

## **The Impact of the Grievance Handling on Job Satisfaction among Middle Level Employees in ABC (Pvt) Ltd.**

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The Sri Lankan apparel industry is deeply committed to ensuring the satisfaction level of its employees. Accordingly, the main purpose of this study is to see whether there is an impact of the quality of grievance handling on job satisfaction among middle-level employees at ABC (Pvt) Ltd. According to the literature, there is a lack of research context in many comprehensive studies on the topic of the impact of quality of grievance handling on job satisfaction among middle-level employees in the apparel sector in Sri Lanka. This study was conducted to determine the level of quality of grievance handling, the level of job satisfaction, and the impact of quality of grievance handling on job satisfaction among middle-level employees at ABC (Pvt) Ltd. The study is focusing on the positivistic research paradigm, and the reasoning approach is deduction. An online questionnaire was distributed among 59 selected samples to collect data. The sample was drawn from its population using a simple, probabilistic random sampling technique. As a quantitative research study, the Statistical Package for Social Sciences was used to analyze descriptive statistics, regression, and correlation analysis. According to that, the analysis identified a significant positive relationship between the quality of grievance handling and job satisfaction among middle-level employees at ABC (Pvt) Ltd. The findings showed that dimensions of quality of grievance handling, such as timeliness, structure of grievance handling, justice ensured by the procedure, and collaborative participation of managers and trade unions, also have a positive and significant impact on the job satisfaction of middle-level employees. This research study provides a good platform for management to understand how grievances can influence the job satisfaction of employees. Also, it provides a clear picture of how to handle grievances. Moreover, the finding may be useful for professionals in the same industry as well as others to get insights from the recommendation of the analyzed problem.

**Keywords:** *Quality Of Grievance Handling, Job Satisfaction, Timeliness, Structure Of Grievance Handling, Collaborative Participation*

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