

OPTIMISM AND EMPLOYEE PERFORMANCE IN THE BANKING INDUSTRY

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ABSTRACT

This study explored the linkage between bank employee levels of optimism and work performance outcomes. Using a sample of 90 bank employees, including both midlevel managers and tellers, a highly significant positive relationship between the midlevel managers' measured state of optimism and their supervisors' rating of their overall work performance was found. Findings also indicated a positive correlation between self-rated optimism, job satisfaction, and self-rated performance for both midlevel managers and tellers. This exploratory study highlights the impact of psychological capacities on workplace performance and suggests ways to develop optimism within the workplace.