

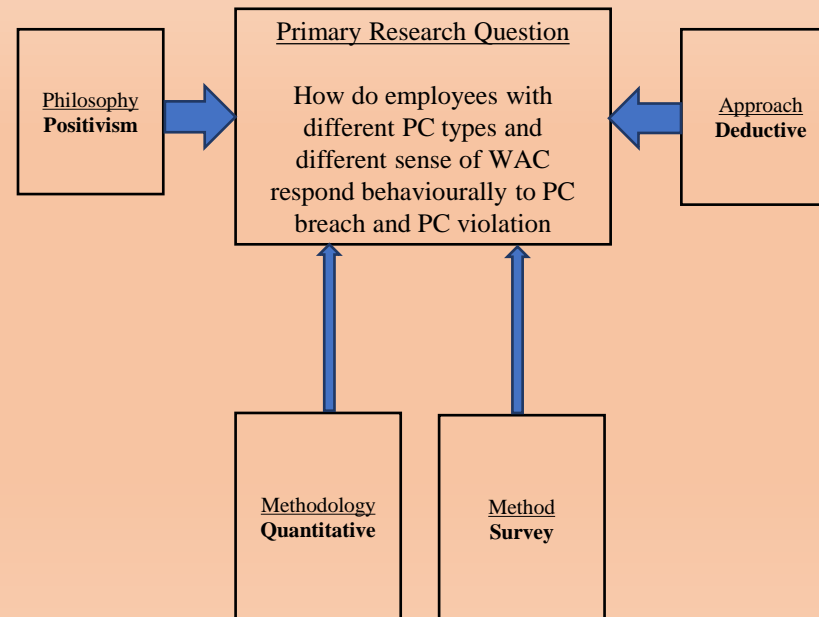
EMPLOYEES' BEHAVIOURAL RESPONSE TO NON-FULFILMENT OF PSYCHOLOGICAL CONTRACT

Research Question: How do employees with different PC types and sense of WAC respond behaviourally to PC breach and PC violation?

Research Findings

- Employees' predominant PC type and sense of WAC jointly have an attenuating effect on the process of PC breach escalating to PC violation.
- Employees' predominant PC type has a significant moderating effect on the mediating relationship between PC breach (through PC violation) and employee's Loyalty behaviour
- Employees' predominant PC type has a significant moderating effect on the relationship between PC breach (through PC violation) and employee's Neglect behaviour through PC violation.
- Employees' sense of WAC has a significant positive effect on the relationship between PC breach (through PC violation) and employee's Loyalty
- Employees' sense of WAC has a significant positive effect on the relationship between PC breach (through PC violation) and employee's Neglect.

Methodology



Research Contribution

- ✓ This study contributed to the PC theory by extending the understanding of PC violation and the interpretation process through which the cognitive response of PC breach escalates to an affective response of PC violation.
- ✓ This study identifies WAC as one of the potential factors that influence the way an employee responds to PC violation and uses this sense of WAC as a moderator between PC violation and behavioural responses – the EVLN framework.
- ✓ This study emphasises the increasing importance of perceived PC breach and violation in the post-COVID-19 era due to organisational changes and economic shifts, emphasising their impact on trust, commitment, and organisational citizenship behaviour.