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Research Paper

Hospitality Employee Voice via Sustainable Performance Management: Empowerment and Ethical Leadership Impact

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ABSTRACT

This study examines if Sustainable Performance Management Systems (SPMS) enhance Employee Voice Behavior (EVB) through the mediating role of Psychological Empowerment (PE), moderated by Ethical Leadership (EL). This integrated framework extends previous research by unveiling mechanisms that translate sustainable tools into staff voice. A quantitative, cross-sectional design was conducted utilizing a sample of 300 frontline hotel employees in Greater Bandung selected via stratified random sampling, with data analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The empirical findings reveal that SPMS exerts a significant, positive direct effect on both PE and EVB, thereby supporting Hypotheses 1 and 2. Moreover, mediation analysis confirms that PE significantly bridges the relationship between SPMS and EVB, establishing its role as a statistical mediator. Finally, the moderated-mediation interaction effect of EL is negative and significant, demonstrating that higher ethical leadership levels statistically attenuate the magnitude of the positive relationship between PE and EVB. In conclusion, building a sustainable hospitality brand requires the strategic design of performance frameworks that psychologically enable employees while balancing ethical stewardship with workplace autonomy, ultimately enhancing long-term operational sustainability and service innovation.

Keywords: *Sustainable performance management, Psychological empowerment, Employee voice behavior, Ethical leadership, Hospitality industry.*

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1. INTRODUCTION

Performance management systems (SPMS) are a new category of increasingly important human resource management (HRM) practices for organizations seeking to align business performance with their broader social, environmental, and ethical goals (Aguinis & Burgi-Tian, 2021). Within the global tourism and hospitality industry, where service quality is tightly linked to human capital, SPMS differs significantly from traditional performance management. While traditional approaches focus heavily on short-term financial outcomes and occupancy rates, SPMS concentrates on continuous development driven by value-based outcomes and sustainable hospitality practices (Paulet et al., 2021). This modern approach has profound implications for corporate sustainability, particularly in creating a high-involvement workplace climate where frontline hospitality employees feel secure and motivated to exhibit employee voice behavior.

Employee voice behavior is defined as the discretionary communication of ideas, suggestions, or concerns intended to improve organizational functioning (Morrison, 2023). In highly dynamic service environments such as hotels, resorts, and tourism agencies, the practice of voice is central to service innovation, service recovery, and operational process enhancement. This is especially vital for hospitality firms pursuing sustainability-related strategies, such as green lodging, waste reduction, or eco-tourism operations. Nevertheless, the willingness of frontline hospitality staff who interact directly with guests by voicing their constructive opinions is structurally influenced by the overarching performance management design and their immediate psychological setting (Mowbray et al., 2022). Psychological empowerment, therefore, acts as one of the vital mediating mechanisms for transforming sustainable performance systems into actual voice behavior. Attempting to deploy sustainable initiatives is bound to fail if hospitality employees lack the confidence, perceived competence, and self-determination to share insights regarding service improvements (Llorente-Alonso et al., 2024). Key dimensions of psychological empowerment are meaning, competence, self-determination, and impact can exert a powerful influence over employees' proactive behaviors in service delivery (Kim & Cho, 2024).

Simultaneously, ethical leadership has become a recognized management tool in moderating the relationship between performance frameworks and employee outcomes. Hospitality leaders who operate in a fair, conscientious, and communal manner are most likely to provide the psychological safety required for staff to speak up (Wen & Chi, 2023). In the hospitality sector, where hierarchies are traditionally rigid, this demonstration of ethical support from upper management improves employee trust in the evaluation system, thereby mitigating the fear of negative reprisals when suggestions or operational bottlenecks are brought to light (Amory et al., 2024).

Recent empirical studies focusing on sustainability-driven firms indicate the importance of SPMS as an antecedent of high-involvement work climates that facilitate voice (Paulet et al., 2021). Similar patterns have been observed across complex organizational settings, where participatory management systems serve to mediate the relationship between empowerment and innovative behaviors (Alwali, 2024). Furthermore, empirical research within the Indonesian service and hospitality sectors underscores the indispensable role of ethical leadership in encouraging voice behaviors to correct unethical or ineffective field practices (Zainal et al., 2023).

