

ABSTRACT

The current business scenario is much more complex and unpredictable than before. Heavy competition in the international market has created an environment of volatility, uncertainty, complexity, and ambiguity. In order to survive under this complex situation, organizations need to put their best efforts to maximize their resources for effective performance and ensuring their safe existence. Extreme competition warrants the organizations to bring the best from their employees to gain a competitive advantage. In this process, employees experience unrest, discontentment, and frustration at large that hamper their productive potentialities. This is one of the topmost perennial problems that disturb the congenial atmosphere of the workplace for the achievement of employee wellbeing. Since employee wellbeing has a distinct impact on employee productivity, organizations need to adapt healthy measures that could create more efficient manpower to produce better results and make organizations sustainable. Keeping this in view, the present study was designed to examine the antecedents and consequences of employee wellbeing in the context of Indian service industries. It also examined the moderating role of role clarity and job autonomy on the relationship between employee wellbeing and its consequences (employee retention and performance). Data were collected from 711 employees working in service industries across India. SPSS 20.0 and AMOS 20.0 software tools were used to analyze the data. Results of the study revealed a positive and significant association between antecedents (psychological capital, supervisor support, co-worker support, and HR practices) and employee wellbeing. The findings of the study also showed a positive association between employee wellbeing and its consequences (employee performance and employee retention). Further, the findings reported a significant and positive moderating effect of role clarity between employee wellbeing and its consequences. The moderating effect of job autonomy was found to be significant between employee wellbeing and employee retention, whereas the effect was not significant with employee performance. The outcome of the study offers valuable insights for researchers and practical implications for HR professionals to effectively manage the human resources in service organizations.

Keywords: Employee wellbeing, psychological capital, HR practices, employee performance, employee retention, role clarity, job autonomy, Indian service industry