MODELING THE DETERMINANTS OF WORKPLACE ATTACHMENT

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ABSTRACT

This study proposed a model based on social exchange theory and examined the effect of employer branding on workplace attachment. It also examined the mediating effect of employee engagement between employer brand and workplace attachment. The empirical research is based on a cross-sectional research design, and the data was collected from 289 IT employees working in the Delhi-NCR region through an online questionnaire. The study reflected a positive and significant relationship between employer branding and workplace attachment with a mediating effect on employee engagement. The study can help HR managers and employers reduce employee turnover and foster positive workplace attachment. This study also theoretically contributes to the literature by proposing and validating the workplace attachment model, which can be helpful in further interdisciplinary research in marketing and human resource management.

INTRODUCTION

Branding plays a crucial role in organizational success and sustainability. It generates direct and indirect benefits to its stakeholders and acts as a conjunction between them for collective benefits (Brodie et al. 2017). Branding helps to create a distinct image and perception among customers and helps in decision making approach (Anton, 2024; Liu et al., 2024). Recent studies have laid an importance for employer branding (EB) to achieve organizational sustainability and employees work preference (Santiago, 2019; Tkalac & Verčič, 2024) and also to attract talented pool of applicants (Kashive & Khanna, 2017).

In this global competitive scenario, human capital is known for organization growth and advantage and as per the doctrine of endomarketing, it becomes important to keep employees motivated and empowered to achieve the competitive edge(Imani et al., 2020). Seeing the current competitive scenario, the attraction and retention of a talented pool of candidates becomes a tedious task for many organisations (Rodrigues & Sousa, 2024).

As per the report of Statista, financial services had the highest rate of attrition (32.7%) in India, followed by Life sciences (19.4%), Consumer products (18.1%), Services (18%), IT/ITes (15.5%) and Manufacturing (11%) during 2023 (*Statista, 2023*), hence managing the employee turnover rate becomes an important part of research for industries. EB is known to be an organizational practice to mitigate the risk of employee turnover (Tumasjan et al., 2020). But most of the studies on EB is in context of attracting talented employees (Hoppe, 2018; Theurer et al., 2018). Very scanty literature is available, which speaks about managing employee turnover with EB (Chopra et al. 2023a).

Past studies say that work attachment also plays an important role in enhancing employee job satisfaction and mitigating the employee turnover rate (Chen et al. 2021). The question arises: Does employer branding positively and significantly affect workplace attachment? No such study is available in the literature proving the empirical relation between the two. Therefore, this research proposes a workplace attachment model to test the relationship between employer branding and workplace attachment empirically. Past studies highlight poor employee engagement as the cause of employee turnover (Fasbender et al.

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2019; Quek et al. 2021). Hence, seeing the gap in the literature, the question arises: Does employer branding positively and significantly affect employee engagement? The study would be useful for the organization working on the strategy to reduce employee turnover. Managing employee engagement and workplace attachment can lead to the motivation of employees and, hence, a reduction in their turnover.

Seeing the present gap in the employer branding literature and its impact on workforce in organization (Benraïss-Noailles & Viot, 2021; Theurer et al. 2018), this research proposes workplace attachment model. The study has chosen IT sector for collecting the data. The IT sector in India has generated 5.4 million jobs (Statista, 2023), but it also witnesses 15.4% job attrition in the industry. Also, a past study mentions that retaining talent in the IT field has become a challenging task.

THEORETICAL UNDERPINNING

Social Exchange Theory

This research adopts the concept of Social exchange theory (Blau, 2017) in the organisation context, which says employer care towards employees leads to favourable outcomes. The principle of reciprocity in social exchange theory applies to workplace attachment due to a better perception of the employer. This study proposes that the employer brand helps to build a better outlook in the mind of the workforce and is aligned with the past studies in the area of employer brand. The good employer brand helps to reciprocate employees through job satisfaction, job commitments and showcasing a brand advocacy towards the organization (Kaur et al. 2020).

