

# Impact of Grievance Mechanism on Employee Job Satisfaction in Insurance Firms

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## ABSTRACT

This study examines the impact of fairness, transparency, timely resolution, and employee voice on job satisfaction in the Indian insurance sector. Using simple linear regression analysis, the research investigates the relationship between these organizational factors and employee satisfaction. The findings reveal that all four variables significantly influence job satisfaction, with employee voice emerging as the most impactful predictor, followed by fairness, transparency, and timely resolution. The results underscore the importance of fostering a workplace culture that promotes fairness, ensures transparent communication, resolves issues promptly, and encourages employees to express their opinions and concerns. In the context of the Indian insurance sector, where employees often work in high-pressure environments, these factors play a critical role in shaping job satisfaction. By addressing these areas, organizations can enhance employee engagement, retention, and overall productivity. The study provides actionable insights for management to develop policies and practices that prioritize employee well-being and satisfaction. Focusing on these aspects can help organizations in the sector navigate competitive challenges while maintaining a motivated and satisfied workforce, contributing to long-term success.

**Keywords:** Job Satisfaction, Employee Voice, Organizational Fairness.

