

# CRYSTALISING GRIEVANCE MANAGEMENT STRATEGIES AND PERFORMANCE OF SELECTED MANUFACTURING FIRMS IN NIGERIA

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## ABSTRACT

*The operating environment of the Nigerian manufacturing industry occasioned by global capitalism has been unpredictable, complex and competitive. This has made manufacturing firms face fragile issues that are characterised by numerous complexities. Despite substantial contributions in the past, there is still a thriving necessity for answers in the area of grievance management. Hence, this study examined the influence of grievance management on corporate performance of selected manufacturing firms in Nigeria.*

*A survey design was employed with a sample of three (300) hundred respondents from selected top three quoted manufacturing firms on the Nigerian Stock Exchange (NSE). Questionnaire was designed as a research instrument to obtain required information for study and was further using regression analysis. The findings revealed that there is a significant influence of avoidance grievance, dominating grievance, compromise grievance, obliging grievance and integrating grievance management on organizational performance. Organizations should encourage mutual relationship among employees, as well as provide conducive working conditions/ environment for employees, like organizational learning, effective communication among employees, which will enhance their productivity and organizational performance.*

**Keywords:** Conflict, Corporate Communication, Grievance, Performance.

## INTRODCUTION

In today's highly interconnected global economy, organizations encounter a more myriad of threats of internal and external disturbances to business undertakings (Ibidunn et al., 2015; D'Cruz, 1999; Osibanjo et al., 2016). Some grievances can be planned for, controlled, and mitigated; but additional high-impact, hard-to-predict circumstances are happening more frequently. Grievance commonly arises within a short duration and can affect a corporation's capacity to attain its goal. Grievance often results to significant economic or reputational loss (Kondalkar, 2007; Lewin & Peterson, 1988). Due to the uncertain nature of grievance and the likely consequence on an organization's viability, organizations require preparing in advance measures for managing it before it leads to crisis.

Today, the need to preserve a harmonious workplace connection to increase worker morale, enhance organizational efficiency, and improve organizational efficiency has rendered worker grievance leadership a severe and essential organizational issue. Employee grievance management has appeared as a top concern for many right-thinking executives and executives in our modern company field, as organizations trying to make the most of each of their staff need to be able to keep a harmonious management-labor connection that is essential to organizational