Attachment Theory

In (Bowlby, 1988) proposed the attachment theory which explains the importance of parents and child attachment at early stage. This attachment develops a lifelong bonding and psychological development of the child. Attachment theory in organizational context has been used by many researchers which explain the bonding and attachment between employees and its organization (Wu & Parker, 2017). This study adopts the attachment theory in context of workplace attachment and proposes if the organization has better perception in market it reciprocates similarly by its employee in terms of job commitment and attachment.

LITERATURE REVIEW

Employer Branding

EB has been used as an HR strategy to retain a talented pool of the workforce and to build brand advocacy among them. Past studies focused on EB studies as building an "Employer of Choice" to attract an external workforce (Theurer et al. 2018). Later it was also considered as an internal process and HR strategy to manage employee commitments and retention (Thomas et al., 2020). This study has adopted the definition of EB given by (Tanwar & Prasad, 2017) which focuses on both, managing the internal and external workforce. The definition says "A set of tangible and intangible benefits offered by an organization to attract potential employees and retain existing employees".

Workplace Attachment

When an emotional bond is developed between an employee and an organisation, it is called workplace attachment (Rioux & Pignault, 2013). Workplace attachment plays a vital role in enhancing employees' commitment towards their organisation, and hence, it serves to reduce the problem of employee turnover. Workplace attachment leads employees to have a positive perception of their workplace along with job satisfaction (Hamel et al., 2023).

Employee Engagement

In (Kahn, 1990) explained the concept of employee engagement in terms of the physical, emotional and cognitive expression of employees at the workplace during their work routine. The term physical explains the physical activities exerted during the job responsibilities, while the emotional attribute explains the employee's attitude towards the workplace and their emotional attachment towards it. The term cognitive attribute put an emphasis on employees' awareness of their role in the organisation (Men et al., 2020).

HYPOTHESIS DEVELOPMENT

Employer Brand and Workplace Attachment

Employer brand is not a new concept, it has been explored in past research as a leading human resource strategy to retain the employees in the organization, enhance their commitment and satisfaction level at workplace (Chopra et al., 2023a). Previous research has examined the effect of employer brand on talent retention, employee engagement, employee commitment and talent attraction (Chopra et al., 2023b; Rodrigues & Sousa, 2024; Yousf & Khurshid, 2024). Brand is known to drive place brand creditability and place attachment and loyalty among customers (Martins et al., 2023; Reitsamer & Brunner-Sperdin, 2021). Scanty literature was found explaining the relationship between employer brand and workplace attachment and hence this study proposes a hypothesis:

 H_{01} : There is a positive and significant relationship between employer brand and workplace attachment

Employer Brand and Employee Engagement

Employees are highly inclined towards the company providing growth opportunities, flexibility and support, and it results into the employee engagement (Chopra et al., 2023a). It is examined that high degree of employee engagement leads to employee motivation and commitment towards work (Ancarani et al., 2018). Past studies have supported that employer brand drives the work level engagement among employees (Chopra et al., 2023b; Tkalac & Verčič, 2021) and hence this study proposes the hypothesis:

 H_{02} : There is a positive and significant relationship between employer brand and employee engagement

Employee Engagement and Workplace Attachment

Employee engagement has been examined to have a significant effect on employees' productivity, satisfaction, and retention (Chopra et al., 2023a; Sharma et al., 2021). If the employees perceive the organisation's working culture as safe, it increases their engagement and, in turn, commitment towards the organization (Yousf & Khurshid, 2024).

