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Impact of High-Performance Work Practices on Service Recovery, Creative Job Performance and Absence Intentions

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Research Highlights

To improve the influences of workforce facing high performance work system on employee job outcomes, previous study has mainly represented public discussion concept to explain the fundamental instrument in the high performance work system study (Takeuchi et al., 2007; Messersmith et al., 2011; Kehoe and Collins, 2017). Public argument study recommends that when workforce obtain outcomes from the companies, they are similarly to reply with their performances and thoughts appreciated by the companies (Blau, 2014). High performance work system incorporates human resource procedures for example training & development, growth-related efficiency organization, and benefit reflects company's stock in workforces. Therefore, when organizations offer high performance work system to workers, workforce would respond by representing optimistic actions and manners such as work efficiency, work fulfillment, as well as structural responsibility. The effort of the public argument viewpoint is that high performance work system assist to viewpoint extended period employee-manager argument link. Additionally to switching main reserves, occupation link might convey many senses for workforces since effort is an intermediate by which workforces can't merely become monetary and public reserves, but also increase value and the consciousness of individual achievement (Liu et al., 2013). Therefore, we additional debate that the outcomes of high performance work system are not only about correspondence (that is., public argument), however also critically around impacting personality value insights. Though, this viewpoint has been ignored in the high performance work system study.

Organization- centered self-confidence states to the observed worth those employees have of themselves as workforce participant in the structural setting (Pierce et al., 2009). We propose that when high performance work system is settled, workforce would experience those companies worth them. This employee high performance work system may promote workforce. Therefore, the research is imbedded in "self-concept-based theory" (Shamir et al., 2013; Chan et al., 2013) to hypothesize how self-concept-based theory connects the links among workforce skilled high performance work system and work efficiency and work fulfillment by ascertaining its incremental authority above the public argument method. The results predict previous varying outcomes can be partially described by the mediating results of efficiency evaluating positively and information of efficiency values on the link among response occurrence and evaluating feedback (Shaun, Gerard, & Stephen, 2018).

Generally, previous researches have only highlighted the impact of few human resource practices on high performance work system or they might have relate the high performance work system directly with job outcomes. But this research investigates the effectiveness of human resource practices as a high performance work systems. Moreover, based upon the





previous literatures by theorizing and examining in what way line managers' aim similarity reduces the space among organizational-stage and increases job engagement. Additionally, only few researches have focused on organizational based experience while others have highly focused on employees based. But this research has concentrated on both the aspects that are organization based experience and employee based experience.

Research Objectives

The Purpose of the study is to examine about the factors that helps the service industry to create an engagement with an employee for long term reliability towards an organization in order to increase the job outcomes. The study will ideally consider and empirically investigate the frontline employees (FLEs) engagement towards hotels and effect of high performance work system on.

Based on the above research question, following are the objectives of the study.

1. To investigate the role of eight HR practices that are recruitment, selection, training, developmental performance management, performance-based compensation, flexible job design, participative decision-making, and information sharing as an important indicators of HPWPs.
2. To check the impact of HPWPs on service recovery, creative job performance and absence intentions.

Methodology

For the accurate measurement, quantitative technique is adopted while observations are carried out according to objective of research. The Quantitative data gathering techniques depend on systematic sampling and organized data gathering tools that adopt dissimilar familiarities into planned answer classifications. They generate consequences that are informal to reevaluate, contrast, and simplify. Questionnaires is used as primary source. Data is collected from employees of the service industry in Karachi. Convenient Sampling is utilized for preparatory phase of research and it is a non-probability sampling strategy keeping in mind the end goal. A Sample size is of 300 respondents who are currently employed in the service industries. Once the data had been collected from respondents, a quantitative method was used for analyzing the data. This testing is performed using Smart





PLS, incorporating the examination of construct reliability, Construct validity, Discriminant validity and analysis for multiple regressions.

Results

The research has proposed 3 hypothesis and the results indicated that high performance work system has negative impact on absence intentions as they both have inverse relationship high performance work system has positive impact on service recovery performance and creative performance while high performance work practices may also increases the employee engagement towards their job. The results of the study also highlights that high performance work system increases the job outcomes which ultimately effects the organizational performance.

Findings

The results establish that the immediate implementation of careful recruitment, job safety, teamwork and job opportunities encourages job engagement that in turn leads to reduced absence intentions and results in service recovery and creative performances at elevated levels.

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