



# **The Impact of Grievances Handling Procedure on Employee Job Satisfaction: A Special Reference to Apparel Industries in Colombo District**

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## **ABSTRACT**

The purpose of the study is to show the impact of grievances on employee job satisfaction with no proper addressing. The importance of identifying the grievances, addressing the grievances proactively as early as possible and having a properly established plan for grievances is evident from the thesis. Furthermore, the importance of giving particular concern to the factors or causes that give rise to a grievance is evident. Finally, the paper discusses the significance of handling grievances on employee job satisfaction in the apparel industry. For this, Colombo District has been selected. The study population consists of the executive-level employees working in the garment factories. The sample consists of 249 employees selected using a convenient sampling method. Data were collected through the administration of a structured questionnaire survey. The present study empirically evaluates four dimensions of grievances handling: Supervisor's support, Job security, Working conditions and Rigid rules and regulations. The study suggests that only Rigid rules and regulations correlate negatively with Job satisfaction while others correlate positively. However, it seems that the organizations do not give the required time and effort to these factors, and organizations finally will face negative consequences following such negligence. So, the thesis addresses the gap that is created by improper grievance handling procedures. Finally, through this study, it has concluded that grievance handling factors significantly impact the employees' job satisfaction in the apparel industry. Therefore, it is very much essential to give ample amount of consideration to improving the overall performance. Thus, the organization's administration can use grievance handling factors to improve their employees' job satisfaction.

**Keywords:** *Grievance Handling, Supervisor's support, Job security, Working conditions and Rigid rules and regulations*