

Employee Readiness towards acceptance of Eye Quick
ticketing system for raising Grievances to HR
Department at Eye Q Vision

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INTRODUCTION

Grievance is any kind of dissatisfaction or discontent of employee with job or its nature.

Grievances not handled properly lead to employee dissatisfaction, high attrition, and absenteeism.

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

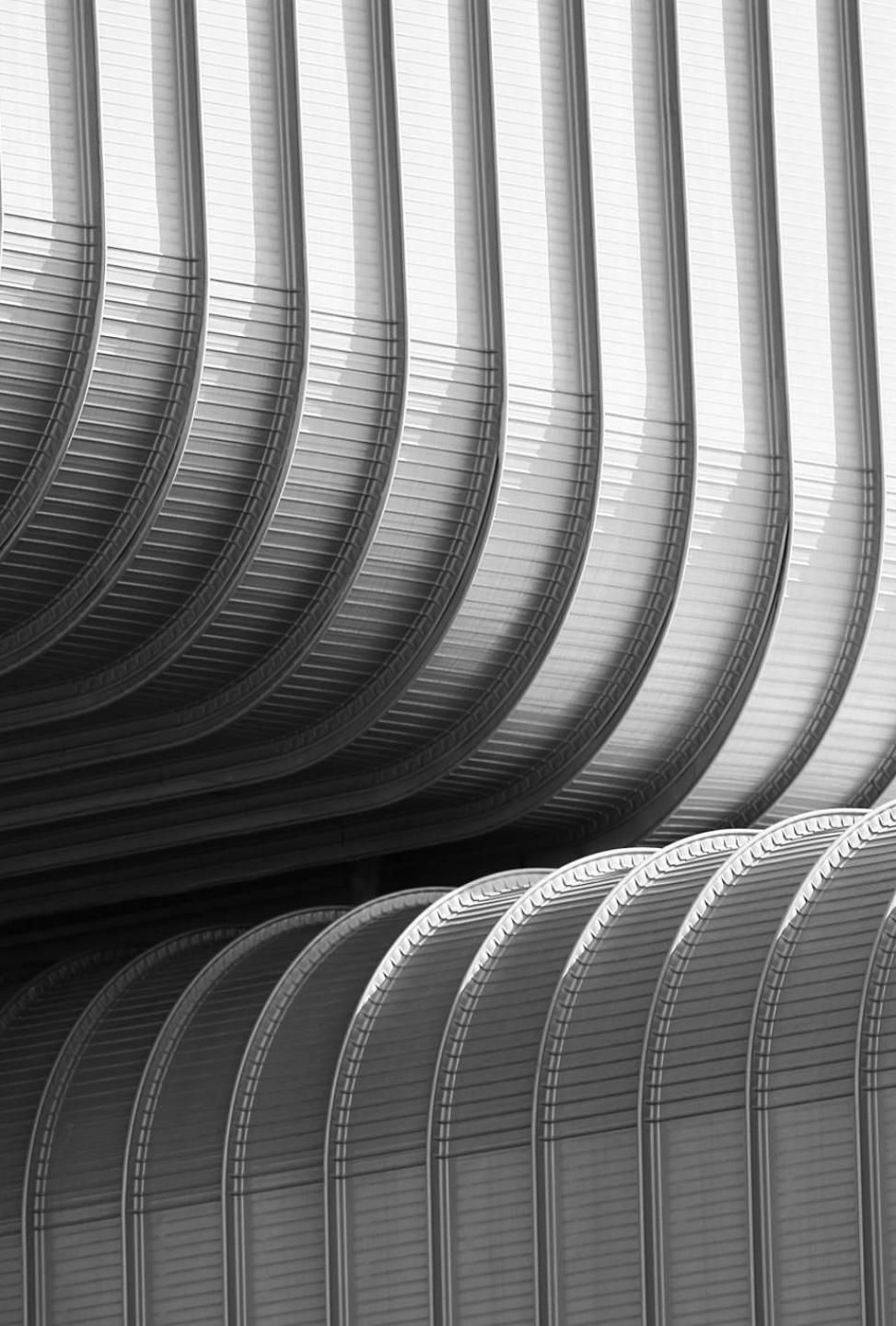
Taking decision based on facts.

Implementation of a decision



Employee Readiness

- workplace readiness refers to the competence and willingness of employees to change and adapt according to the needs of the workplace. Not everyone enters the workplace with all the skills that they will need to do their jobs, or at every stage of their career. Even the organization won't stay the same as policies and the environment changes.
- Measuring workforce readiness means understanding whether your employees are willing to learn new skills and respond to unique challenges and unfamiliar situations that they may come across during their work.



