

thoroughly, review of literature is being taken with twenty articles. Though this study, it is concluded that emotional intelligence has greater impact on performance of employees. Secondly an emotionally intelligent organization is based on an organizational strategy to improve business performance.

Keyword: Emotional Intelligence and Work life Balance

A STUDY ON EMPLOYEE GRIEVANCE MANAGEMENT SYSTEM

Dr.Senthil Kumar¹, *Meenakshi², Praveena³

¹Professor ,Department of MBA, Karpaga Vinayaga College of Engineering and Technology. Chennai,

^{2,3}Assistant Professor ,Department of MBA, Karpaga Vinayaga College of Engineering and Technology. Chennai,

*Corresponding Author

E-mail: pk9300267@gmail.com

Employee Grievance Management is considered s the most important aspects of every organization. These grievances may arise from working conditions, health and safety, performance appraisal, relationship with superior and subordinates, training and development activities and personal aspects. Some of the psychological and behavioural aspects are also leads to employee grievances. Grievances are not complaints. The registered complaints or complaints followed formal structure are known as grievances. IT industry faces many challenges over years. Talent management and change management issues, performance management and digitalization are some of the key areas. Hence lot of grievance is filed by employees related with these aspects also. Hence a better grievance management system is essential for every organization which significantly contributes towards job commitment, job involvement, job attachment, productivity, and morale. This paper tries to prove the relationship between various grievance management techniques with job performance of employees.

Keywords: Grievance Management, Job Performance, Open Door Policy, Step Ladder Policy, Grievance Box, Exit Interviews.

A STUDY ON EFFECTIVE EMPLOYEE RETENTION STRATEGIES- AN EMPIRICAL STUDY

Dr.AnithaRani¹Olimba²

¹ Professor, Department of Management studies,

²P G Scholar, Department of Management studies,
KarpagaVinyaga Institute of Management, Pudukotai

Employee retention matters, as, organizational issues such as training time and investment, costly candidate search etc., are involved. Hence, failing to retain a key employee is a costly proposition for any organisation. Various estimates suggest that losing a middle manager in most organisations, translates to a loss of up to five times his salary. This might be worse for Manufacturing Industry companies where fresh talent is intensively trained and inducted and then further groomed to the successive stages. In this scenario, the loss of a middle manager can often prove dear. Employee retention is