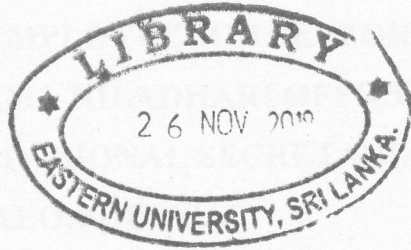


**ETHICAL BEHAVIOR AND EMPLOYEE JOB PERFORMANCE: A
STUDY BASED ON GRAMA NILADHARI OFFICERS IN
MANMUNAI NORTH DIVISIONAL SECRETARIAT IN
BATTICALOA DISTRICT**



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ABSTRACT

Job Performance is an important part in the organization. Mostly Ethics and Ethical Behaviors have been influence the Job Performance. Therefore, the aim to conduct this study is to identify Ethical Behavior and Job Performance of Grama Niladhari officers. There are five variables used in this study which are Integrity, Conscientiousness, Courtesy, Civic Virtue and Altruism (independent variables) influence on Job Performance (dependent variable).

This study is mainly considers primary data. The primary data were collected through closed structure questionnaire from 200 respondents in Batticaloa District, Manmunai North Divisional Secretariat area public. The collected data was analyzed by using reliability and validity test, univariate, correlation and regression analysis.

The findings also revealed that Ethical Behavior influence factors are strong positive relationship with Job Performance except the Civic Virtue. Dimension of Courtesy behavior concern has the highest impact on job performance. It's mean the officers treated the public in proper manner.

Consequently, these research findings have provided some useful insight and feedback to Divisional Secretariat and Sri Lankan government to improve and understand Ethical Behavior and Job Performance.

Key words: Integrity, Conscientiousness, Courtesy, Civic Virtue, Altruism

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