Despite prioritizing sustainable outcomes within hospitality human resource practices has gained traction, yet empirical consensus remains limited. For instance, Morrison (2023) and Paulet et al. (2021) investigated how standard performance appraisals stimulate employee voice, but their frameworks omitted sustainability-oriented metrics. Conversely, while scholars like Coun et al. (2023) demonstrated that psychological empowerment strongly drives frontline staff's voice behavior, their model treated empowerment as an isolated psychological state without linking it to formal institutional

appraisal systems. This fragmentation underscores a critical omission highlighted in recent systematic literature reviews by Úbeda-García et al. (2025), in their meta-analysis of green HRM practices, explicitly noted that contemporary hospitality research frequently overlooks the intervening psychological mechanisms through which sustainable management tools translate into proactive behaviors, concluding that examining nuanced boundary conditions constitutes a vital future research direction.

Despite these initial insights, a significant research gap persists in the tourism and hospitality literature. While existing studies have separately looked at these dynamics, a systematic literature mapping of contemporary hospitality HR frameworks reveals that empirical evidence remains highly fragmented. Prior research has systematically overlooked how sustainability-driven appraisal mechanisms (SPMS) function when filtered through internal psychological states, such as psychological empowerment. Compounding this issue is the pressure faced by modern hospitality organizations to satisfy both strict service-delivery metrics and non-financial sustainability outcomes, such as social responsibility and ethical governance. This dual objective creates an operational challenge regarding how to design appraisal systems that encourage staff involvement without undermining corporate sustainability efforts. Consequently, this study addresses these critical omissions by examining the direct effects of SPMS on employee voice behavior within a sustainability-oriented hospitality context, evaluating the extent to which psychological empowerment mediates this structural link, and establishing how ethical leadership serves as a vital boundary condition that moderates the relationship between psychological empowerment and employee voice behavior among hospitality staff.

Based on this problem formulation, this study aims to investigate the impact of sustainable performance management systems on employee voice behavior, while analyzing the mediating role of psychological empowerment and the moderating role of ethical leadership within the same model. To fulfill these objectives and ensure methodological rigor, this study utilizes a cross-sectional quantitative research design. Moving away from restrictive single convenience-sample surveys, data was gathered from a rigorous stratified random sampling process involving active respondents across service-oriented hospitality institutions. The structural relationships and complex moderated-mediating paths were systematically evaluated using Structural Equation Modeling with Partial Least Squares (SEM-PLS) via SmartPLS 4.0 software.

This paper makes three distinct contributions to the literatures, first theoretically, it introduces a novel integrative model combining system-level (SPMS), individual-level (psychological empowerment), and leadership-level (ethical leadership) factors to predict voice behavior. Second, contextually, it expands the empirical boundaries of SPMS research within the rapidly developing Indonesian hospitality and tourism sector. Finally, it offers practical recommendations for hotel general managers, HR practitioners, and destination managers to successfully reorient performance management systems toward ethical, responsible, and sustainable organizational development.

2. LITERATURE REVIEW

2.1. Sustainable performance management and employee voice behavior

Sustainable performance management (SPM) is defined as a continuous, forward-looking process in which employees are integrated into the organization's strategic success, long-term thinking is prioritized, and the multi-dimensional well-being of employees, the organization, and its broader social-environmental context are structurally respected (Aguinis & Burgi-Tian, 2021). Within the rapidly changing, high-innovation-demand context of the global hospitality industry, traditional performance appraisal systems that rely solely on retrospective financial indicators, rigid assessment cycles, and

guest satisfaction scores are increasingly insufficient. In contrast, an SPM framework shifts the focus toward continuous employee development, reflective behavior-based feedback, perceived procedural fairness, and a high level of value-driven alignment (Wen & Chi, 2023). This strategic evolution is vital for hospitality firms to remain agile, reduce high turnover rates, and sustain competitive advantages in premium service delivery.

