

## HUMAN RESOURCE EMPOWERMENT: ANTECEDENTS AND CONSEQUENCES

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### ABSTRACT

Indian service organizations in recent times reflect transformations in terms of paradigm shift from dependable employees to empowered, independent, responsible, and skilful organisational citizen. The intense competition and economic instability in the global business environment has led the organizations to heavily rely on employee behaviours that promote high-quality customer service. Today's organizations have realized that they can no longer afford to compete solely on prices and cost cuts. Competitive advantage can be accomplished by empowering their employees to take initiative in their jobs and act like owners of the business. Keeping this view, the present study was designed to examine the antecedents and consequences of human resource empowerment in the context of Indian service industries. It also examined the mediating role of role clarity on the relationship between human resource empowerment and its consequences. Data were collected from 653 executives working in service industries across India. Software tools SPSS 20.0 and AMOS 18.0 were used to analyze the data. Results of the study revealed positive and significant association of antecedents like operationalized HR practices, work locus of control and transformational leadership with human resource empowerment. The findings of the study also showed positive association between human resource empowerment and the consequences like employee performance and organizational commitment. Further, the findings reported a significant and positive mediating effect of role clarity between human resource empowerment and employee performance, whereas an insignificant mediation effect was found between human resource empowerment and organizational commitment. The outcome of the study offers valuable insights and inputs for future research and practical implications for organizational development (OD) practitioners to effectively manage the human resources in service organization.

**Keywords:** Human resource empowerment, Operationalized HR practices, Work locus of control, Employee performance, Organizational commitment, Role clarity