Factors Influencing Employee Readiness:

Practical Intelligence

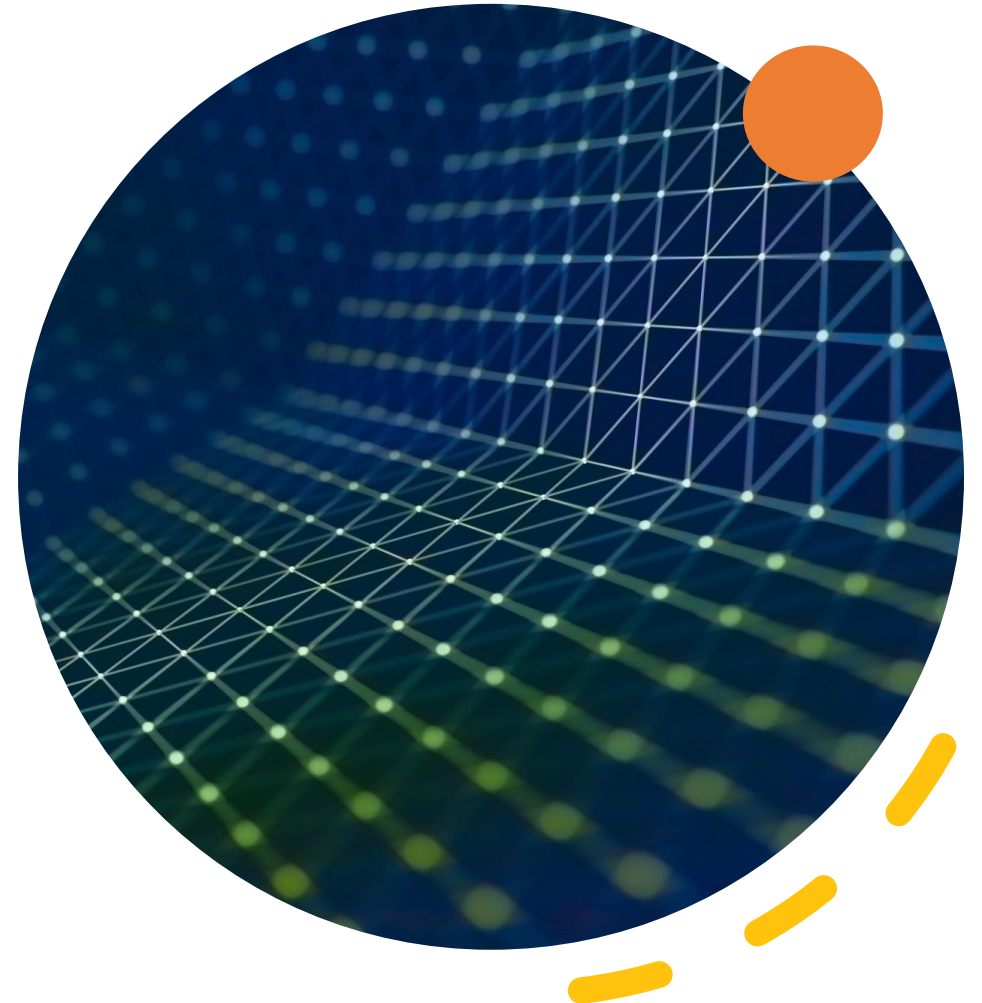
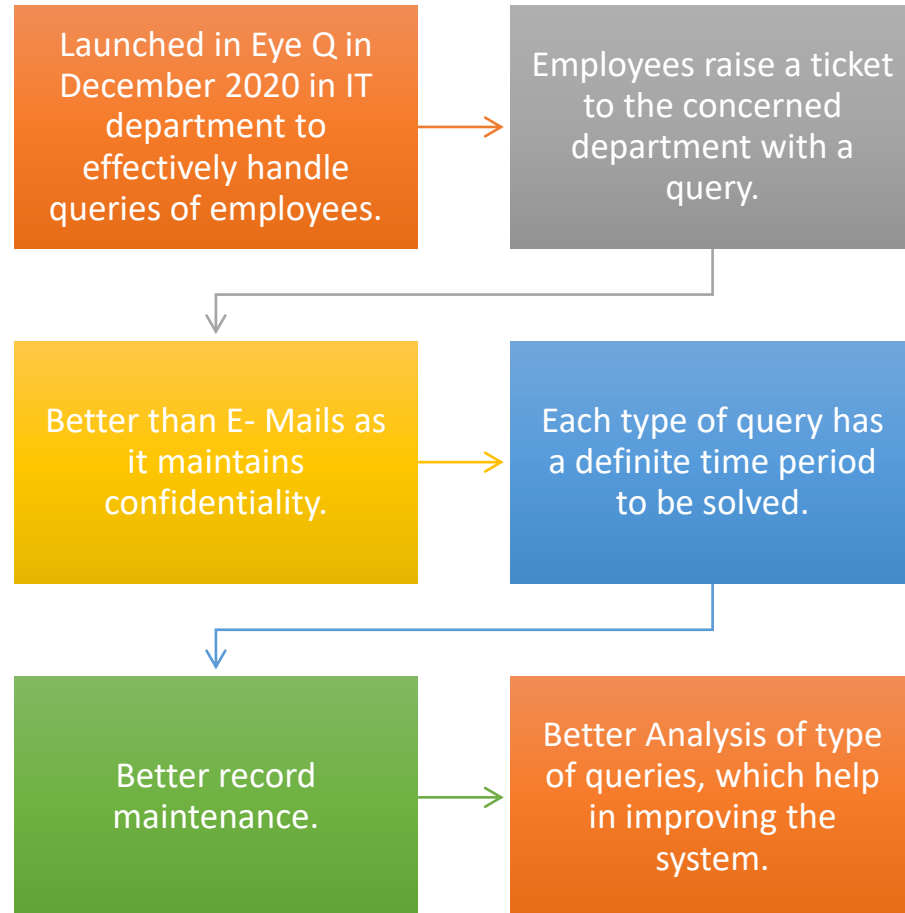
Trust in top Management

