



THE STUDY ON EFFECTS OF JOB SATISFACTION AND  
ORGANIZATIONAL COMMITMENT ON ORGANIZATIONAL  
CITIZENSHIP BEHAVIOR, WITH THE EFFECTS OF JOB  
ROTATION AND ROLE STRESS

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## ABSTRACT

This study investigates the effects of job satisfaction and organizational commitment on organizational citizenship behavior, with the effects of job rotation and role stress in banks at Mannunai North Divisional Secretariat of Batticaloa district. Organizational citizenship behavior is a person's voluntary commitment within an organization that is not part of his or her contractual tasks. Achieving a strong work force with minimal resources has become a grand task for every employer. This requirement increases the demand for Organizational citizenship behavior. Satisfied and committed workforce can achieve positive behaviors in organization. Role stress brings many negative consequences into organization whereas Job rotation is an on-job training process.

There are several researches have been conducted related with Organizational citizenship behavior, however in the context effects of job satisfaction and organizational commitment on organizational citizenship behavior, with the effects of job rotation and role stress in banks were not much studied in the past. A structured questionnaire was prepared and distributed to selected respondents. The study population consists of bank employees in Mannunai North Divisional Secretariat of Batticaloa district (247 in number). And research methodology employed by simple random sample method in order to derive sample for this study. 200 questionnaires were purposively distributed among employees, eventually positive response is received and 166 questionnaires were received back duly filled in by the respondents, hence the response rate was 83%.

The questions particularly addressed levels of each variable and to what extent job satisfaction and organizational commitment impacts on organizational citizenship behavior, with the effects of job rotation and role stress of banks in Mannunai North Divisional Secretariat of Batticaloa district. The results found, that levels of all selected variables are in high level, except Role stress at banking sector. And all variable positively related and impacted to dependent variables except Role stress. As well job satisfaction and organizational commitment plays intermediate roles in connecting Role stress and Job rotation with Organizational citizenship behavior.

**Keywords:** Organizational Citizenship Behavior (OCB), Job satisfaction, Organizational commitment, Role stress, Job rotation.

## TABLE OF CONTENTS

ACKNOWLEDGEMENT.....	I
ABSTRACT.....	II
TABLE OF CONTENTS.....	III - XI
LIST OF TABLES.....	XI - XIV
LIST OF FIGURES.....	XIV

### CHAPTER 01 - INTRODUCTION

1.1 Background of the study.....	1
1.2 Research problem.....	4
1.3 Research question.....	5
1.4 Objective of the study.....	6
1.5 Significance of the study.....	6
1.6 Scope of the study.....	7
1.7 Assumptions.....	8
1.8 Summary.....	8

### CHAPTER 02 - LITERATURE REVIEW

2.1. Introduction.....	9
2.2 Organizational Citizenship Behavior (OCB).....	9
2.3 Influencing factors in Organizational Citizenship Behavior.....	11
2.4 Main variables connected to Organizational Citizenship Behavior.....	13
2.4.1 Job satisfaction.....	13

2.4.2 Organizational Commitment.....	15
2.4.3 Relationship between Job satisfaction and Organizational Citizenship Behavior.....	16
2.4.4 Relationship between Organizational commitment and Organizational Citizenship Behavior.....	17
2.5 Main variables connected to Job satisfaction and Organizational Commitment.....	18
2.5.1 Role Stress.....	18
2.5.2 Job Rotation.....	20
2.5.3 Relationship between Role stress and Job satisfaction.....	22
2.5.4 Relationship between Job rotation and Job satisfaction.....	22
2.5.5 Relationship between Role Stress and Organizational Commitment.....	23
2.5.6 Relationship between Job rotation and Organizational commitment.....	24
2.6 Summary.....	25

### CHAPTER 03 - CONCEPTUALIZATION AND OPERATIONALIZATION

3.1 Introduction.....	26
3.2 Conceptualization.....	26
3.2.1 Role Stress.....	27
3.2.1.1 Role Ambiguity.....	27
3.2.1.2 Role Conflict.....	27
3.2.1.3 Role overload.....	28
3.2.2 Job rotation.....	28

