

The Impact of Perceived Organizational Support on Organizational Citizenship Behavior: The Mediating Effect of Employee Engagement

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Nowadays employees are not only concern about the pay which they receive for their work, but also about how organization values their contribution and care about their well-being. Thus, employees expect from employers, to accommodate them with long-term, perceived organizational support at work. Therefore, employers focused on maintaining a sustainable workforce by promoting perceived organizational support which ultimately leads to build high levels of organizational citizenship behavior. The main purpose of this study is to identify the impact of perceived organizational support on organizational citizenship behavior by considering the mediating effect of employee engagement in staff and officer grade employees at People's Bank in Colombo Region. Data were collected from 140 staff and officer grade employees through a survey questionnaire. The study sample was selected using the simple random sampling technique. Data analysis was performed by using the Statistical Package for Social Sciences (SPSS). The results indicated that there is a positive moderate relationship between perceived organizational support and organizational citizenship behavior with the mediation effect of employee engagement. Furthermore, the findings of the study indicated that employee engagement partially mediates the impact of perceived organizational support and organizational citizenship behavior.

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