

Conflict Handling through Grievance Handling: An Evidence from Apparel Industry in Sri Lanka

D.W.R.A.A.B Dissanayake and A.K. Anjala

Department of Business Management, Rajarata University, Mihintale, Sri Lanka

This study is intended to identify the impact of grievance handling on conflict management in the apparel industry in Sri Lanka in order to address the question of “Does the grievance handling procedure impact on handling conflicts among employees in Apparel industry in Sri Lanka?” as one of the most significant innovations in industrial revolution. Accordingly, the study collected data from 120 employees in selected apparel companies in Kurunegala District by using stratified random sampling method. A structured questionnaire was used for the data collection where the first part of the questionnaire was devoted to collect the demographic information and the second part was dedicated to measure the dependent and independent variables using 5 points Likerttype scale. Descriptive Statistics, AVOVA, Correlation Analysis and Regression Analysis were used to analyze the data using SPSS 20.0 version. The Correlation Analysis between the dependent variable and independent variables were significant at 0.05 level of significance which indicate that the grievance handling procedure positively influences the conflict handling in the apparel context. According to the Multiple Regression analysis, the adjusted R square value was 0.404 where informal grievance capturing system and timeliness of the grievance handling were identified as significant at 0.05 level of significance. Based on the findings it can be concluded that an effective grievance handling procedure is essential for the apparel industry to address the conflict arise among the employees in order to maintain sound industrial relations. There, the organizations should pay a special attention to capture the grievances in informal ways and captured grievances should be addressed in timely manner. The findings of this research can be imply to the apparel industry to form effective grievance capturing and handling system policies and strategies to maintain the healthy atmosphere in the organizational context.

Keywords: Apparel industry, Grievance, Grievance handling, Conflicts, Conflict handling