# EFFECTIVENESS OF GRIEVANCES HANDLING MECHANISM OF TWO SELECTED APPAREL FIRMS IN POLONNARUWA


**By**

**WADAKAHAKOTUWE GEDARA RASHI PABA SANDEEPANI**

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## ABSTRACT

This study investigated the Characteristics of effective grievance handling mechanism and Effective grievance handling. There for the aim of this study was to analyse existing level of Formal procedure, Speedy settlement, Settlement at lowest level, Perceived justice, Simplicity and training and Effective grievance handling. what sort of relationship between Formal procedure, Speedy settlement, Settlement at lowest level, Perceived justice, Simplicity and training and Effective grievance handling at two selected apparel companies in Polonnaruwa.

Structured questionnaire was used as the method of data collection and 172 operational level employees selected as sample out of 219 operational level employees. Researcher considered two apparel companies name as Alamoana (Pvt) Ltd & Hydramani (Pvt) Ltd. Random sample method used to make the sampling frame of the study. Quantitative research approach used for this study. The data were analysed using descriptive statistics, correlation and regression analysis.

The result indicated that the formal procedure, speedy settlement, settlement at lowest level, perceived justice, simplicity and Training were high level in selected apparel companies. Also result indicated significant positive relationship (Formal procedure and Effective grievance handling, Speedy settlement and Effective grievance handling, Settlement at lowest level and effective grievance handling, Perceived justice and effective grievance handling, Simplicity and effective grievance handling and also Training and effective grievance handling).

As a result of this study, managers of apparel companies must give their attention for characteristics of effectiveness grievances handling mechanism for effective grievances handling to enhance employee's well-being.



***Keywords:*** *- Effective Grievance Handling, Formal Procedure, Speedy Settlement, Settlement at Lowest Level, Perceived Justice, Simplicity, Training*

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