



Grievance App for Employees

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ABSTRACT

Introducing a specialized platform for effective dispute and grievance resolution, designed to address the urgent needs of today's workforce. With the help of this application, businesses are better equipped to handle the complex, frequently unplanned grievance issues that may develop while maintaining accountability and openness. Contrary to conventional approaches, where complaint submissions from businesses are typically offline and depend on manual systems, this platform makes use of contextual material and cognitive analytics to hasten the settlement of grievances. In the past, resolving complaints required time-consuming procedures like sending letters at precise intervals to various corporate offices. The suggested method, on the other hand, addresses the gap by providing a 24/7 mechanism for citizens to file grievances and seek redress through their mobile devices. It seamlessly mimics the capabilities of an Android UI interface thanks to its construction. In an era where smartphones have become ubiquitous, employees can now download this application, enabling them to submit complaints, provide supporting evidence, and seek resolution, all from the convenience of their mobile devices. In essence, registering a complaint has never been more accessible, thanks to this user-friendly app.

Keywords : Mobile Application, Android

I. INTRODUCTION

In today's dynamic work environments, fostering employee satisfaction and engagement is paramount to organizational success. One critical aspect of achieving this goal is ensuring that employees have

a seamless and efficient means to voice their concerns and grievances. The existing methods for handling employee complaints often prove cumbersome, leading to frustrations among employees and challenges for administrators tasked with resolving issues. This project arises from the

recognition that traditional grievance resolution processes often fall short in meeting the evolving needs of modern workplaces. Employees face hurdles when attempting to report issues, such as difficulties in accessing the appropriate channels, tracking the progress of their complaints, and receiving timely updates on resolutions. Administrators, on the other hand, grapple with the complexity of managing and resolving multiple complaints efficiently. In response to these challenges, the Mobile-Enhanced Employee Grievance Resolution System offers a cutting-edge solution that harnesses the power of mobile technology to provide a user-friendly, responsive, and highly effective platform. This system comprises two primary interfaces, catering to both administrators and employees. Administrators, equipped with an intuitive dashboard, gain the ability to add and manage employee profiles, view complaints submitted by employees, and efficiently resolve these issues. By centralizing complaint management, administrators can respond more swiftly and effectively to employee concerns, contributing to a more positive work environment. For employees, the system offers a hassle-free experience through a user-friendly mobile interface. They can log in using their email and password, allowing them to raise complaints related to Payment, Facilities, or Infrastructure with ease. Furthermore, employees can track the progress of their complaints, receive real-time updates on resolutions, and provide valuable feedback. This transparency and accessibility empower employees, ensuring their concerns are addressed promptly and enhancing their overall satisfaction within the organization. this project aims to enhance organizational efficiency, boost employee morale, and foster a more harmonious and productive work environment.

II. METHODOLOGY

The methodology employed for the development of the criticism app for personnel encompasses a scientific method aimed at addressing issues, proceedings, and worries raised by means of employees inside an enterprise. The technique consists of several key tiers, each designed to make sure the a hit implementation and deployment of the utility.

Necessities Accumulating:

The initial segment entails accumulating necessities from stakeholders, together with employees, human assets personnel, and management. This includes figuring out the varieties of grievances employees may also have, the desired features and functionalities of the app, and any unique necessities or constraints.

Layout:

The layout segment focuses on translating the gathered requirements into a detailed design specification for the app. This consists of designing the user interface, defining the structure, and making plans the implementation strategy. Wireframes, mockups, and architectural diagrams are created to visualize the layout and shape of the app, ensuring alignment with person needs and technical feasibility.

Improvement:

The improvement section entails coding the app based at the layout specs. Frontend additives, backend common sense, and database functionality are carried out using suitable programming languages, frameworks, and equipment. Agile improvement methodologies, including Scrum or Kanban, may be employed to iteratively construct and refine the app, taking into consideration continuous comments and development.

testing:

trying out is performed for the duration of the development technique to make certain the high-quality, reliability, and capability of the app. This includes unit testing, integration checking out, and consumer popularity checking out to perceive and cope with any bugs, errors, or usability issues. computerized checking out frameworks and manual checking out strategies are used to validate the app's overall performance, security, and compliance with necessities.

Deployment:

once improvement and testing are entire, the app is deployed to manufacturing environments for use by personnel. This involves putting in servers, configuring databases, and deploying frontend additives to website hosting systems or inner servers. non-stop monitoring and renovation are completed to make certain the app's balance, availability, and security in manufacturing environments.

User schooling and aid:

employees are furnished with education and guide to familiarize them with the app and its functionalities. this may consist of user manuals, on-line tutorials, and helpdesk guide to help employees in using the app efficaciously and addressing any troubles or worries they may stumble upon.

Iterative development:

Following deployment, the app undergoes non-stop development and refinement based on consumer remarks, usage metrics, and converting organizational desires. Updates and upgrades are prioritized primarily based on user needs and commercial enterprise objectives, with new functions and functionalities introduced incrementally to enhance the app's cost and value over time.

III. SOFTWARE REQUIREMENT SPECIFICATION

The grievance App for personnel is a software application designed to facilitate the control of grievances raised by using personnel within an organisation. The app aims to offer a centralized platform for employees to post, music, and remedy grievances successfully, whilst also enabling control to manipulate the grievance resolution procedure successfully. This document outlines the useful and non-useful requirements of the criticism App for personnel.

