

## **Work-Life Balance and Organizational Citizenship Behavior: A Special Reference of the State Banking Staff in the Ampara District, Sri Lanka**

N. Rukaya Banu<sup>1</sup> and M. A.G. Sareena Umma<sup>2</sup>

<sup>1,2</sup>*Department of Management,  
Faculty of Management and Commerce, South Eastern University of Sri Lanka.*

<sup>1</sup>*rukaiyanu97@gmail.com,* <sup>2</sup>*agsareen@seu.ac.lk*

### **ABSTRACT**

**Purpose:** Work-life balance has emerged as one of the key concepts in human resource management, and employees at all levels of employment place a high importance on it. Consequently, this study explores how work-life balance impacts organizational citizenship behavior.

**Design/methodology/approach:** The research included 130 state banking staff in Ampara district as the sample and a random sampling method was used for data collection. A standard questionnaire was used to collect the data from these banking staff.

**Findings:** The study findings showed that work-life balance had a strong positive correlation ( $r = 0.754$ ) with organizational citizen behavior. The research findings provide a thoughtful understanding of the significance of work-life balance and organizational citizenship behavior. As a result, the proper balance between personal and professional life will lead to organizational citizenship behavior among employees.

**Practical implications:** Nevertheless, future researchers can reinvent this study with a greater sample size, and other private and state banks. In addition, the study's recommendations could help to strengthen the work-life balance among state bank employees in Sri Lanka.

**Originality value:** This study provides value for the existing body of knowledge on work-life balance and organizational citizenship behavior of this sample area and the understanding of the importance of Work-life balance for banking staff to increase their organizational citizenship behavior to increase the performance and productivity of the banks.

**Keywords:** *Work-Life Balance, Organizational Citizenship Behavior, State Banks*