

“The effect of Workplace Ostracism on  
Employee Performance & Employee  
Turnover  
in the Banking Sector”



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## **Abstract:**

Workplace ostracism has been identified as a separate entity from workplace harassment. Though different but is equally, if not more destructive when it comes to the workplace environment. It manifests itself in a number of adverse effects not only at an individual level but also at the organizational. This paper is an effort in finding the effects of ostracism on an employee in terms of their performance and turnover.

The methodology that this paper utilizes is that of descriptive statistics using SPSS to perform correlation & regression analysis. The population is the employees of Pakistan's Banking Sector in the government sector and the sample are of the organization namely ZTBL. The sample size taken is 175. The unit of analysis was individuals.

The study is conclusive that ostracism effects employee performance inversely while it effects turnover directly, i.e. increase in workplace ostracism not only results in a decrease of employee performance but also results in an increase in the employee turnover trend.

The study was carried out in Pakistan, a country that has economic instability, economic stable country is advised for future study. Furthermore, workplace absenteeism &/or organizational citizenship behavior should also be considered as a mediator and/or Employee Job Satisfaction should be considered as a moderator in future studies.

This study makes contribution towards the research literature on Workplace Ostracism, as it examines the effect of workplace ostracism on employee performance and employee turnover.

This study will provide managers with insight on the whole ostracism concept in the organizations and will enlighten them to the costs associated with the presence of ostracism in the workplace in terms of employee performance & employee turnover.

This is the first study to examine the effects on Job Performance and Turnover when exposed to Workplace Ostracism in the government banking sector in Pakistan.

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