

Study on the Impact of Psychological Capital on Organizational Citizenship Behaviour: A Study on Employees of Public Sector Banks in Polonnaruwa District

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Abstract

In this study, the researcher focused on the behaviours of public sector banks non-managerial employees in Sri Lanka. Organizational Citizenship Behaviour (OCB) is one of the critical factors that lead to organizational success. There are many factors that can be affected for OCB, among them Psychological capital (Psycap) plays a major role to decide OCB among the employees. Empirical evidence supported the selected variables so that a conceptual framework was developed by the researchers. This study aims to identify the impact of Psycap on OCB among public banks non-managerial employees. Based on the study objective, five hypotheses were developed for testing. This research is a basic research and a quantitative study and data were collected from non-managerial employees in public sector banks in the Polonnaruwa and Kaduruwela area. A survey questionnaire was used to gather data from the respondents applying convenience sampling method and the total number of sample was 60. SPSS package was used to analyse data of this study and after analysing data, the five hypotheses were accepted based on the correlation analysis. When considering the regression analysis, there was a strong positive impact of resiliency on OCB. A moderate positive relationship exists between self-efficacy and OCB. Finally, recommendations had made in line with the objectives of the study and based on the results.

Keywords: Organizational citizenship behaviour, psychological capital, public banks