Quality of Communication

Participation in Decision Making

Emotional Attachment to the Organization.

Eye Quick Ticketing System:



OBJECTIVE

Aim of the study is to assess employee acceptance towards Eye Quick ticketing system implementation in HR Department.

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.



LITERATURE REVIEW

AUTHOR NAME	YEAR	TYPE OF STUDY	FINDINGS
<u>Kirubasankar N. et al</u>	2020	Cross Sectional Survey	Employees were satisfied with the Grievance handling mechanism but improvement was required in mode of communication.
Dissanayake et al	2019	Cross Sectional Survey	Employees were not satisfied with grievance handling mechanism as they wanted organization to pay attention towards addressing the grievances timely.
<u>Eromafuru Edward Godbles et al</u>	2020	Cross Sectional Survey	Employees believed that Grievance handling mechanism should revolve around justice and must abridge the length of time for grievance resolution.
Sharma DD et al	2018	Cross Sectional Survey	Study reveals that 77% of the employees timely resolution of their grievances.
<u>Naimatullah Shah</u>	2011	Cross Sectional Survey	Interpersonal relations among employees have significant positive relation with Employee readiness and also, the findings reveal that younger employees have more readiness towards change.
<u>Soumyaja1 et al (2011):</u>	2011	Cross Sectional Survey	employee readiness can be encouraged through organizational justice. The study concluded that demographic variables such as gender and age do not have significant relationship with employee readiness

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





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- 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.
 - Scoring of 1-5 was done on questions with Likert's scale and 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.
- Employees of Nigeria centers were not included.

Ethical Considerations:

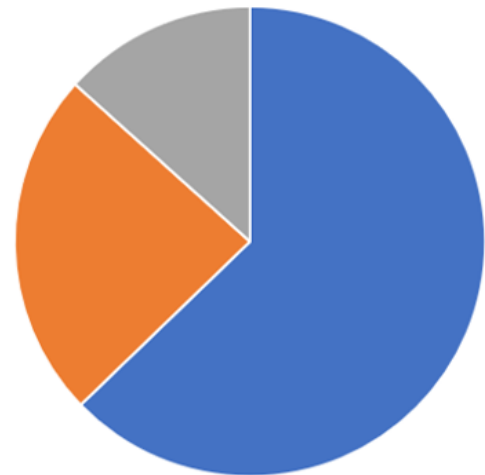
Informed consent was taken from the employees. Participation in the study was voluntary.

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.

