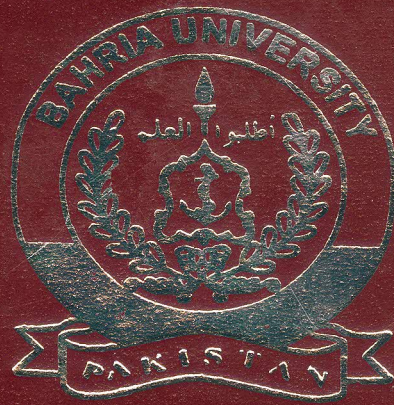


INVESTIGATING IMPACT OF WORKPLACE
OSTRACISM AND POSITIVE PSYCHOLOGICAL
CAPITAL ON JOB PERFORMANCE OUTCOMES
IN THE BANKING SECTOR OF PAKISTAN



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ABSTRACT

Workplace Ostracism poses a major threat to the well-being of employees and undermines their performance in the organizations. Ostracism is persistent and often done with the intention to remove or push away the employee by the current role/position. The basic aim of this study was to examine the impact of Workplace Ostracism on employees' Job Performance, Job Satisfaction and Turnover Intentions analyzing the moderating effect of Positive Psychological Capital in the banking sector of Pakistan. Data was collected from the Banks operating in Pakistan from their branches in Lahore by convenience sampling through structured questionnaires. For analyzing the impact questionnaires were delivered online through Google forms to employees working in different banks. 252 proper answered questionnaires were selected for data analysis. We used Confirmatory Factor Analysis to check the reliability and validity of the data and we used Structural Equation Model by Smart PLS-SEM to test our hypothesis. Results show that the more the bank employees are ostracized, the more they became dissatisfied. It affects their overall Job Performance; they were unable to perform their duties properly. They found themselves in discomfort position due to Workplace Ostracism. Most of them were not satisfied with their job but some of the bank employees were able to capitalize Positive Psychological Capital and they had self-belief that they can counter problems which were raised due to Workplace Ostracism. The outcome found that Workplace ostracism has a negative relation with Job Performance and Job Satisfaction and it has positive relation with Turnover Intention. Further it was found that Positive Psychological Capital moderates the relation between Workplace Ostracism Job Performance, Job Satisfaction and Turnover Intention. This study will help Banks and other organizations as they would be able to manage the Workplace Ostracism to minimize its impacts effectively.

Keywords: Workplace Ostracism, Positive Psychological Capital, Job Performance, Job Satisfaction, Turnover Intention.

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