

The Role of Workplace Counselling in Sri Lanka with Reference to Operational Level Employees in Garment Sector

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In today's dynamic world, there is no any garment which is free of stress. In response to this stress garments have contracted to make counselling services available to their employees. Workplace counselling is a therapy that provides employees with a safe place to discuss any issues that they're struggling with. The aim is to determine the level of effectiveness of workplace counselling in Sri Lanka with reference to operational level employees in garment sector. In order to achieve it, this study was designed using a qualitative approach. A sample of 15 female, 15 male operational level employees, three supervisors and three human resource managers who are already in three leading garment factories by utilizing convenient sampling method. The qualitative data was collected by conducting semi-structured interviews. The interview transcripts were analysed using thematic analysis techniques. This study came up with four parent nodes as client satisfaction, psychological functioning, the meaning of work and work behaviour. The results revealed there is a significant positive impact from workplace counselling to operational level employees. Through this study the garment sector can build mutual understanding with employees and counselling sessions. Taken as a whole, the results of research suggest that counselling is generally effective in alleviating psychological problems, has a significant impact on sickness absence, and has a moderate effect on attitudes to work.

Keywords: Workplace counselling, Operational level employees, Garment sector, Effectiveness