

Employee Grievances Handling and Its Effect on Employee Turnover Intention: Study of a Private Hospital in Sri Lanka

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The primary purpose of this study was to identify employee grievance handling and its effect on employee turnover intention. This study was carried out as quantitative explanatory research work. Further, the sample was selected randomly and used a simple random sampling technique. This is cross-industry descriptive research, and a standard questionnaire was used to collect primary data through a survey. Questionnaires were distributed to a sample of 63 executive employees who are currently working in a selected private hospital. The data was analyzed using Statistical Package for the Social Sciences [SPSS] 23.0 version. Descriptive statistics, normality, linearity, correlation, and regression are used to analyze the data and make conclusions. Findings revealed that Employee grievance handling and its effect on employee turnover intention. Moreover, the findings of the study provide numerous implications for HR practitioners, management practitioners, and policymakers to enhance employee grievance handling method and decrease employee turnover intention in private hospitals in Sri Lanka.

Keywords: *Employee Grievance, Employee Grievance Handling, Employee Turnover, Employee Turnover Intention*

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