Self-efficacy, work performance and work satisfaction at a call-center company in southern part of Sweden

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Abstract

This essay looks into the concept of self-efficacy and its implications for work performance. The participants in this study work for a call center company situated in the southern part of Sweden. The hypothesis is that a high degree of self-efficacy exerts a positive effect on work performance. Furthermore, the study seeks to identify the factors that give rise to work satisfaction among the participants. The results of the study show that there is a negative correlation between high self-efficacy and work performance. This finding is subsequently inconsistent with previous research on self-efficacy. The overwhelming majority of the participants in this study believe that they are capable of achieving a bonus but that they could easily end up being burnt out. The conclusion therefore is that a high degree of self-efficacy does not necessarily mean that an individual will actually attain a particular goal. The results further divulge that a high degree of self-efficacy facilitates the acceptance of complex goals. This finding is thus consistent with previous studies on the subject, mainly by Latham. The study also indicates that the probability of promotion and a high degree of locus of control both contribute to work satisfaction among the participants.

Key words: self-efficacy, work performance, bonus, work satisfaction, probability of promotion, locus of control.