

Impact of Emotional Intelligence on Organizational Citizenship Behavior with Special Reference to Staff Employees at ABC (Pvt.) Ltd.

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Organizational Citizenship Behavior (OCB) is the most important factor which affect success of any organization. Success or failure of organization heavily depends on the behavior of the employees. According to the pilot survey which carried out in ABC (Pvt.) Ltd. researcher identified that staff employees of ABC (Pvt.) Ltd. have lower level of OCB. By reviewing the literature researcher identified that Emotional Intelligence (EI) as one of the most important factors which impact on OCB. The main aims of the study is to find out the positive impact of EI on OCB and the positive impact of dimensions of EI (Self-Awareness, Self-Management, Social-Awareness and Relationship Management) on OCB. Population of the study was 95 staff level employees. Data were collected by census method by using self-administrative questionnaires. Simple regression was applied to find out the impact of EI on OCB while multiple regression was applied to find out the impact of dimensions of EI on OCB. Data were analyzed using SPSS 21 and Minitab 17 software. Result indicated that EI positively impact on OCB and among four dimensions of EI, it was found that Self-Awareness and Relationship Management positively impact on OCB. The management team of ABC (Pvt.) Ltd. can recognized and get clear insight regarding their employee's citizenship behavior through the research findings and it will helpful to improve staff citizenship behavior with special attention to the EI and its dimensions and measures.

Keywords: Organizational Citizenship Behavior, Emotional Intelligence, Self-Awareness, Self-Management, Social-Awareness, Relationship Management