

The Impact of Emotional Intelligence and Quality of Work Life on Organizational Citizenship Behaviour (With Special Reference to Banking Employees)

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Organizational citizenship behaviour as an emerging concept concentrate on organizational effectiveness and success has been gained intense attention from scholars since the last decade Organizational citizenship behaviour (OCB) plays a crucial role in the service sector, and profoundly in the banking sector. The quality of work-life and emotional intelligence as the cannons of OCB act as the most influential factors in organizational effectiveness. However, the extant literature in this context is fragmented and limited. Therefore, the study overlooks the impact of emotional intelligence and quality of work-life on organizational citizenship behaviour. Accordingly, the study evaluated the perceptions of 150 employees who worked in state banks Sri Lanak by employing a quantitative research design. A self-administered 5 point Lickert scale questionnaire designed to measure emotional intelligence, quality of work-life and organizational citizenship behaviour.was distributed among the study sample following the convenience sampling technique. The gathered data were analysed incorporating Partial Least Square – structural equation modelling through PLS path modelling and SPSS. The findings ascertained a significant relationship between the quality of work-life, emotional intelligence and organizational citizenship behaviour. Moreover, quality of work-life determined as the most influential variable in establishing OCB. Thus, the study recommends a regulatory and policy framework to encapsulate these elements into Organizational Citizenship Behaviour.

Keywords: Banking sector; Emotional intelligence; Organizational citizenship behavior; Quality of work life