3.2.3 Job Satisfaction.....	29
3.2.3.1 Internal Satisfaction.....	29
3.2.3.2 External Satisfaction.....	30
3.2.4 Organizational Commitment.....	30
3.2.4.1 Value Commitment.....	31
3.2.4.2 Effort Commitment.....	31
3.2.4.3 Retention Commitment.....	31
3.2.5 Organizational Citizenship Behavior.....	32
3.2.5.1 Altruism.....	32
3.2.5.2 Courtesy.....	33
3.2.5.3 Civic Virtue.....	33
3.2.5.4 Sportsmanship.....	33
3.2.5.5 Conscientiousness.....	34
3.3 Operationalization.....	34
3.4. Summary.....	37

## CHAPTER 04 - METHODOLOGY

4.1 Introduction.....	38
4.2 Study setting, Design and Method of survey.....	38
4.3. Sampling.....	39
4.3.1 Study Population.....	39
4.3.2 Sample size.....	39
4.3.3 Sampling method.....	39

4.3.4 Sampling Distribution.....	39
4.4 Method of Data collection.....	40
4.4.1. Sources of data.....	40
4.4.2 Structure of the Questionnaire.....	41
4.5 Method of Measurement.....	42
4.6. Method of Data Presentation, Analysis and Evaluation.....	47
4.7. Summary.....	48

## CHAPTER 05 - DATA PRESENTATION AND ANALYSIS

5.1 Introduction.....	50
5.2 Reliability analysis.....	50
5.3 Personal information.....	51
5.3.1 Type of bank.....	51
5.3.2 List of banks.....	51
5.3.3 Age limit.....	52
5.3.4. Gender.....	52
5.3.5 Civil Status.....	53
5.3.6 Educational Qualification.....	53
5.3.7 Working Experience.....	54
5.3.8 Income limit.....	54
5.3.9 Designation.....	55
5.3.10 Rotated times.....	55
5.4 Research Information.....	56

5.4.1 Level of Role stress, Job rotation, Job satisfaction, Organizational commitment and Organizational citizenship behavior in banking sector.....	56
5.4.1.1. Level of Role stress in banking sector.....	56
5.4.1.2 Level of Job Rotation in banking sector.....	58
5.4.1.3 Level of Job satisfaction in banking sector.....	59
5.4.1.4 Level of Organizational commitment in banking sector.....	60
5.4.1.5 Level of Organizational citizenship behavior in banking sector.....	62
5.4.2 Relationship and impact of Job satisfaction in Organizational citizenship behavior.....	64
5.4.2.1 Relationship between Job satisfaction and Organizational citizenship behavior.....	64
5.4.2.2 Impact of Job satisfaction on Organizational citizenship behavior.....	65
5.4.3 Relationship and impact of Organizational commitment in Organizational Citizenship Behavior.....	65
5.4.3.1 Relationship between Organizational commitment and Organizational citizenship behavior.....	66
5.4.3.2 Impact of Organizational commitment on Organizational citizenship behavior.....	66
5.4.4 Relationship and impact of Role stress on Job satisfaction and Organizational commitment.....	68
5.4.4.1 Relationship of Role stress on Job satisfaction and Organizational commitment.....	68
5.4.4.2 Impact of Role stress on Job satisfaction.....	68

5.4.4.3 Impact of Role stress on Organizational commitment.....	69
5.4.5 Relationship and impact of Job rotation on Job satisfaction and Organizational commitment.....	70
5.4.5.1 Relationship of Job rotation on Job satisfaction and Organizational commitment.....	70
5.4.5.2 Impact of Job rotation on Job satisfaction.....	71
5.4.5.3 Impact of Job rotation on Organizational commitment.....	72
5.4.6 Explanatory power of Job satisfaction and Organizational commitment on Organizational citizenship behavior.....	73
5.4.7 Mediating role of Job satisfaction.....	75
5.4.8 Mediating role of Organizational commitment.....	77
5.5 Summary.....	79

