

**Impact of job security, job autonomy and supervisor support on employee psychological wellbeing: The mediating role of presenteeism in the employees of hospitality industry**

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**BY**

**Namra Rehman**

ID: 15003205001

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**SCHOOL OF BUSINESS AND ECONOMICS  
UNIVERSITY OF MANAGEMENT AND TECHNOLOGY,  
LAHORE**

## **Declaration**

I certify that this work contains no material which has been accepted for the award of any other degree or diploma in my name, in any university or other institution and, to the best of my knowledge and belief, contains no material previously published or written by another person, except where due reference has been made in the text. In addition, I certify that no part of this work will, in the future, be used in a submission in my name, for any other degree or diploma in any university or without the prior approval of the School of Business and Economics, University of Management and Technology, Lahore where applicable.

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**Namra Rehman**

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## List of Abbreviations

|            |   |
|------------|---|
| JS         | Job Security                                |
| JA         | Job Autonomy                                |
| SS         | Supervisor Support                          |
| SPL        | Sickness Presenteeism/Productivity Loss     |
| PWB        | Psychological Wellbeing                     |
| SDT        | Self Determination Theory                   |
| COR Theory | Conservation of Resource Theory             |
| ANOVA      | Analysis of Variance                        |
| MANOVA     | Multivariate Analysis of Variance           |
| NWRP       | Non-Work Related Presenteeism               |
| JCM        | Job Characteristics Model                   |
| SWB        | Subjective Wellbeing                        |
| JSS        | Job Security Scale                          |
| WAS        | Work Autonomy Scale                         |
| SSS        | Supervisor Support Scale                    |
| SPS        | Stanford Presenteeism Scale                 |
| TFS        | The Flourishing Scale                       |
| SPSS       | Statistical Package for the Social Sciences |

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## **Abstract**

The purpose of this research is to theorize and empirically examine the association between job security, job autonomy, supervisor support, presenteeism, and the psychological wellbeing of the employees of hospitality industry. This study also measures the impact of presenteeism as a mediator between job security and psychological well being; job autonomy and psychological well being; supervisor support and psychological well being of employees. This is a quantitative research study, using cross sectional research design via survey method. The sample is comprised of N=205 employees from top and middle level management of three, four and five star hotels in Lahore. The results have revealed that job security, job autonomy and supervisor support are positively correlated with the psychological wellbeing of employees. Job security, job autonomy and supervisor support are found negatively correlated with the presenteeism in employees of hospitality industry. Presenteeism was found to have significant negative relationship with the psychological wellbeing of employees. Furthermore, the results have affirmed partial mediation of presenteeism between job security and psychological wellbeing; job autonomy and psychological wellbeing; supervisor support and psychological wellbeing of employees of hospitality industry. This study highlighted the importance of presenteeism instead of traditional HR research concern on absenteeism and provides insights to the HR professionals of hospitality industry of Pakistan to review their strategies as well policies to enhance job security, job autonomy and supervisor support in order to reduce presenteeism and improve employee's psychological wellbeing.

**Keywords:** Job Security, Job Autonomy, Supervisor Support, Presenteeism, Employee's Psychological Wellbeing.

# CHAPTER 1

## INTRODUCTION

This chapter includes background of the study, statement of the problem, main objectives, research questions, and significance of the study including rationale of the study and gap identification. The contextual importance of the study considering hospitality industry of Pakistan is discussed. Thesis structure detail is also described in this chapter.

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Tourism and hospitality industry is one of the most significant industries in the world these days because of its great contribution in the economic development of countries around the world. Globalization and high spirited business environment have promoted service-sector organizations especially hospitality industry to be more holistic and practical in execution of their human resource practices while facing the challenge of providing high quality service to their customers (Alan, Radzi & Hemdi, 2009; Lee & Ok, 2015).