

References

- Adams, J. S. (1965). Advances in experimental social psychology. *New York Academic Press*, 2, 267-299.
- Ariani, D. (2013). The relationship between employee engagement, organizational citizenship behavior, and counterproductive work behavior. *International Journal of Business Administration*, 4(2), 46-56.
- Bank of Ceylon*. (2015). Retrieved November 2017, from Bank of Ceylon: <http://web.boc.lk/>
- Baumruk, R. (2004). The role of employee engagement in business success. *Workspan*, 47(11), 48-52.
- Boxall, P., & Purcell, J. (2000). Strategic human resource management: Where have we come from and where should we be going? *International Journal of Management Reviews*, 2(2), 183.
- Brown, M. E., & Treviño, L. K. (2006). Ethical leadership: A review and future directions. *Leadership Quarterly*, 17, 595-616.
- Buckingham, M., & Coffman, C. (1999). What the World's Greatest Managers Do Differently. *The Gallup Organization*.
- Ceylinco Life Insurance*. (2016). Retrieved November 2017, from <http://www.ceylincolife.com/>
- CIPD. (2006). *Working Life: Employee attitudes and engagement*. Chartered Institute of Personnel and Development.
- Commercial Bank*. (2016). Retrieved November 2017, from Commercial Bank: <https://www.combank.net/newweb/en/>

- Cordes, C., & Dougherty, T. (1993). A review and integration of research on job burnout. *The Academy of Management Review*, 18, 621-656.
- Edwards, M., & Peccei, R. (2007). Organizational identification: Development and testing of a conceptually grounded measure. *European Journal of Work and Organizational Psychology*, 16(1), 25-57.
- Employee Engagement and Commitment*. (2006). Retrieved from www.shrm.org: <https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/Documents/Employee-Engagement-Commitment.pdf>
- First Capital FC Research*. (2016). Retrieved November 2017, from www.firstcapital.lk: <https://www.firstcapital.lk/wp-content/uploads/2015/06/Quarterly-Results-Review-Sep-2016-1.pdf>
- Fleming, J., & Asplund, A. (2007). Human sigma.
- Gallup. (2013). How employee engagement drives growth. Retrieved from www.gallup.com/businessjournal/163130/employee-engagement-drives-growth.aspx.
- Global Employment Engagement*. (2012). Retrieved July 2017, from Work perception in international perspective: www.effectory.com/campaigns/work-perception-in-internationalperspective
- Greenberg, J. (1999). Employee theft as a reaction to underpayment inequity: The hidden cost of paycuts. *Journal of Applied Psychology*, 75, 561–568.
- Hatton National Bank*. (2016). Retrieved October 2017, from Hatton National Bank: <https://www.hnb.net/about-the-bank/investor-relations/reports>

- Hay Group. (2013). *Giving everyone the chance to shine*. Retrieved November 2017, from www.haygroup.com/downloads/ww/giving_everyone_the_chance_to_shine_whitepaper_lo_res_singles.pdf
- Hay Group. (2016). *Employee Opinion Survey*. Retrieved November 2017, from <https://www.haygroup.com/en/our-consulting/employee-surveys/?id=116>
- Hewitt Associates LLC. (2004). *Employee engagement higher at double-digit growth companies*. Retrieved from www.hewitt.com.
- IBSL Annual report. (2015). Retrieved August 2017, from IBSL Annual report: <http://www.ibsl.gov.lk/publications/annual-reports.html>
- investopedia. (2017). Retrieved December 2017, from What percentage global economy comprised financial services sector: <http://www.investopedia.com/ask/answers/030515/what-percentage-global-economy-comprised-financial-services-sector.asp#ixzz4wwSPkhoe>
- Joshi, R., & Sodhi, J. (2011). Drivers of employee engagement in Indian organizations. *The Indian Journal of Industrial Relations*, 47 No. 1, pp, 162-182.
- Kahn, W. (1990). Psychological Conditions of Personal Engagement and Disengagement at work. 4(3), 33-34.
- Katz, D., & Kahn, R. (1966). *The Social Psychology of Organizations*.
- Kelegama, S., & Tilakaratna, G. (2014). Financial Inclusion, Regulation, and Education in Sri Lanka. *ADB Working Paper 504*. Tokyo: Asian Development Bank Institute. Retrieved from <http://www.adbi.org/workingpaper/2014/11/18/6506.financial.inclusion.education.sri.lanka>
- Knippenberg, v., & Van Schie. (2000). Organizational Identity and Strategy as a Context for the Individual. *Advances in Strategic Management*, 13, 19-64.