Customer engagement and place attachment has been studied in various context, such as student engagement and place attachment (Huang et al., 2022), work engagement and

personal attachment with workplace in tourism industry (Monje & Calvo, 2022). The question arises, Does Employee engagement has an impact on workplace attachment. Therefore, with support of past literatures, following hypothesis is being proposed:

 H_{03} : There is a positive and significant relationship between employee engagement and workplace attachment

Employee Engagement Mediating Effect

Employer branding has been found having siginificant relationship with employee engagement (Kashyap & Chaudhary, 2019). Also, brand is known to have significant effect on place attachment (Martins et al., 2023). The past study says that there is a relationship between customer engagement and place attachment (Huang et al., 2022). Also, past studies have explored the mediating effect of employee engagement between employee brand and talent retention (Chopra, et al., 2023b), employer branding and employee commitment (Yousf & Khurshid, 2024). Based on the research gaps identified through literature, this study proposes the mediating effect of employee engagement between employer brand and workplace attachment (Figure 1). The proposed hypothesis is:

 H_{04} : Employee Engagement mediates the relationship between Employer Brand and Workplace Attachment

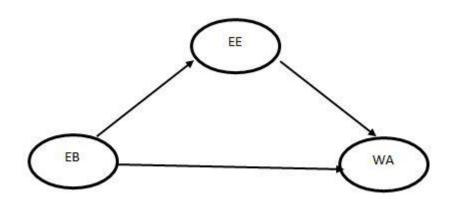


FIGURE 1
WORKPLACE ATTACHMENT MODEL, EB = EMPLOYER BRAND, EE = EMPLOYEE ENGAGEMENT, WA = WORKPLACE ATTACHMENT

RESEARCH DESIGN

This empirical research adopted a quantitative study with cross-sectional research design. The data were collected from mid and junior level IT employee working in and around Delhi-NCR region. The timeframe was chosen between February 2024 to April 2024 to collect the data. The respondents were approached through online by collecting their details through LinkedIn profile. Snowball sampling technique was used and the respondents were asked to give the leads for collecting the responses. The questionnaire was distributed through Google form link through email. Total 320 responses were collected and after cleaning out the data, final 289 valid responses were collected for further process.

Respondents Profile

87.89% of respondents were in the age group between 21 to 50 years. 61.59 % of respondents were male and 48.10% were married. Software engineers were in the majority

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with 31.83%, followed by data quality managers (21.80%). 44.29% of respondents had less than 5 years of experience, followed by 30.79% with less than 10 years of experience. Table 1 presents the details of demographic information about respondents.

Table 1 DEMOGRAPHIC DETAILS OF RESPONDENTS					
Demographic variable	Category	Frequency	Percentage		
Gender	Male	178	61.59		
	Female	111	38.41		
Age	21-26	74	25.6		
	27- 32	48	16.61		
	33-38	46	15.92		
	39-44	62	21.45		
	45-50	24	8.3		
	Above 50	35	12.11		
Marital Status	Married	139	48.1		
	Unmarried	150	51.9		
Designation	Data Scientist	46	15.92		
_	Software Engineer	92	31.83		
	IT system Architect	52	17.99		
	Data Quality Manager	63	21.8		
	Cloud System Engineer	36	12.46		
Experience	0-5 Years	128	44.29		
	6-10 years	89	30.79		
	11- 15 Years	47	16.26		
	15 years above	25	8.65		

Measurement Scales

The questionnaire comprised 21 questions and was developed by adapting the questions from past studies. The employer brand scale was adapted from the work of (Chopra et al., 2023a), constituting nine items. The employee engagement consisting of seven items was adapted from the study of (Schaufeli et al., 2006). Work attachment scale having five items was adapted from the study of (Scrima, 2020). The questionnaire was evaluated using 7 points Likert scale, where one mean strongly disagree and seven means strongly agree.

Data Analysis

The statistical analysis for the given research was done using partial least square structural equation modelling (PLS-SEM) using SMART-PLS4 (Ringle et al., 2024). PLS-SEM is a robust method used for the non-normal distribution data (Hair & Alamer, 2022). The data was assessed for measurement model validity and reliability through the use of composite reliability, average variance extracted (AVE) of the outer loadings of the construct items, and also checking discriminant validity as per Fornell–Larcker criterion and Heterotrait Monotrait (HTMT) (Hair et al., 2014; Henseler et al., 2015). After measurement

model assessment, the structural model is assessed through coefficient of determination (r square) and path coefficient (Hair et al., 2014).

