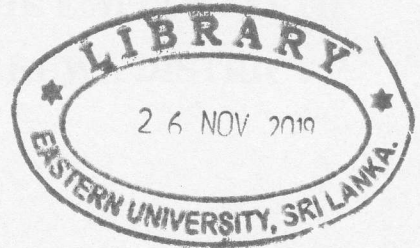


**WORK FAMILY CONFLICT AND ORGANIZATIONAL
CITIZENSHIP BEHAVIOR AMONG THE EMPLOYEES OF
GARMENTS INDUSTRY IN POLONNARUWA DISTRICT**



By

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ABSTRACT

In current competitive environment context, garment industry face competitive challenges. Human resources regarded as the most crucial factor which directly affects the overall performance of the organization and employees. One of the most important goals of an organization is to minimize employee absenteeism in order to accomplish those goals. While recent studies have demonstrated several negative effects of work family conflict for operational employees, none have examined the impact of work family conflict on the organizational citizenship behaviors of operational employees. There is a few empirical studies have been conducted with the work family conflict and OCB of apparel sector. Hence, this study attempts to fill this knowledge gap.

This study was conducted with three research objectives such as to identify the level of work family conflict and OCB of apparel industry. And also identify the relationship between work family conflict and each dimensions of work family Conflict (time-based conflict, strain-based conflict, behavior-based conflict and family on work conflict) with OCB of garment industry and identify the impact of work family conflict and OCB. Primary data were collected from 285 operational level employees of two garments in Polonnaruwa district by using questionnaires. The data were analyzed by using descriptive, correlation analysis and multiple regression analysis. The person environment fit theory provides a theoretical foundation for the conceptual model of this study. Results supported the level of work family conflict was high, but the level of OCB is low in garment industry. Time based conflict, strain based conflict, and family on work conflict was significant highly negative with OCB and behavior based conflict was significant weekly negative with OCB. Finally time based conflict, strain based conflict and family on work conflict was significant impact on OCB and behavior based conflict non-significant impact to OCB. So the researcher was found there are 79.4% variance of OCB was considered as being associated with the variable in the work family conflict. The findings of this study will provide a guide to minimize the work family conflict and improvements related to organizational citizenship behavior in garment industry.

Keywords: *Work family Conflict, Organizational Citizenship Behavior, Operational Employees*

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