- Little, B., & Little, P. (2006). Employee engagement: conceptual issues. *Journal of Organizational Culture, Communication and Conflict*, 10 No. 1, pp. , 111-120.
- LOLC. (2015). Retrieved November 2017, from LOLC: <https://www.lolc.com>
- LOLC. (2015). *Insurance Industry - Sri Lanka Yet to realize full potential For Disclaimer*. Retrieved from <http://www.lolcsecurities.com/pdf/Industry/Insurance>
- Macey, W., Schneider, B., Barbera, K., & Young, S. (2009). *Employee Engagement: Tools for Analysis, Practice, and Competitive Advantage*. Malden, MA: Wiley.
- Mael, & Ashforth . (1989). Organizational Identity and Strategy as a Context for the Individual. *Advances in Strategic Management*, 19-64.
- Maslach, C., & Leiter, M. (2008). Early Predictors of Job Burnout and Engagement. *Journal of Applied Psychology*, 93, 498-512.
- Nations Trust Bank. (2016). Retrieved October 2017, from Nations Trust Bank: www.nationstrust.com
- OECD. (2012). *Economic Surveys: Indonesia*. OECD Publishing. doi: 10.1787/eco_surveys-idn-2012-en.
- Osborne, D., & Plastrik, P. (2016). *Employee empowerment: Giving frontline employees the power to improve results*. The Reinventor's Fieldbook.
- Penna. (2007). *Meaning at Work Research Report*. http://www.penna.com/contentfiles/penna/content/research/e7031f6c-e95e-49ba9ecc-fad74a0829ec/meaning_at_work.pdf .
- People's Leasing and Finance PLC. (2016). Retrieved October 2017, from People's Leasing and Finance PLC: http://www.plc.lk/inpages/about_us/about_us.php

- Rath, T., & Harter, J. (2010). *Wellbeing: The Five Essential Elements*. New York: Gallup Press.
- Reade, C. (2001). Antecedents of organizational identification in multinational corporations: fostering psychological attachment to the local subsidiary and the global organization. *Journal of Human Resource Management, 12*(8), 1269 – 1291.
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support. *Journal of Applied Psychology, 87*, 698-714.
- Richman, A., Civian, J., Shannon, L., Hill, E., & Brennan, R. (2008). The relationship of perceived flexibility, supportive work-life policies and use of formal flexible arrangements and occasional flexibility to employee engagement and expected retention Community, Work and Family. *11 No. 2*, 183-197.
- Robinson, D., Perryman, S., & Hayday, S. . (2004). The drivers of employee engagement. *5*(1), 55-60. Retrieved from Institute for Employment Studies. Retrieved from <http://www.wellbeing4business.co.uk/docs/Article%20-%20Engagement%20research.pdf>
- Rupp, D., & Cropanzano, R. (2002). The mediating effects of social exchange relationships in predicting workplace outcomes from multifoci organizational justice. *Organizational Behavior and Human Decision Processes, 89*, 925–946.
- Saks, A. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology, 21 No. 6, pp. , 600-619*.
- Sampath Bank*. (2016). Retrieved November 2017, from Sampath Bank: <https://www.sampath.lk/en/>
- Schaufeli, W. B., Salanova, M., Gonezalez, R. V., & Bakker, A. B. (2002). The Measurement of engagement and burnout: A two simple confirmatory factor analytic approach. *Journal of Happiness Studies, 3*(1), 71-92.

Schwartz, T., & Porath, C. (2014). Why you hate work. *New York Times*, 17.

Softlogic Life Insurance. (2016). Retrieved October 2017, from Softlogic Life Insurance:
<http://www.softlogiclife.lk/financial-info/annual-report-2016/>

Sri Lanka Insurance. (2016). Retrieved October 2017, from Sri Lanka Insurance:
<http://www.srilankainsurance.com/wp-content/uploads/2017/07/Annual-Report-2016.pdf>

Towers Perrin Talent Report. (2003). Retrieved October 2017, from Working today understanding what drives employee: www.towersperrin.com/hrservices/webcache/towers/United_States/publications/Reports/Talent_Report_2003/Talent_2003.pdf

Tyler, T. R. (2004). *The social psychology of procedural justice*. Law and Society Association. Chicago.

Union Assurance. (2016). Retrieved October 2017, from Union Assurance:
<https://unionassurance.com/en/home>

Welch, M. (2011). The evolution of the employee engagement concept: communication implications. *An International Journal*, 16(4), 328-346.

Wellins, R., & Concelman, J. (2005). Retrieved from Creating a culture for engagement. Workforce Performance Solutions: www.WPSmag.com