

**HRM 204**

**JOB SATISFACTION AND INDUSTRIAL DISPUTES IN TEA  
INDUSTRY**

**AN EMPIRICAL STUDY OF EIGHT TEA ESTATES IN SRI LANKA**

**Abstract**

To Achievement of organizational goals need good industrial relationship between employer and employees. Resultant of poor industrial relations causes labour inefficiency and labour unrest. Sri Lanka is the highest tea exporter in the world and over 500,000 employees engage in the tea industry which plays the vital role for Sri Lankan economy from few decades. But in recent past the most strike-prone. In addition, tea estate workers leave the industry. These two reasons badly affect to the tea industry. The aim of this paper is to discuss the factors influencing labour issues in Sri Lankan tea industry. A sample size is 260 labourers, managers and other related parties from 8 selected tea estates in Sri Lanka. Primary data was collected using structured questionnaire and secondary data was collected from referring statistical reports. Data was analyzed using Likert scale method. ANOVA and regression statistical tools were used to analyse the data. The study concluded that the unsatisfaction of the job and industrial disputes are the results of the economic condition of the labour and political interference of the Government.

**Keywords:**

Industrial disputes, Strikes, Productivity, Job satisfaction, Trade union