

# **Organizational Citizenship Behavior and its Association with Demographic Factors**

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## **Abstract**

It is essential to have qualified human resource for the success of organization. So organizations are investing on employees in order to get maximum output. Employees should behave as good citizens to achieve organization goals. The concept Organizational Citizenship Behavior is applicable to have such employees. This gives an opportunity to measure level of Organizational Citizenship Behavior and determine its association with demographic factors at Batticaloa district. This study included total study population of 247. Samples selected using random sampling method. Structured questionnaire issued to selected samples and 150 questionnaires were received back. Level of variable was analyzed by univariate analysis. According to the results, Citizenship Behavior among bank employees at Batticaloa district is in high level. The results also show that demographic variables such as Gender, Civil status and Educational Qualification have no significant differences with level of Organizational Citizenship Behavior. While working experience has significant difference with Organizational Citizenship Behavior.

**Keywords:** Organizational Citizenship Behavior, Altruism, Conscientiousness, Civic Virtue, Courtesy, Sportsmanship