

Assessment of grievance handling procedures in private work organizations: a case of

Acacia mining-Buzwagi Goldmine

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This study was designed to assess grievance handling procedures in private work organizations in Tanzania using Acacia Mining Gold-Buzwagi as a case. Specifically, the study was set out to investigate the major causes of grievance in private work organizations; it was geared towards investigating the procedures applied by the management in handling grievances, to investigate whether employees are satisfied with the ongoing grievance handling procedures and to investigate the quality of grievance handling procedures in private work organizations. The study employed a sample of 53 employees and it relied on data collected through a survey by the use of five point likert-scales, interviews by the use of an interview guide and documentary review. Data was analyzed through qualitative content analysis after it was run through SPSS to attain its frequencies and percentages. The study findings found that employees attitude towards grievance handling procedure is pessimistic given that the company did not have a structured procedure to handle their grievances in an effective and timely manner. This in turn decreased organizational harmony, increased employee dissatisfaction and reduced Organizational Citizenship Behavior. On the basis of these findings, the study recommends among other things that Acacia Mining should restructure its current grievance handling procedures in a way that it is understandable to both the management and employees; it should also make full investigations of the grievances that emerge, also it has to train its supervisors and have a clear and consistent procedure to handle employee grievances.