

Improving a Grievances Handling Process Using an Automated System

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Abstract. Every organization is continuous in the market based on employee productivity; employee production can be important to satisfy them. Employee satisfaction can be possible by developing interesting work, job security, growth, appreciation, proper working conditions, and organizational support at need. Sometimes there are not satisfied with their grievances handling system, as the responsible of the human resource manager is to recognize all the issues of the employees and try to resolve them as quickly as possible. So that is the reason for improving these automated Systems. This paper highlights the improvement of the automated grievance handling procedure and its role in employee satisfaction, which relative for enhance the productivity of the employee.

Keywords: *Grievances Handling, Automated, Manual, Employee*