

**PSYCHOLOGICAL OWNERSHIP AND ORGANIZATIONAL TRUST AS
PREDICTORS OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR
AMONG BANK EMPLOYEES IN JAFFNA TOWN**



BY

VELAUTHAPILLAI SUVASTHIKA

REG NO: EU/IS/2014/MS/01

INDEX NO: MS 1651



Project Report
Library - EUSL

A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Business Administration (Specialization).

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

2019

ABSTRACT

This study investigates psychological ownership and organizational trust as predictors of organizational citizenship behaviour among bank employees in Jaffna town to increase the understanding of the ability of psychological ownership and organizational trust to predict citizenship behaviour in organizations. Hence, the main aim of this study is to emphasize the impact of psychological ownership and organizational trust on organizational citizenship behaviour of employees. In this study psychological ownership and organizational trust are considered as an independent variables and organizational citizenship behaviour is considered as a dependent variable.

The quantitative study was conducted based on primary data which were gathered from 168 employees from six selected banks through structured closed ended questionnaire. The collected data were analyzed by using univariate, bivariate and multivariate analyses. And all the items in the independent and dependent variables were tested through reliability test to ensure the consistency of the scale.

Univariate analysis was carried out and the results show employees have high level of psychological ownership, organizational trust and organizational citizenship behaviour. The correlational analysis was carried out and the result indicated there was a strong positive relationship between psychological ownership, organizational trust and organizational citizenship behaviours. The simple linear regression analysis and multiple regression analysis were carried out and the results revealed that psychological ownership and organizational trust significantly and positively impact on organizational citizenship behaviours of employees.

Keywords: Psychological Ownership, Organizational Trust and Organizational Citizenship Behaviour.

TABLE OF CONTENTS

ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	vii
LIST OF FIGURE	x
LIST OF ABBREVIATION	xi
Chapter – 1 - INTRODUCTION	1-6
1.1 Background of the Study.....	1
1.2 Research Problem / Research Gap	3
1.3 Research Questions	3
1.4 Research Objectives	4
1.5 Significance of the Study	4
1.6 Scope of the Study.....	5
1.7 The Organization of the Chapters	5
1.8 References and Appendix.....	6
1.9 Chapter Summary.....	6
Chapter – 2 - LITERATURE REVIEW	7-19
2.1 Introduction	7
2.2 Psychological Ownership.....	7
2.2.1 Territoriality.....	8
2.2.2 Self-Efficacy	8
2.2.3 Accountability	9
2.2.4 Sense of Place or Belongingness	9
2.2.5 Self-Identity	9
2.3 Organizational Trust.....	10
2.3.1 Competence	11
2.3.2 Integrity	12
2.3.3 Dependability.....	12
2.4 Organizational Citizenship Behaviour	12
2.4.1 Altruism	14
2.4.2 Conscientiousness.....	15
2.4.3 Civic Virtue	15
2.5 Empirical Findings	15

2.5.1 Relationships between Psychological Ownership and OCB	15
2.5.2 Relationships between Organizational Trust and OCB	16
2.5.3 Psychological Ownership Impacts on OCB	17
2.5.4 Organizational Trust Impacts on OCB	18
2.6 Chapter Summary	19
Chapter – 3 - CONCEPTUALIZATION AND OPERATIONALIZATION. 20-28	
3.1 Introduction	20
3.2 Conceptualization	20
3.2.1 Conceptual Framework	20
3.3 Variables Relevant to the Conceptual Model	21
3.3.1 Psychological Ownership	21
3.3.2 Organizational Trust	23
3.3.3 Organizational Citizenship Behaviour	24
3.4 Summary of Operationalization	25
3.5 The Social Exchange Theory	26
3.6 Chapter Summary	28
Chapter-4 - RESEARCH METHODOLOGY 29-46	
4.1 Introduction	29
4.2 Research Philosophy	29
4.3 Research Approach	30
4.4 Research Strategy	31
4.5 Methodological Choice	32
4.6 Time Horizon	32
4.7 Research Site/ Area Selection	32
4.8 Population of the Study	33
4.9 Sampling	33
4.9.1 Sampling Method	33
4.10 Sampling Framework and Sample Size	34
4.10.1 Sample Size Determination	34
4.10.2 Sampling Framework	35
4.11 Method of Data Collection and Source	35
4.11.1 Method of Data Collection	35
4.12 Research Instrument	36
4.13 Source of Measurements	38
4.14 The Pilot Study	38

4.15 Reliability & Validity Analysis.....	39
4.16 Unit of Data Analysis.....	40
4.17 Methods of Data Analysis.....	40
4.17.1 Univariate Analysis.....	40
4.17.2 Bivariate Analysis.....	41
4.17.3 Regression Analysis.....	42
4.18 Method of Data Analysis and Data Evaluation.....	44
4.19 Method of Data Presentation.....	44
4.20 Ethical Consideration.....	45
4.20.1 Participant Ethics.....	45
4.20.2 General Ethics.....	45
4.21 Chapter Summary.....	46
Chapter – 5 - DATA PRESENTATION AND ANALYSIS.....	47-78
5.1 Introduction.....	47
5.2 Analysis of Reliability.....	47
5.3 Data Presentation and Analysis of Demographic Information.....	48
5.3.1 Name of the Bank of Respondents.....	48
5.3.2 Job Position of Respondents.....	49
5.3.3 Gender of Respondents.....	49
5.3.4 Age Level of Respondents.....	50
5.3.5 Education Level of Respondents.....	50
5.3.6 Working Experience of Respondents.....	50
5.4 Data Presentation and Analysis of Research Objectives.....	51
5.4.1 Descriptive Analysis of Objective One.....	51
5.4.2 Analysis Objective Two.....	62
5.4.3 Analysis Objective Three.....	66
5.5 Chapter Summary.....	78
Chapter – 6 - FINDINGS AND DISCUSSION.....	79-85
6.1 Introduction.....	79
6.2 Discussion on Personal Information.....	79
6.3 Discussion of Research Information.....	80
6.3.1 Discussion - Objective One.....	80
6.3.2 Discussion on Relationship between Variables - Objective Two.....	81
6.3.3 Discussion - Objective Three.....	83
6.4 Chapter Summary.....	85

Chapter – 7 - CONCLUSIONS AND RECOMMENDATIONS 86-89

7.1 Introduction 86

7.2 Conclusions of the Study 86

7.2.1 Conclusion of Objective One 86

7.2.2 Conclusion of Objective Two 86

7.2.3 Conclusion of Objective Three 87

7.3 Contributions of the Study 87

7.4 Directions for Future Recommendations 88

7.5 Limitations of the Study 89

LIST OF REFERENCES 90

APPENDIX A 105

APPENDIX B 108

APPENDIX C 111

APPENDIX D 112

APPENDIX E 113

APPENDIX F 114