

**THE INFLUENCE OF PERSONALITY FACTORS ON  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF  
EMPLOYEES: STUDY ON FINANCIAL INSTITUTIONS IN  
TRINCOMALEE DISTRICT**

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## ABSTRACT

The purpose of this study was to investigate the influence personality factors of non-managerial employees on their organizational citizenship behavior in Sri Lankan financial institutions. In this study, dimensions of personality are extraversion, agreeableness, conscientiousness, emotional stability, and openness to experience. Thus, personality refers to relatively enduring personal characteristics in the sense of generalized and basic conduct tendencies which reflect long term, pervasive individual differences in emotional style and general influence on emotional responses. Organ (1988) defined OCBs as "an individual behavior that is discretionary not directly or explicitly recognized by the formal reward system and that in the aggregate promotes the effective functioning of the organization. The convenience sampling method was used to collect the sample of 150 non managerial employees who work in financial institutions Trincomalee district.

A questionnaire was administered among the non-managerial employees to measure their big five personality and organizational citizenship behavior. The collected data were analyzed using correlation coefficient and regression analysis. The results of the study indicated that extraversion, agreeableness, conscientiousness and openness to experience had significantly and positively correlated with organizational citizenship behavior. Results further indicated that emotional stability had significant negative association with organizational citizenship behavior.

In conclusion, it is observed that personality traits have influence on the Organizational citizenship behavior. This shows that employers need to develop good personality traits, abilities and practices in attaining high level of Organizational citizenship behavior among the employees. Results of this study suggest that the personality traits are importance to the Organizational citizenship behavior of employees and management authority.

**Keywords:** Five factor model of personality, personality traits, Extraversion, Agreeableness, Conscientiousness, Emotional stability, Openness to experience, Organizational citizenship behavior.

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