

Impact of Job Burnout on Job Satisfaction and Job Performance of Front Line Employees in Bank: Moderating Role of Hope and Self-Efficacy

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Abstract : The present study investigates the effects of burnout toward job performance and job satisfaction with the moderating role of hope and self-efficacy. Findings from 310 frontline employees of Pakistani commercial banks (Lahore, Karachi & Islamabad) disclosed burnout has negative significant effects on job performance and job satisfaction. Simple random sampling technique was used to collect data and inferential statistics were applied to analyzed the data. However, results disclosed no moderation effect of hope on burnout, job performance or with job satisfaction. Moreover, Data significantly supported the moderation effect of self-efficacy. Study further shed light on the development of psychological capital. Importance of the implication of the current finding is discussed.

Keywords : burnout, hope, job performance, job satisfaction, psychological capital, self-efficacy

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