Measurement Model Assessment

The outer loading of all the scale items was found to be above 0.70. Table 2 showcases the convergent reliability through the values of Cronbach's alpha and composite reliability, which were found to be above the threshold limit of 0.75, and hence internal consistency of the measurement model was achieved (Nunnally, 1978) (Table 2).

	Table 2 CONSTRUCT RELIABILITY AND VALIDITY					
	Cronbach's Composite reliability Composite reliability Average variance alpha (rho_a) (rho_c) extracted (AVE)					
EB	0.938	0.945	0.948	0.672		
EE	0.907	0.914	0.927	0.645		
WA	0.923	0.932	0.942	0.766		

Table 3 explains the Fornell – Larcker Criterion for discriminant analysis. Under this test, the square root of the Average variance extracted represented diagonally should be greater than the correlation between the constructs (Fornell & Larcker, 1981) (Table 3).

Table 3							
	FORNELL – LARCKER CRITERION ANALYSIS						
	EB EE WA						
EB	0.820						
EE	EE 0.382 0.803						
WA	0.708	0.393	0.875				

Table 4 shows the Heterotrait – Monotrait Ratio (HTMT) values which are found below 0.85. Hence the discriminant validity was proved (Henseler et al., 2015) (Table 4).

Table 4							
HETEROTRAIT – MONOTRAIT RATIO (HTMT)							
	EB EE WA						
EB							
EE	EE 0.398						
WA	0.752	0.421					

Structural Model Assessment

Structural model examines the relationship among construct (Hair et al., 2019). Under structural model assessment, we performed the collinearity diagnosis of inner model to check the common method bias (CMB) in the given data. Table 5 shows, that there is no issue of CMB as all the the value were below the threshold value of 5 (Kock, 2015). Also, model fitness of this study adhered to the standardised root mean square residual (SRMR) value which should be less than 0.08 (Hair et al., 2019). SRMR value of this study was found to be 0.07 (Table 5).

Table 5 COLLINEARITY STATISTICS							
	EB EE WA						
EB	1.000	1.171					
EE	EE 1.171						
WA							

Table 6 shows the model's coefficient of determination (R2) value. The total R-square of the study is 0.519, which means that a 51.9% variance in workplace attachment is explained by employer brand and employee engagement. (Table 6)

Table 6 R - SQUARE RESULTS			
R-square R-square adjusted			
EE	0.146	0.143	
WA	0.519	0.515	

Table 7 shows the f square values. This value explains the importance of the exogenous variable in the model. The value represents the change in the coefficient of the determination value if the concerned exogenous value is removed. F square >= 0.02 is small whereas, >=0.15 is medium and above or equal to 0.35 is large (Cohen, 1988). The given result shows that employer brand is having large f-square effect (0.75). (Table 7)

Table 7 F-SQUARE						
	EB EE WA					
EB		0.171	0.757			
EE 0.036						
WA						

Table 8 shows the predictive relevance of the endogenous variable in terms of Q square value. Anything above 0 has predictive relevance. This study shows the predictive relevance of workplace attachment to be 0.495 (Table 8).

Table 8 Q SQUARE				
	Q ² predict	RMSE	MAE	
EE	0.134	0.944	0.722	
WA	0.495	0.716	0.469	

Path coefficients were calculated using the bootstrapping method of 5000 samples. The result showed a significant relationship between the construct. The p values of all the hypotheses were found to be less than 0.05, and hence, a significant and positive relationship emerged between the hypothesized constructs as shown in (Table 9).

