opportunities with the help of their leaders to build their careers.

- We thrive on Transparency and Communication by following an Open Door Policy across the organization.

Eye Q HR Vision and Philosophy seeks to:

- ❖ Attract the Right talent at the Right time resulting in the Right Fit.
- ❖ Build Learning & Development as an integral part of the Eye Q culture.
- ❖ Ensure a warm welcome for candidates and patients.
- ❖ Encourage two-way communication between employees and the management
- ❖ Measure performance against goals and provide regular feedback.
- ❖ Build a safe and healthy work place.

Services Offered to our Patients:

- ⇒ Comprehensive Eye Care
- ⇒ Cataract Services
- ⇒ Refractive Services
- ⇒ Retina Services
- ⇒ Glaucoma Services
- ⇒ Pediatric Services
- ⇒ Visual Aid Services
- ⇒ Oculoplasty Services
- ⇒ Mediclaim Cashless Services
- ⇒ Optical Services

Centers Across the country and worldwide:

Centers Across the Country and Worldwide

DOMESTIC	59
DELHI	01
HARYANA	13
GUJARAT	06
UTTAR PRADESH	10
UTTARAKHAND	04
VISION CENTERS	04
INTERNATIONAL	01
NIGERIA, AFRICA	01

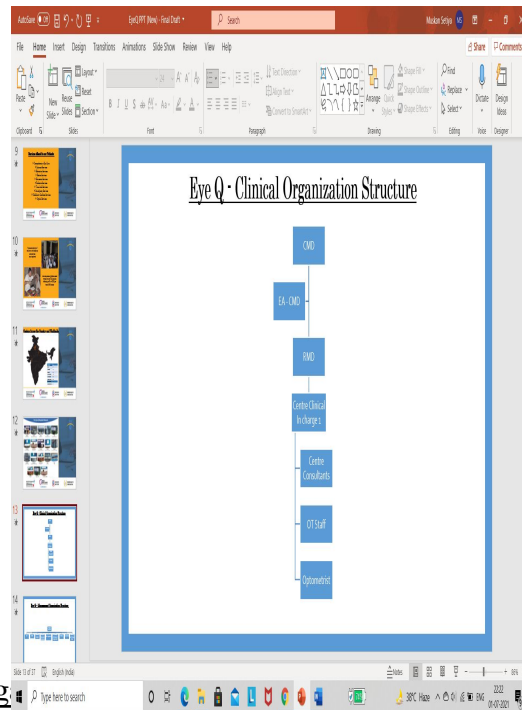
India's Best Companies To Work For 2019
THE ECONOMIC TIMES

