



The Assessment of Employee Grievance Management System in Vavuniya Urban Council

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The fundamental source of the grievance is the discrepancy between management practices and employee expectations. Individual grievances that go unresolved will eventually result in group disputes in organizations. Therefore, every organization must have an effective grievance handling procedure. The aim of this study is to evaluate the grievance management system in VUC and the awareness of employees towards grievance management system. The study employed a mixed method using both qualitative and quantitative research instruments to collect data from the respondents using a questionnaire and a Key Informant Interview (KII). The study was carried out, covering a convenience sample of 104 from the total population of 148 employees of Vavuniya urban council and Interview was conducted among five employees from Health Unit. The quantitative data was analysed using descriptive statistical techniques and correlation analysis with the help of SPSS. The qualitative data was analyzed using content analysis and case analysis techniques. The findings of the study revealed that the grievance procedure in Vavuniya urban council is inefficient and highlights issues that lead to dissatisfaction among employees in the public service. The study also found that employee awareness of grievance management and the degree of employee satisfaction with the grievance mechanism are low. The survey also further revealed that the management does not follow any established protocol when a grievance occurs. Cast, lack of education, misunderstanding, and refusing to listen to employees are the primary causes of grievances at VUC. The study recommends that in order to improve grievance management, a quarterly grievance awareness survey should be conducted to find out whether the new entrants are aware of such a procedure. An organisation should provide a conducive environment to avoid grievances and provide formal and informal counselling to address and manage grievances in the workplace.

Keywords: Grievance, Grievance Handling System and Satisfaction