RESULTS AND ANALYSIS

Acceptance Score

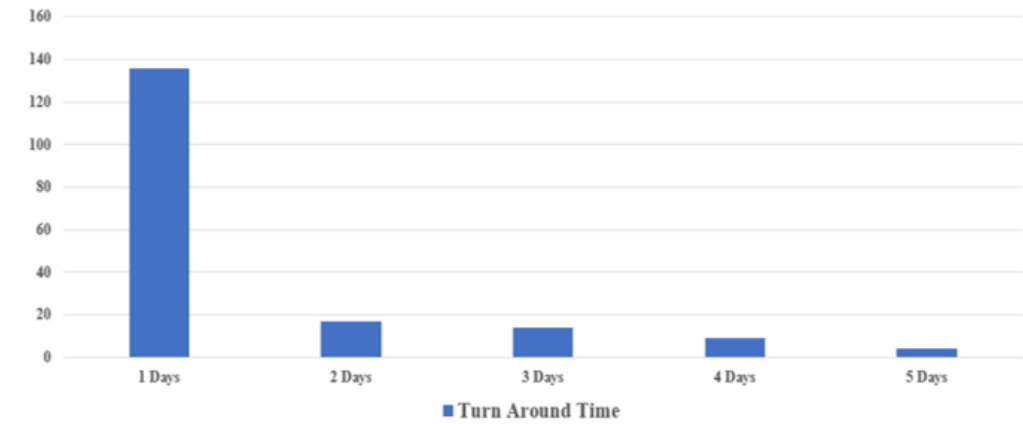


■ Accpetance ■ Neutral ■ Non Acceptance

n=180

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

Turn Around Time



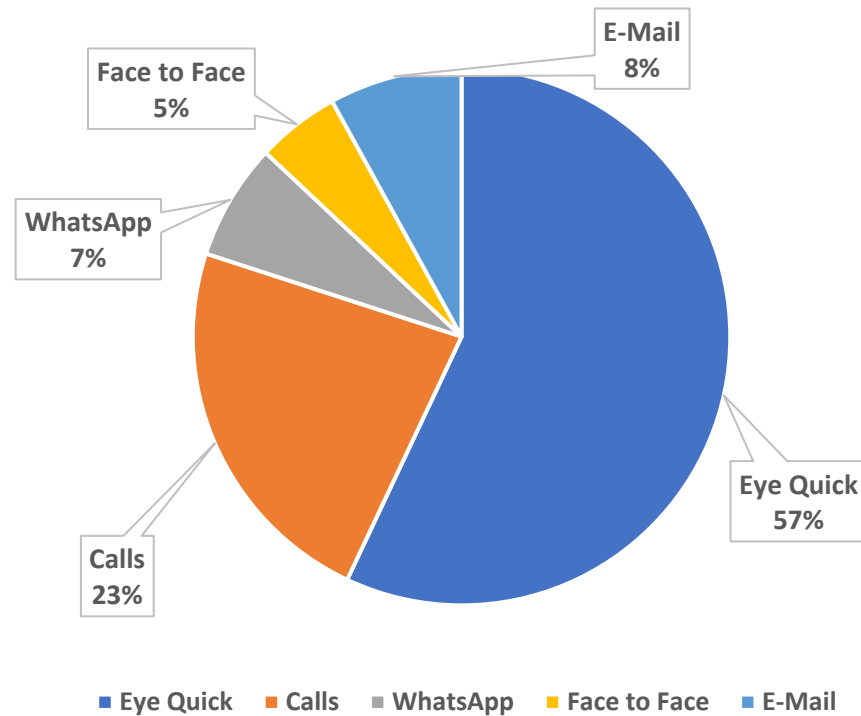
n=180

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%

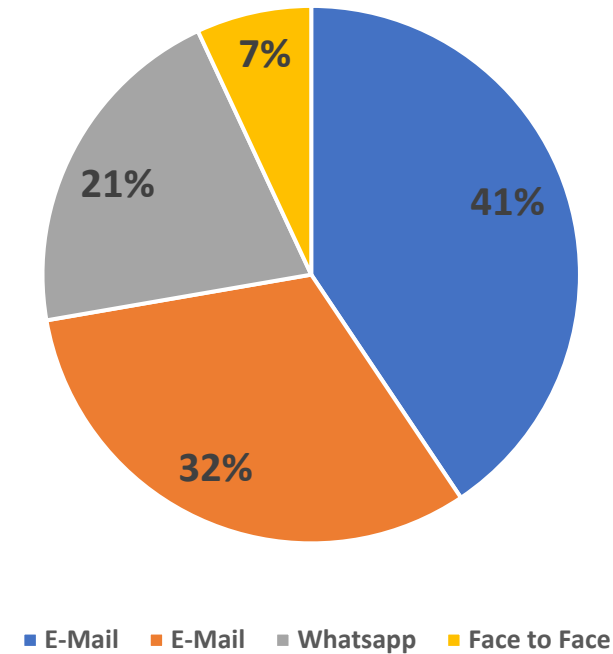
RESPONSE RATE : 84.11 %
n= 180

- The graph 1 depicts that calls are preferred mode of communication if Eye Quick is not an option.
- Graph 2 depicts that employees would prefer using Eye Quick , if it is implemented.

