

**A STUDY ON THE EFFECTIVENESS OF GRIEVANCE
HANDLING PROCEDURES OF BANKS IN TRINCOMALEE
DISTRICT**

1045

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ABSTRACT

Importance of handling grievance of employees in organizations is indisputably established by numerous scholars. Having identified this importance, organizations are increasingly concentrating on handling grievances systematically and properly. However, in order to handle grievances successfully, certain characteristics should be presented in the procedures of handling grievances. The present study aims to evaluate the effectiveness of grievance handling procedures of several Sri Lankan domestic banks with a special reference to banks in Trincomalee district by employing five established characteristics of an effective grievance handling procedure, namely; a) perceived fairness b) promptness, c) simplicity and d) acceptability. e) Handling style. In determining the effectiveness of GHP the present study aims to find out to what extent the GHPs of banks provide procedural fairness to its employees, maintaining the promptness in handling the grievances, exist the simplicity, accepted by all, and the grievance handling style of supervisor adopted in the GHPs. Four popular and main banks in Sri Lanka, two private sector banks and two public sector banks, were chosen for the study. Data were gathered through interviews, structured questionnaires, and organizational documents. Four branch managers and Area managers of the four banks and 100 banking assistance including clerical staffs and office assistance were employed for gathering information.

Findings of the study indicated that the private banks had all the five characteristics of an effective grievance handling procedure evaluated in the study. Specifically even the bank P1 (private bank1) has moderately effective grievance procedure it has high mean value than other two state owned banks, which did not have any criteria of effectiveness as that much it was studied in the private sector banks. Moreover the findings ascribed that the GHPs have moderate level of fairness, promptness and moderately accepted by employees, exist the procedural simplicity, mean while the adopted grievance handling style of supervisor is not bad.

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