

## **Impact of Work Overload, Role Ambiguity and Role Conflict on Workplace Incivility: Study of Executive Level Employees in the Government Commercial Banks in Colombo District**

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The purpose of this study is to assess the impact of work overload, role ambiguity and role conflict on workplace incivility in government commercial banks in Colombo district in Sri Lanka. This study was carried out as a quantitative explanatory study. A questionnaire was developed using standard measures and distributed among 100 executive employees who are currently working in government commercial banks. Simple regression analysis was used to test the hypotheses developed to identify the impact on work overload, role ambiguity and role conflict on workplace incivility. Findings revealed that there is a significant impact of work overload on workplace incivility where role ambiguity and role conflict does not have an impact on workplace incivility. The study signifies that even though the impact of work overload, role ambiguity and role conflict on workplace incivility is visible in the western context, the same is not observed in the current study context.

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