

## **Impact of Grievance Handling on Employees' Job Satisfaction**

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Employee satisfaction has become one of the foremost studied topics over the last few decades in organizational settings as it directly links with the various organizational outcomes. The current study intended to investigate the impact of grievance handling on employees' job satisfaction in a selected bank in Sri Lanka by considering the insights given in the theories and models. Data were collected through conducting a survey with special reference to a selected bank by distributing the electronic self-administered questionnaire which was developed based on validated and standard measurement scales introduced by the previous authors. The results of the correlation analysis indicate a strong positive relationship between grievance handling and employees' satisfaction. Furthermore, the result of the simple regression analysis suggests that grievance handling of the bank significantly affects employee job satisfaction consequently, this will help the practitioners to rethink their grievance handling procedures applying for employees that will lead to higher employees' satisfaction.

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