

## **Perceived Effectiveness of Employee Grievance Handling Procedure on Employee Job Performance: Study of a Selected Salt Manufacturing Company in Sri Lanka**

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This study investigates the impact of perceived effectiveness of grievance handling on employee job performances. Hence this research was carried out as a cross sectional field study among a sample of 141 staff in the selected salt manufacturing company. Simple random sampling technique was used to select the sample and primary data were collected using a standard questionnaire. Descriptive statistics, inferential statistics, regression and correlation analysis were analyzed using Statistical Package for Social Sciences (SPSS). It was found that, there is a significant impact of perceived effectiveness of grievance handling procedure on employee job performance of the staff in the selected salt manufacturing company in Sri Lanka. Further, results showed that timeliness, structure of the grievance handling procedure, justice and participation has positive and significant impact on job performance of employees. Furthermore, these findings are expected to be extremely important for the relevant parties in the food manufacturing industry, both theoretically and practically. Cross validation of the findings of this study in different industries and cultures, compared among a larger sample, is recommended in future studies, which will add more insights to the substance of the current study.

**Keywords:** *Grievance Handling Procedure, Job Performance, Timeliness, Justice, Participation*

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