WORLD BRAND SUMMIT
DUBAI 2016
MOST PROMISING BRAND 2016

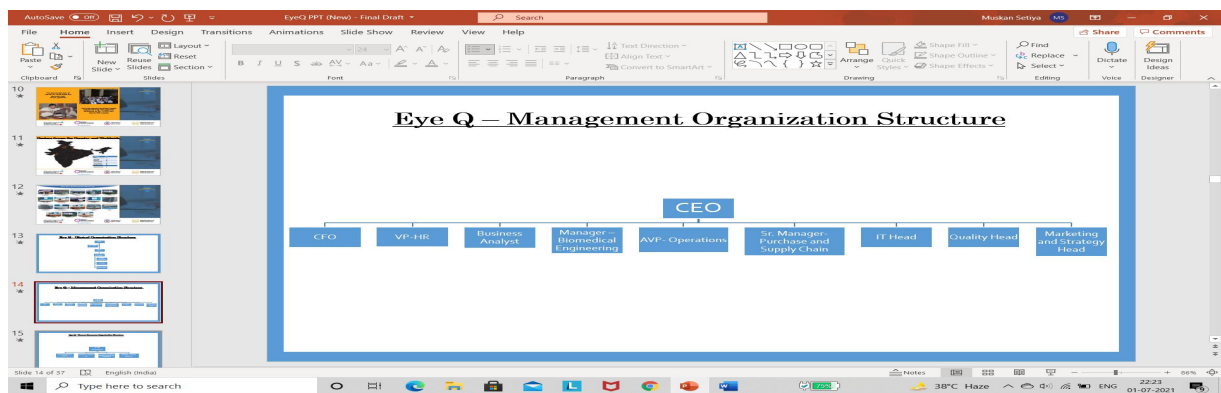
PATIENT SAFETY & QUALITY OF CARE

INNOVATION IN QUALITY OF SERVICE DELIVERY 2016

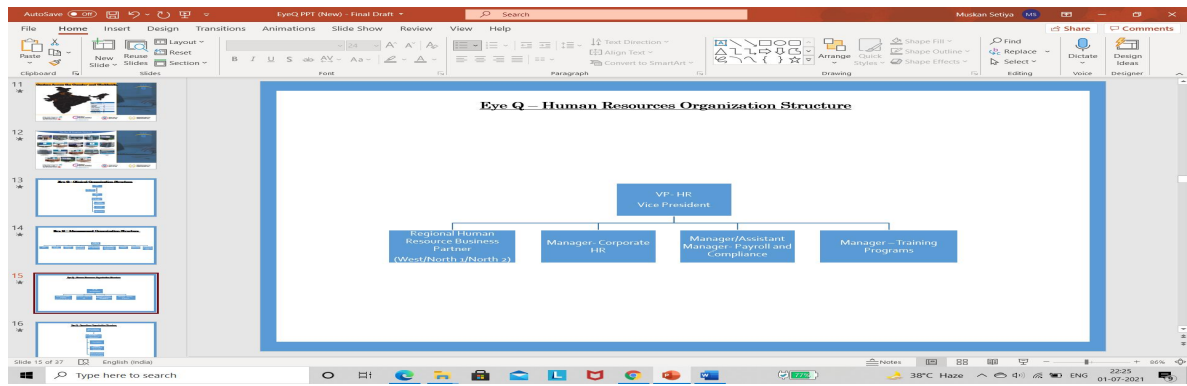
Clinical Organizational Structure



Non- Clinical Org



Human Resources Organization Structure



LEARNINGS AT EYEQ

AutoSave TRAINING PROGRESS Search Muskan Setiya MS

File Home Insert Design Transitions Animations Slide Show Review View Help

Clipboard Slide New Slide Reuse Slides Section Slides

Font Paragraph Drawing Editing Voice Designer

1 2 3 4 5 6

KEY LEARNINGS

- Understanding EyeQ Business Model.
- Role of HRBP
- HR Policies & Compliances – PF, ESIC, LWF
- Data Organization & Management
- Stakeholder Management.
- Grievance Handling

India's Best Companies To Work For 2019 THE ECONOMIC TIMES

WORLD BRAND SUMMIT MOST PROMISING BRAND 2016

PATIENT SAFETY & QUALITY OF CARE

INNOVATION IN QUALITY OF SERVICE DELIVERY 2016

Slide 3 of 9 English (India) 22:36 01-07-2021

ROLES AND RESPONSIBILITIES

The screenshot shows a Microsoft PowerPoint presentation titled "MANAGING EMPLOYEE LIFE CYCLE". The slide is orange and features a central list of nine employee life cycle stages, each in a blue box:

- Talent Acquisition
- On Boarding & Induction
- Understanding of Job Roles
- Initial Assessment
- On Job Training and Assessment
- Performance Evaluation and Feedback
- Grievance Handling
- Employee Engagement and Retention
- Employee Exit

At the bottom of the slide, there are four award logos:

- India's Best Companies To Work For 2019 (The Economic Times)
- WORLD BRAND SUMMIT (Most Promising Brand 2019)
- PATIENT SAFETY & QUALITY OF CARE (NABH)
- INNOVATION IN QUALITY OF SERVICE DELIVERY 2016 (NABH)

The presentation interface includes a ribbon with tabs like File, Home, Insert, Design, Transitions, Animations, Slide Show, Review, View, and Help. The status bar at the bottom shows "Slide 5 of 9", "English (India)", and system information like "38°C Haze" and "01-07-2021".