

Impact of Positive Psychological Capital on the Team Effectiveness of Call Centres

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Abstract

The significance of team effectiveness as an output variable has been recognized over the years. This study investigated the role of recently emerging core construct of Positive Psychological Capital (consisting of hope, resilience, optimism and efficacy) on the team effectiveness, i.e., team functioning and team empowerment. Taking this view, a sample of 200 employees (100 males and 100 females) belonging to an age group of 23 to 29 years were selected from various call centres of Gurgaon and Faridabad. Psychological Capital Questionnaire (Luthans, Youssef and Avolio, 2007) and Team Effectiveness Assessment Measure (UdaiPareek, 2008) were administered to measure these variables. Results revealed that efficacy and hope led to higher cohesion while resilience enhanced the Autonomy and Accountability.

Key Words: Psychological Capital, Team Effectiveness, Team Empowerment, Resilience.

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