Table 9 PATH COEFFICIENT						
Original sample (O) Sample mean (M) Standard deviation (STDEV) T statistics (O/STDEV) P value						
EB -> EE	0.382	0.386	0.057	6.655	0.000	
EB -> WA	0.653	0.653	0.047	13.766	0.000	
EE -> WA	0.143	0.146	0.050	2.872	0.004	

Table 10 shows the mediation effect of employee engagement between employer brand and workplace attachment. The bootstrapping approach with 5000 samples was used to calculate the mediation effect. This research utilised the concept of mediation. The given study resulted in a complementary partial mediation effect as both direct and indirect effects were found to be significant (Table 10).

Table 10 MEDIATION EFFECT					
Original sample (O) Sample deviation (STDEV) T statistics (O/STDEV) P value					
EB -> EE -> WA	0.055	0.057	0.022	2.494	0.013

DISCUSSION

This study proposed the workplace attachment model seeing the present research gap in literature. The exogenous variable employer brand was identified to see its significant impact on employee engagement and workplace attachment. The concept of PLS-SEM was utilised to check the impact and relationship among the variables. The β value, which shows the strength of the relationship, was found to be highest between employer brand and workplace attachment ((β = 0.653), followed by the relationship between employer brand and employee engagement (β = 0.386) and the relationship between employee engagement and workplace attachment (β = 0.146). The f square value of the employer brand showed the highest value as 0.722, which identified it as an essential construct.

The study is found to be consistent with past studies. In (Martins et al., 2023) found a significant relationship between brand experience and place attachment. However, no study has identified a significant relationship between employer brand and workplace attachment. This can help policymakers and chief human resource officers enhance workplace attachment through employer brand building. In (Chopra, et al., 2023b) and (Yousf & Khurshid, 2024) identified the positive and significant relationship between employer brand and employee engagement. This study also found a similar relationship and can be helpful in organizational behaviour and human resources area.

The customer engagement and place attachment has found a space in past literature (Huang et al., 2022; Monje & Calvo, 2022) but there was a gap identified exploring the relationship between employee engagement and workplace attachment, hence this study fulfill the gap in literature. Employee engagement was found to play the role of mediating effect between employer brand and talent retention (Chopra et al., 2023a) and employee commitment (Yousf & Khurshid, 2024), but no study was found exploring the relationship between employer brand and workplace attachment. The study showed a significant and positive relationship between the identified constructs and can be useful for further research to enhance workplace attachment and, hence, reduce employee turnover across industries.

CONCLUSION

The given study proposed the workplace attachment model realizing the gap in present literature and looking towards the present scenario of employee turnover across the industries. Employee retention has become a challenge for the organization, and to provide a suitable solution, this research proposed four hypotheses and found positive and significant relationships among them. Employer brands emerged as the most effective construct to put the impact on workplace attachment, which can be utilized to attract both internally and externally talented workforce. Similarly, employee engagement was found to have a significant effect on workplace attachment. The study suggested that employer brand and employee engagement are the positive and significant determinants of workplace attachment. Also, employee engagement was found to have a complimentary partial mediation relation between employer brand and workplace attachment.

This research theoretically contributes to the literature on organizational behavior and human resource management through the marketing concept of branding and proposing a

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workplace attachment model. This model can be helpful to researchers exploring the importance of employer brand and employee engagement in workplace attachment. This study also has a managerial implication where it raises the concern of employee engagement and attachment through the improvisation of the employer brand. The problem of employee turnover was raised in the study and a workplace attachment model is proposed to reduce the issue of employee turnover.

LIMITATION AND FUTURE RESEARCH

The study has certain limitations. This study has taken the context of the IT industry to test the workplace attachment model. Other industries, such as consumer products, financial services, and manufacturing, can also be undertaken to validate the model. The study has been performed in the Indian context; it can be replicated in other geographical areas to check its predictability. The study has utilised the cross-sectional research design; future studies can be done using a mixed-method approach to get better insight through cross-cultural research. The study can also explore other important constructs affecting workplace attachment, such as brand image, and eWOM, along with moderating variables such as age, gender, and location.

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