

The Effect of Servant Leadership on Organizational Citizenship Behaviour: Mediating Role of Organizational Commitment in Apparel Industry Sri Lanka

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The main purpose of this study to assess the relationship between Servant Leadership and Organizational Citizenship Behaviour in apparel industry. In Human Resource Management filed in Apparel industry faced main issue related to high absenteeism and turnover. When investigating about the reasons behind that is employees are more dissatisfied with the organization and less Organizational Citizenship Behaviour among operational level employees. Major element influence on employee behaviour in workplace is manager's or supervisor's leadership style. In the current study, investigate about effect of Servant Leadership on Organizational Citizenship Behaviour of the employees. Results of this study shows that there is a significant effect of Servant Leadership on Organizational Citizenship Behaviour of the employees. This study is cross-sectional, deductive, quantitative and exploratory research. A standard questionnaire was used to collect primary data via distributing among 240 operational workers in two garment factories. To assess the effect between IV and DV were analyzed through using SPSS correlation and regression. Other that major findings, results shows that there is a significant effect of Servant Leadership on Organizational Commitment and there is a significant effect of Organizational Commitment on Organizational Citizenship Behaviour. The mediating effect of Organizational Commitment was assessed by Online Sobel Test and results shows Organizational commitment is not a mediator between Servant Leadership and Organizational Citizenship Behaviour. However, the findings, conclusions can be generalize to operational level employees in apparel industry in Sri Lanka.

Keywords: *Organizational Citizenship Behaviour, Servant Leadership, Organizational Commitment, Apparel Industry*

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