

# Does a single model account for much variance in employee job performance? Evidence from Air ticketing agencies

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## **Abstract**

*Despite a large corpus of research studies has focused on a wide range of variables determining employee job performance, a combined effect of attitudinal variables on employee job performance has been heretofore neglected. Predicating on theoretical discourse and lacunae left by earlier studies, the present study aims to investigate the relationship between job-related attitudes and employee job performance. Strongly based on ontological and epistemological assumptions, the study adopts a survey strategy with a deductive approach in a cross-sectional time horizon. Data were garnered with a self-reported questionnaire from conveniently chosen 134 employees working in four air ticketing agencies in Sri Lanka. As a caveat, the fundamental statistical assumptions and common method variance (CMV) were examined. Using a series of multiple regression analysis, we have generated four models. The present study discloses that job-related attitudes were accounted for the significant variance in employee job performance. The study further avers that males were slightly greater performers than females. Needless to say, the study has made theoretical contributions to the frontiers of human resource management literature and proffers many useful practical implications. The limitations and suggestions for future research directions are also highlighted at the end of the paper.*

Keywords: Job-related attitudes; Employee job performance; Air ticketing agencies; Sri Lanka

JEL Codes: M12, M10, M14.

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## **1. Introduction**

Nowadays most businesses are globally expanded and operating in a dog-eat-dog world than ever before and consequently, achieving organisational objectives is challenging, described as ‘a wild goose chase’ (Torlak and Kuzey, 2019). One of the most accelerating factors is information technology that has noticeably intruded into almost all of the businesses (Basheer et al., 2019; Saleem et al., 2020). Predominantly, the airline industry that connects all nations is the foremost business strongly influenced by the use of information technology (Tae et al., 2020; Thamaraiselvan et al., 2019). Notably, information technology facilitates the airline industry to approach its ultimate consumers. The majority of the air ticketing agencies operate at downtown ticket offices. Employees working in the air ticketing agencies engage with many complicated activities: booking the tickets, reserving the tickets, cancelling the tickets, rebooking the tickets, refunding, visa services, customer services, onboard facilities (Wheel-

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