



The grievance management procedures on employees work
performance in Apparel Industry
(Special reference to Katunayaka Export Processing Zone)

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ABSTRACT

To ensure that organizations direct its human resource assets optimally, application of recognized channels through which employees can bring their dissatisfaction to the attention of management is a good practice. A good employee relation is one of the objectives that organizations embrace in the process of striving to achieve its goals that include high performance. This research aimed at identifying grievance management procedures on employee work performance in the apparel industry. The employee handling procedures are put in place by employers to help guide employees in making formal complaints about official acts or omissions where they feel aggrieved. The extent to which employees in organization make use of the grievance handling procedures pose serious challenges in the apparel industry and this bring about Knowledge gap on utilization of grievance handling procedures and how it affects work performance. This study aimed at filling in the knowledge gap and therefore the study aimed to determine the utilization of grievance handling procedures in the Katunayake Export Processing Zone. Thus, the study based on the three objectives; first, to identify the current practices used in Apparel industry, second, study aims to identify the relationship between grievance management procedures and Employees work performance. Finally, to examine the impact of grievance management procedures and Employees work performance. Research Data was collected using past researchers questionnaire as this was relatively easier and cheaper to use. Questionnaires were distributed by using convenience sampling method to collect primary data from 120 employees working in top six apparel companies in Sri Lanka. The data were analyzed using Descriptive statistics, correlation coefficient, and regression analysis method. The results of the study indicated that there is a positive relationship between Grievance Management Procedures and Employee work performance. The findings of the study support to the human resource managers of apparel industry to identify the nature and causes of grievances and should pay more attention to develop their grievance procedures in future.

Key Words – *Grievance Management Procedure, Employee Work Performance*