## CHAPTER 06 - DISCUSSION

6.1 Introduction.....	80
6.2 Personal information.....	80
6.3 Research information.....	81
6.3.1 Research objective one: Individually identify the level of Role stress, Job rotation, Job satisfaction, Organizational commitment and Organizational citizenship behavior in banking sector in banking sector.....	82
6.3.1.1 Level of Role stress.....	82
6.3.1.2 Level of Job rotation.....	82
6.3.1.3 Level of Job satisfaction.....	83
6.3.1.4 Level of Organizational commitment.....	83



6.3.1.5 Level of Organizational citizenship behavior in banking sector.....	84
6.3.2 Research Objective Two: To identify the relationship and impact of Job satisfaction and Organizational commitment in Organizational citizenship behavior.....	85
6.3.2.1 Relationship and impact of Job satisfaction in Organizational citizenship behavior.....	85
6.3.2.1.1 Relationship between Job satisfaction and Organizational citizenship behavior.....	85
6.3.2.1.2 Impact of Job satisfaction on Organizational citizenship behavior.....	86
6.3.2.2 Relationship and impact Organizational commitment, and Organizational citizenship behavior.....	86
6.3.2.2.1 Relationship between Organizational commitment and Organizational citizenship behavior.....	86
6.3.2.2.2 Impact of Organizational commitment on Organizational citizenship behavior.....	86
6.3.2.3 Discussion from Previous Study related to Job satisfaction and Organizational commitment in Organizational citizenship behavior.....	87
6.3.3 Research Objective Three: To find out the relationship and impact of Role stress and Job rotation on Job satisfaction and Organizational commitment.....	87
6.3.3.1 Relationship and impact of Role stress on Job satisfaction and Organizational commitment.....	87
6.3.3.1.1 Relationship of Role stress on Job satisfaction and Organizational commitment.....	87
6.3.3.1.2 Impact of Role stress on Job satisfaction.....	88

6.3.3.1.3 Impact of Role stress on Organizational commitment.....	88
6.3.3.2 Relationship and impact of Job rotation on Job satisfaction and Organizational commitment.....	89
6.3.3.2.1. Relationship of Job rotation on Job satisfaction and Organizational commitment.....	89
6.3.3.2.2 Impact of Job rotation on Job satisfaction.....	89
6.3.3.2.3 Impact of Job rotation on Organizational commitment.....	89
6.3.3.3 Discussion from Previous Study related to Role stress and Job rotation on Job satisfaction and Organizational commitment.....	90
6.3.4 Research Objective four: Explanatory power of Job satisfaction and Organizational commitment on Organizational citizenship behavior.....	90
6.3.5 Research Objective five: Mediating role of Job satisfaction and Organizational commitment.....	91
6.3.5.1 Mediating role of Job satisfaction.....	91
6.3.5.2 Mediating role of Organizational commitment.....	92
6.4 Summary.....	92

## CHAPTER 07 - CONCLUSIONS AND RECOMMENDATIONS

7.1 Introduction.....	94
7.2 Conclusions.....	94
7.2.1 Conclusion for Objective three: To find out the relationship and impact of Role stress and Job rotation on Job satisfaction and Organizational commitment.....	94

7.2.2 Conclusion for Objective four: Explanatory power of Job satisfaction and Organizational commitment on Organizational citizenship behavior.....	95
7.2.3 Conclusion for Objective five: Mediating role of Job satisfaction and Organizational commitment.....	95
7.2.4 Conclusion for Objective four: Explanatory power of Job satisfaction and Organizational commitment on Organizational citizenship behavior.....	96
7.2.5 Conclusion for Objective five: Mediating role of Job satisfaction and Organizational commitment.....	97
7.3 Recommendations.....	97
7.4 Limitations.....	98
7.5 Implications for future research.....	99
7.6 Summary.....	99
REFERENCES.....	100
APPENDIX - 00.....	115

### LIST OF TABLES

Table 3.3.1 Operationalization.....	35
Table 4.3.4 Sampling Procedure.....	40
Table 4.5.1 Research variables, Indicators and questions.....	43
Table 4.5.2 Instruments and Sources.....	44
Table 4.6.1 Decision Criteria.....	47
Table 4.6.2 Decision Attributes.....	48
Table 4.6.3 Decision Attributes.....	48
Table 5.2 Reliability analysis.....	50