Functional Requirements consumer Authentication and Authorization The machine shall provide relaxed person authentication mechanisms, consisting of username/password login and multi-issue authentication.

The machine shall guide position-based totally access control, allowing distinct stages of access for personnel, managers, HR personnel, and directors. grievance Submission

personnel will be able to put up grievances thru the app, offering info including criticism type, description, date, and any supporting documentation.

The system shall validate and shop criticism submissions securely in the database.

Three Workflow control

The device shall course submitted grievances to the ideal stakeholders (e.g., managers, HR employees) primarily based on predefined workflows and escalation guidelines.

Managers and HR employees shall have the capability to assign, prioritize, and track grievances assigned to them.

Managers and HR employees shall be able to monitor the status of their grievances, consisting of updates and actions taken by means of management.

Managers and HR personnel shall have get right of entry to dashboards and reviews for monitoring the general reputation and progress of grievances.

The machine shall encompass messaging and notification features to facilitate communication among employees and control regarding criticism. Employees and executives shall acquire notifications for brand new complaint submissions, updates, and reminders.

Information Analytics and Reporting

The device shall provide tools for analyzing and reporting on grievance data, which include trends, patterns, and determination times.

Administrators shall have the capability to generate custom reviews and export records for in-depth evaluation.

Remarks Mechanisms

The machine shall permit personnel to provide feedback at the criticism management system, consisting of satisfaction rankings and remarks.

Directors shall have get right of entry to feedback facts for figuring out areas of development and implementing modifications to the system.

Non-functional requirements

Safety

The device shall put in force sturdy security measures to shield touchy information, which

include encryption, access controls, and data masking.

The gadget shall comply with applicable records privacy regulations and industry requirements, which includes GDPR and ISO 27001.

Three.

Performance

The machine shall be scalable to house a huge range of customers and concurrent grievance submissions.

The machine shall have response times inside perfect limits, even at some stage in top usage durations.

Three Usability

The gadget shall have an intuitive user interface, with clean navigation and user-pleasant design.

The machine shall provide contextual help and tooltips to help customers in finishing duties efficiently.

Three.

Reliability

The system shall be highly available, with minimal downtime and disruptions to provider.

The gadget shall have backup and recovery mechanisms in vicinity to make sure data integrity and continuity of operations.

Three.

Compatibility

The machine will be like minded with a huge variety of gadgets and platforms, including computer browsers, cell gadgets, and tablets.

The machine shall support famous net browsers inclusive of Chrome, Firefox, Safari, and part.

IV. PROPOSED SYSTEM

The proposed system for the grievance app for employees ambitions to provide a consumer-pleasant and green platform for employees to elevate and deal with grievances in the organisation. The system will provide a range of features and functionalities to streamline the grievance control method, enhance communicate between employees and management, and foster a nice paintings surroundings.

Key additives of the proposed device encompass:

user Authentication and Authorization: The machine will permit employees to securely log in the usage of their credentials and get entry to the grievance submission and monitoring functions based on their roles and permissions inside the enterprise.

complaint Submission: employees could be able to put up grievances thru the app, imparting details such as the nature of the complaint, applicable documentation or proof, and any favored consequences or resolutions.

Workflow management: The system will facilitate the routing of grievances to the appropriate stakeholders for assessment and resolution. this will consist of managers, HR personnel, or different special individuals accountable for dealing with grievances inside the corporation.

reputation monitoring: personnel may have visibility into the popularity in their grievances, allowing them to music the progress of their submissions and get hold of updates on any movements taken by way of control.

Communication Equipment : The device will consist of communicate tools such as messaging or notification features to facilitate ongoing dialogue between personnel and control regarding grievance resolution facts **Analytics and Reporting:** The machine will offer tools for studying and reporting

on complaint information, allowing control to discover trends, patterns, and regions for development inside the organization's complaint management methods.

comments Mechanisms: personnel can have the opportunity to offer feedback at the criticism control manner, assisting to pick out regions of development and ensure that the system continues to fulfill their needs successfully.

V. CONCLUSION

In conclusion, by harnessing the power of mobile technology, this system offers a compelling alternative to traditional methods. Compared to existing systems, our solution stands out in several key ways. First and foremost, it provides a seamless and user-friendly experience for both administrators and employees. The mobile interface simplifies the process of raising complaints, tracking their progress, and receiving updates, ultimately enhancing employee satisfaction. the system centralizes and streamlines complaint management, empowering administrators to resolve issues more efficiently. It offers a comprehensive dashboard for administrators to manage employee profiles, view complaints, and respond promptly, leading to quicker resolutions and a more harmonious work environment. Transparency is another crucial aspect where our system excels. Employees can track their complaints in real-time, promoting accountability and trust within the organization. Additionally, the feedback mechanism encourages continuous improvement and fosters a culture of open communication. Lastly, security considerations have been thoroughly addressed to safeguard sensitive employee data, addressing a critical concern in the modern digital landscape. It enhances user experience, accelerates the resolution

process, promotes transparency, and prioritizes security. By implementing this system, organizations can create a more responsive, efficient, and employee-centric approach to grievance resolution, ultimately leading to improved workplace satisfaction and productivity.

VI. REFERENCES

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