

ABSTRACT

The COVID-19 pandemic has spotlighted employee workplace happiness (WPH) and life satisfaction (LS). Proactive behaviour, such as job crafting, has a positive connotation in terms of boosting morale by allowing the employee to take ownership of the work. The present study investigates the impact of job crafting on workplace happiness and life satisfaction in the context of knowledge workers in the Indian service sector. To test the proposed hypotheses, data were collected from 643 employees of IT and ITeS organizations across India. Results revealed that job crafting positively influences WPH as well as LS. The study also examined the mediating role of person-job fit (PJF) between the association of job crafting facets and WPH and LS. Besides this, the study also examined job-based psychological ownership as a mediator between the proposed variables. The findings provide IT sector managers and organizations with an understanding of the enabling role played by job crafting to boost a sense of ownership of the job and better PJF. This can contribute to a sense of happiness at work and in life. The relationships between the variables were further explored via the means of a qualitative study (N=26). Results revealed that during the pandemic, workers engaged in forms of approach as well as avoidance crafting and also resorted to non-work crafting to gain a sense of WPH and allied LS. In addition to the elements of WPH and LS, employees also reported passion, resilience and entrepreneurial skills as consequences of job crafting undertaken. The findings have bearings for HRD managers to boost the adoption of programs for proactive employee behaviour at Indian workplaces. It is apparent that engaging in job crafting can spell beneficial for knowledge workers who can contribute to the organizational goals by assuming a sense of control over their job and thereby remaining happier and engaged. The present study contributes to the small but growing literature in the context of the COVID-19 pandemic on the role of proactive work behaviour on WPH as well as LS. Limitations, implications and future directions of the study have been discussed.

Keywords: Job Crafting, Workplace Happiness, Life Satisfaction, Person-Job Fit, Job-based Psychological Ownership, Work Engagement, Organizational Commitment, Job Satisfaction, Indian IT, Knowledge Workers