



THE IMPACT OF GRIEVANCE HANDLING PROCEDURE ON EMPLOYEE MOTIVATION: THE STUDY BASED ON THE TEXTILE INDUSTRY IN SRILANKA

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Abstract

Sri Lanka's earning from textiles and garments exports increased by 28.7% year-on-year to \$1.699 billion during the first for months of 2021, according to the statistics released by the central bank of Sri Lanka. Even though there is a big opportunity to increase the exports from the textile Industry and Employee Motivation is one of the impact factor in increasing the level of output. In this backdrop, the main purpose of this research is to identify the impact of the grievance Handling Procedure on Employee Motivation in the Textile industry in Sri Lanka. For the Study 100 employees were selected through stratified convenient sampling method from different factories and this study adopts a descriptive research approach including qualitative and quantitative data. This study collected primary data using questionnaire and various other secondary sources such as books, journals, reports and articles. The collected data was tabulated and analyzed by using SPSS package and MS Excel. Descriptive statistics, ANOVA, Correlation and Regression analysis used as main analyzing methods. Following matters are identified through analysis, among the 100 employees, 49% were found to be 26–33 years old, that's indicating an increased contribution of younger employees and high rate (69%) of women are depending on textile industry. Employee turnover rate is 30% within 1-5 years. Mean and standard deviation values for independent variables are 3.84 and 0.72 for simplicity of process, 2.50 and 0.88 for supervisor capacity, 2.89 and 0.92 for Fair and Transparency and 3.44 and 0.93 for the dependent variable (Motivation). According to the Correlation and Regression Analysis this study accept three Independent variable are positively correlated with dependent variables and Impact with each other through Hypothesis testing. This study suggested following points for the improvements of grievance handling. Such as A manager/supervisor can usually track the behavior of people working under them, Develop systematic grievance procedure to elicit the opinions of employees about the organization and its policies, Use several Techniques for identifying employees opinions like, Gripe Box, Meetings. Finally, Coordinate several institutions including government for give the better prospects for employees within an outside of the organization for the better future of employees to achieve the sustainable development of our country.

Keywords: Motivation, Grievance Handling, Textile industry, Employees, Sri Lanka.

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