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## **THE INFLUENCE OF PERSONAL ATTITUDES ON JOB PERFORMANCE OF MANAGERIAL AND NON-MANAGERIAL STAFF DURING COVID-19 PANDEMIC: XYZ, COLOMBO**

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### **Abstract**

Employee job performance is important for an organization to overcome the challenges posed by COVID-19. Personal attitudes are particularly influential in a person's job. They are formed in the mind of the person and emerged from his/her behaviour. A very good relationship between personal attitudes and job performance must be maintained to prevent and address the problems and challenges posed by the COVID-19 pandemic during this period. The purpose of this study is to understand how personal attitudes affect the job performance of XYZ employees during COVID-19. This study includes attitude related factors (salary, training, leadership, motivation) to identify the impact of personal attitudes on job performance during this pandemic period. This was based on descriptive research design. In-depth interviews and observation tools were used under an adopted case-study strategy, with the 20 participants of sample being male and female managerial and non-managerial staff members. Thematic analyses were used to analyse the data. Results indicate that all attitude related factors have a positive effect on employee performance. Motivation, salary, rewards, training, and leadership have a significant impact on personal attitudes. Personal attitudes are direct cause of job-related attitudes as both positive and negative; job satisfaction, organizational commitment, and job involvement being the positive job-related attitudes, and absenteeism, lateness, and theft being the negative job-related attitudes. The company should appreciate their employees more often. An effective retention strategy can be formulated by offering competitive salaries and promotions. As a result, job performance can be improved. It can be concluded that employees' personal attitudes significantly affect job performance of XYZ during the COVID-19 pandemic period.

**Keywords:** Personal attitudes, Job-related attitudes, Job performance, Organizational commitment, Job satisfaction