

**THE IMPACT OF GRIEVANCE HANDLING PRACTICES ON  
JOB SATISFACTION: STUDY OF OPERATIONAL LEVEL  
WORKERS IN THREE SELECTED GARMENT FACTORIES IN  
BADULLA**



By

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## ABSTRACT

A grievance means any dispute or discontent or feeling of unfairness arise between an employer and employee in the workplace. The employee expresses their grievances in term complaint. Without united human efforts, no organization can achieve its goals. Thus, it is essential to promote and maintain employee to be fully satisfied with his working conditions for higher productivity and industrial growth. Employees are the most important asset of an organization. There should always be a good relationship between the employer and the employee. If employees are happy in the organization, the organization can move towards success. Satisfaction with the grievance handling practice is important in this regard.

This study assessed, employee grievances handling practices and how it effects to employee job satisfaction. The researcher aims to find out the impact between employee grievances handling practices and job satisfaction of machine operators of three selected garment factories in Badulla. In terms of research methodology, this study used a descriptive research design. Sample selected through stratified sampling method, out of the 164 machine operators selected from three garment factories. Data were collected from questionnaire and data analyzed using SPSS version 22.0 in descriptive statistics.

The research findings include that there is a significant positive relationship of employee grievances handling practices and employee job satisfaction in selected apparel companies in Badulla.

**Keywords: Employee Grievances Handling Practices, Job Satisfaction**

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