

Impact of Psychological Capital on Altruistic Behavior of First Line Managers in the Business Process Management Industry: Mediating Effect of Work Engagement

Wickremasinghe, D. S.¹

The aim of this study is to examine the mediating role of work engagement (WE) between psychological capital (PsyCap) and Altruism - a dimension of organizational citizenship behavior (OCB), in a sample of employees who are first line managers (FLMs) of the Business Process Management (BPM) sector in Sri Lanka. Both quantitative and qualitative methods to be employed to derive at the outcome. The study expands on current literature, based predominantly on the Conservation of Resources (COR) Theory and the Job Demand-Resources (JD-R) Theory

Keywords: *Altruistic Behavior, Business Process Management (BPM), Organizational Citizenship Behavior (OCB), Psychological Capital (PsyCap), Work Engagement (WE)*

¹ University of Kelaniya, Sri Lanka (dilkushiwick@gmail.com)