

**STUDY ON CAUSES OF EMLPOYEE GRIEVANCES, LEVEL OF  
GRIEVANCES AND METHODS OF HANDLING GRIEVANCES  
IN ARA LIYA GROUP OF COMPANIES**



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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.

The researcher aims to achieve mainly four objectives through this research, those are, to find out extent the causes of grievances, level of grievances among the employees in the Araliya Group of Companies, to find out extent the methods of handling grievances in the Araliya Group of Companies and to compare the status quo of causes of employee grievances, level of grievances and methods of handling grievances among the companies in the Araliya Group of Companies. In terms of research methodology, this study used a descriptive research design. Sample were selected through stratified sampling method, out of the 365,150 staff members selected from five companies in Araliya Group of companies. Data were collected from questionnaire and data analyzed using SPSS version 19.0 in descriptive statistics. This study found that there are five causes leads to employee grievances in the Araliya Group of Companies. Such as causes relating to the job, working condition, organization's policies, procedures and practices, alleged violation and inappropriate personal behavior.

In terms of levels of grievances, there is a higher level in the Araliya Group of Companies. At the same time, in solving grievances, this company is used both methods. However, they use Open-door Policy highly. In terms of second objective, findings revealed that in all five companies, all five causes are contributing highly for employee grievances. Regarding levels of grievances, it is at the high level in Hotel Sudu Araliya (Pvt) Ltd. And also, when solving employee grievances all five companies highly use both methods but Open-door Policy is the highly-used method in all five companies when comparing it with Quasi method.

**Keywords:** Employee Grievances, Grievances Handling Methods

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