

## **Impact of Employee Relationship Management on Employee Job Performance in ABC (PVT) LTD.**

Niranjan, K.<sup>1</sup> and Darshani, R. K. N. D.<sup>2</sup>

The purpose of this research is to identify the impact of employee relationship management on employee job performance in ABC (PVT) LTD. This study's primary goal is to investigate how employee relationship management, including elements like communication, conflict management, leadership style, shared values and goals, and trust, affects employees' performance in the ABC company. The study used a cross-sectional descriptive research design and a deductive quantitative research strategy. In addition, fixed and simple sampling techniques were used to choose BPO employees and collect information from respondents, respectively. Operational level employees who work in the BPO sector Sri Lanka were chosen as the population of this study. Sample size was 200 observations and used primary data as data source. Data collection was done through a self-administrated questionnaire. A Google form was created and distributed to collect data. The number of employees who responded was 154 among 200 employees. Statistical Package for social science (SPSS) version 23.0 was used as tool for data analysis and both descriptive and inferential statistics, namely regression and correlation were used to analyze data. The results indicate that Employee relationship management and its components has a significant positive effects on employee job performance.

**Keywords:** *Employee Relationship Management, employee performance, communication, conflict management, leadership style. Shared goal/value, trust, BPO sector*

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<sup>1</sup>Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [knivedharani@gmail.com]

<sup>2</sup>Senior Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [niroshidarshani@kln.ac.lk]