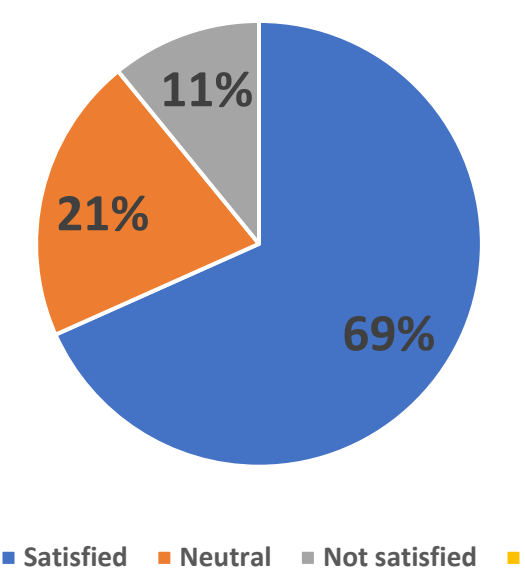
Preferred Mode of Communication



Preferred mode of Communication



Employee Satisfaction



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

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

DISCUSSION

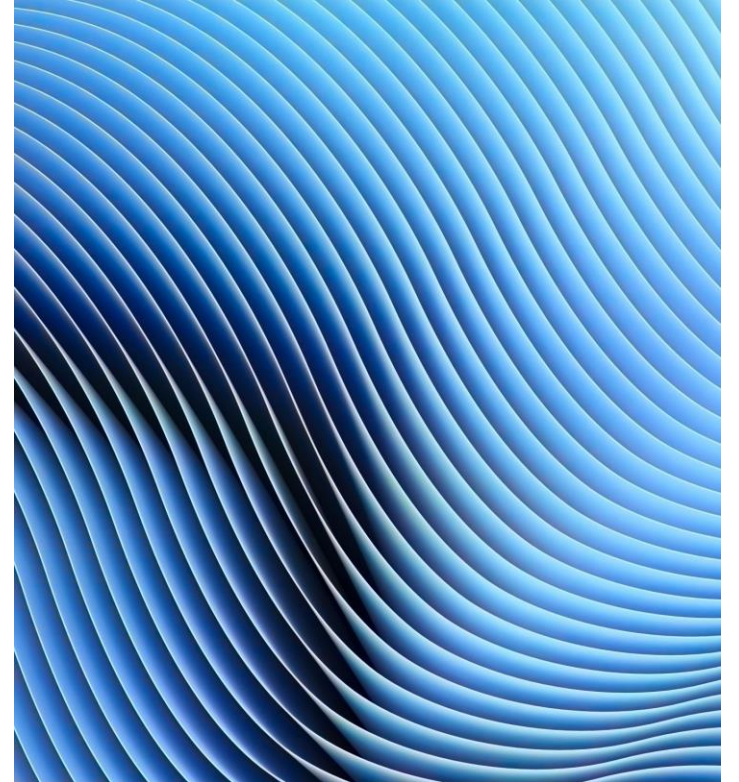
Females had more acceptance towards usage of Eye Quick at Eye Q

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 relation towards readiness to accept change.

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



Few employees preferred face to face as a mode of communication

HR department is a centralized department at Eye Q and only corporate office employees can interact face to face.

Employees preferred their grievances to be resolved within one day

This is in accordance with the findings of Dissanayake et al (2019) that employees want their grievance to be resolved timely.

CONCLUSION

The study concluded that 63% Employees were ready to accept the implementation of Eye Quick at HR Department also.

Employees who were in the organization from a long time had a resistance to change.

Employees accept Eye Quick as a better mode of communicating grievances.

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

LIMITATIONS

Sample size of 214 could not be reached due to unavailability of employees because of business demands.

Employees were unavailable because to COVID-19, therefore the sample size could not be exceeded.

Non probability sampling

THANK YOU

