

Impact of Employee Personality Traits on Their Organizational Citizenship Behaviour

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Employee Personality traits and Organizational Citizenship Behaviour (OCB) are very important for every organization, both locally and internationally. The main purpose of this study was to identify the impact of the Big five-factor personality traits on employees' organizational citizenship behaviour in Peoples bank in the Colombo district, Sri Lanka. Two hundred fourteen managerial-level employees who work in the Peoples bank in the Colombo district of Sri Lanka were selected using the simple random sampling technique. A standard questionnaire was administered among the managerial employees to collect the data. The collected data were analyzed using Descriptive, Multicollinearity, correlation coefficient and regression analysis with the aid of Statistical Package for Social Science (SPSS). The study revealed a significant impact of extraversion, neuroticism, agreeableness, conscientiousness, and openness to experience on OCB. Further, this study found strong positive relationships between openness to experience, conscientiousness, extraversion, and agreeableness on OCB and a negative relation between neuroticism and OCB. The researcher recommended that employers in service-oriented organizations need to maintain and promote the environment and situations that will enhance individual personality traits and OCB.

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