

THE IMPACT OF OCCUPATIONAL STRESS ON ORGANISATIONAL CITIZENSHIP BEHAVIOR; THE MEDIATING ROLE OF JOB SATISFACTION

De Alwis, A C^a., Punchihewa, U^a., De Alwis A.H.M^b., Berislav Andrić^c,
Hareesh N. Ramanadhan^d

^aUniversity of Kelaniya, Sri Lanka

^bUniversity of Colombo, Sri Lanka

^cPolytechnic in Požega, Croatia

^dJAIN Deemed to be University, Kochi Campus. Kerala, India

The study explored the impact of Occupational Stress (OS) on Organisational Citizenship Behaviour (OCB) and the mediating role played by Job Satisfaction (JS) when the executive grade employees of the Sri Lankan apparel industry are concerned. The sample selected for the study was 352 executives from four organisations in the apparel industry. The sampling technique was simple random sampling. Questionnaires were the main method of generating primary data. Out of 352, 327 respondents returned their questionnaires. Findings indicated that OS has a direct and significant impact on OCB. Further, JS was identified as a mediator between OS and OCB. When the executive grade employees were concerned, the level of OS was high, the level of JS was low. Eliminating unrealistic time pressures, empowering employees, improving the supervisor-subordinate relationship, taking measures to enhance JS were some of the recommendations offered to enhance OCB of the Sri Lankan apparel industry.

Keywords: *Occupational stress; Job satisfaction; Organizational citizenship behaviour*
