

## **Perceived Effect of Grievance Handling Procedure on Employee Job Performance at The ABC Lanka Tyres Ltd**

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Grievance handling procedures are very important to the job performance of the employees. Hence this research seeks to determine the perceived effect of grievance handling on job performance at ABC Lanka Tyres Limited. The research problem of this study is that the primary goal of this research is to understand the significant impact of the grievance handling procedure on Employee performance in ABC Lanka Tyres Limited, there weren't many research findings about the Sri Lankan context. The research was carried out using a cross-sectional, quantitative methodology. ABC Lanka Tyres Limited employed a structured questionnaire consisting of 23 questions with a 5-point Likert scale to collect data from 138 employees. The SPSS computer program (version 23.0) was used to analyze the data, and it included regression and correlation analysis. To determine the nature of the link between the variables, Pearson correlation analysis was performed. According to the findings of the research, there is a positive impact of grievance handling on employee job performance of ABC Lanka Tyres Limited employees by using the dimensions of time, decision given, and structures. Those dimensions have a positive relationship with the job performance of the ABC Lanka Tyres Limited employees in Biyagama.

***Keywords:** Grievance Handling, Job Performance, Time Taken, Decision Given, Structure*

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