

## **The Impact of Psychological Contract Fulfillment on Organizational Citizenship Behavior**

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The main objective of this study was to identify the impact of psychological contract fulfillment on organizational citizenship behavior of employees along with the mediating effect of perceived organizational support at Lalan Rubbers (Pvt) Limited, Biyagama. It is the leading rubber manufacturer in Sri Lanka. The study followed the survey strategy. Primary data was used to achieve the research objectives and to test the research hypotheses. Data were collected through a questionnaire from 105 managerial and executive level employees using the simple random sampling method out of the population of 180. Data were statistically analyzed using correlation and regression analysis. The mediation effect was tested using the four steps – three regressions approach by Baron and Kenny (1986). The findings of the research revealed that there is a significant positive impact of psychological contract fulfillment on organizational citizenship behavior of employees. Further, it was found that the positive relationship between psychological contract fulfillment and organizational citizenship behavior was mediated by perceived organizational support. According to the findings, a psychological contract fulfillment was found to be a strong predictor of organizational citizenship behavior. Further, it was recommended to Lalan Rubbers (Pvt) Limited to pay attention towards psychological contract fulfillment of employees and providing organizational support to employees to enhance the organizational citizenship behavior of employees.

**Keywords:** *Managerial and Executive Level Employees, Mediation Effect, Organizational Citizenship Behavior (OCB), Perceived Organization Support (POS), Psychological Contract Fulfillment*

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