IMPACT OF PSYCHOLOGICAL CAPITAL AND SUBJECTIVE WELL BEING ON ORGANISATIONAL CITIZENSHIP BEHAVIOUR: A STUDY OF SELECT BANKS IN INDIA

Abstract

The psychological capital, subjective well being and organisational citizenship behaviour are the positive constructs which have the overall positive impact on organizations and their employees. Furthermore, overall health and well being is lacking among the employees, especially in banking sector which has become a matter of concern in India. The present research study used a cross-section design using structured questionnaire measuring psychological capital, subjective well being and organizational citizenship behaviour of managerial cadre employees of selected banks. This was a self-report questionnaire which was distributed among the employees (N=474) of different banks in northern India, with an aim to determine the effect of psychological capital and subjective well being on the organizational citizenship behaviour. The relationship between psychological capital, subjective well being and its effect on organizational citizenship behaviour was measured using standardized statistical tools like Pearson correlation, Analysis of variance and multiple regression analysis. The demographic variables like age, gender, marital status etc., were found having significant differences as regards to psychological capital, subjective well being and organizational citizenship behaviour. The measurement models were revalidated through exploratory factor analysis and confirmed through confirmatory factor analysis. The significant results have shown that psychological capital impacts the organizational citizenship behaviour whereas subjective well being showed significant relationship with organizational citizenship behaviour when used in combination with psychological capital. The present study findings may help banking sector/organizations to improve upon working conditions of their employees and work output.

**Key words:** Psychological capital, Subjective well being, Organizational citizenship behaviour, banking sector.