

The Impact of Perceived Supervisor Support, Perceived Co-worker Support and Perceived Organizational Support on Organizational Citizenship Behavior: A Study at United Motors Lanka PLC

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Organizational Citizenship Behavior (OCB) is an important and growing area of every Organization. Prior research on social support extensively have investigated the role of social support on employee success. However, we still know little about how support from distinct sources of support contributes to build OCB of operational level employees. Thus, the main purpose of this study was to assess the impact of 3 important, distinct sources of support, i.e. perceived supervisor support, perceived co-worker support and perceived organizational support on OCB in United Motors Lanka PLC. The study was quantitative and cross-sectional in nature. Using a structured questionnaire, I collected data from 80 operational level employees those who are employed in United Motors Lanka PLC. The data were analyzed using simple linear regression. The results showed that perceived organizational support significantly influence on OCB. However, our findings showed there is no significant impact of perceived supervisor support and perceived co-worker support on organizational citizenship behavior. We recommend management to create sense of OCB through increasing the support of organization by establishing fair reward system that responds to employee needs, builds an environment that will help employees to work smoothly, give training opportunities and intangible rewards to value their contribution to organization.

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