Grounding this framework in Social Exchange Theory (SET) and Cognitive Evaluation Theory (CET) provides a robust dual-mechanism to explain these behavioral dynamics. Under SET, the system-level characteristics of Sustainable Performance Management Systems (SPMS) serve as powerful signals of organizational care and investment, fostering a sense of reciprocity where employees feel obligated to repay the organization through constructive behaviors. Concurrently, CET explains how the informative and developmental attributes of SPMS nurture employees' self-determination and intrinsic motivation, thereby enhancing their internal psychological states. Among the most critical behavioral outcomes triggered by this high-investment HRM climate is employee voice behavior, which manifests as the discretionary communication of ideas, operational concerns, or constructive suggestions to improve overall organizational functioning (Morrison, 2023). In the high-touch hospitality sector, where frontline employees serve as the critical interface between the brand and the consumer, the willingness to exhibit voice behavior is heavily contingent upon the design of the appraisal system. Previous literature demonstrates that when SPMS are perceived as transparent, developmental, and structurally ethical, they significantly enhance employees' psychological safety and intrinsic motivation to actively speak up (Wilkinson et al., 2020).

Empirical evidence consistently verifies that sustainable, supportive HR practices positively predict proactive behaviors across diverse service touchpoints (Kim & Beehr, 2020). Incorporating sustainability metrics such as rewarding green initiatives, ethical service recovery, and collaborative teamwork has builds deep organizational trust, which encourages frontline staff to voice both helpful service innovations and early warnings about operational vulnerabilities (Ashiru et al., 2022). This dynamic is particularly indispensable in the people-centric hospitality industry, where the spontaneous insights and discretionary behaviors of employees directly determine service quality, agility, and operational excellence. Consequently, contemporary hospitality literature suggests that SPM must be viewed as a strategic enabler of proactive performance rather than a mere punitive measurement tool, tightly linked to broad corporate sustainability and long-term service growth (Podgorodnichenko et al., 2022).

Based on these theoretical and empirical underpinnings, it is argued that a well-implemented SPM system will structurally foster a safe environment that drives hospitality staff to actively articulate constructive inputs. Therefore, the following hypothesis is proposed:

H1: Sustainable Performance Management has a significant positive effect on Employee Voice Behavior within the hospitality industry.

2.2. Sustainable performance management and psychological empowerment

Sustainable Performance Management Systems (SPMS) constitute a proactive organizational approach aimed at enhancing the traditional performance appraisal architecture through continuous, transparent feedback, structured employee development, and equitable evaluation systems that balance long-term sustainability objectives with individual employee welfare (Wen & Chi, 2023). Grounded in Cognitive Evaluation Theory (CET) as a primary theoretical lens, SPMS fundamentally deviates from conventional, compliance-driven performance appraisals by shifting the structural focus from rigid, retrospective metrics to iterative processes and ethical values that foster workplace fairness and continuous competency development, (Aguinis & Burgi-Tian, 2021). Under CET, the informative and development-oriented nature of sustainable appraisals satisfies employees' intrinsic needs for

competence and autonomy, thereby serving as a critical driver of psychological states. Within the hospitality industry, where emotional labor is intense and frontline service delivery is highly interdependent, such inclusive and growth-oriented appraisal frameworks are crucial. When hospitality organizations move away from punitive, guest-complaint-centric metrics and instead implement SPMS, they cultivate a high-involvement service culture where employees feel genuinely valued, organizationally supported, and intrinsically motivated.

Psychological empowerment emerges as a critical psychological and motivational consequence of a well-perceived SPM framework. Psychological empowerment is defined as a multi-dimensional motivational construct manifested in four distinct cognitive perceptions: meaning, competence, self-determination, and impact regarding one's organizational role (Pradhan & Panda, 2021). Performance management systems that are structurally designed and perceived by frontline hospitality staff as socially just, highly participative, and developmental serve to reinforce these four cognitive dimensions. Specifically, by involving hospitality personnel in collaborative goal-setting and providing constructive, future-oriented feedback, SPM clarifies how individual service roles contribute to the establishment's broader sustainability and service-quality goals, thereby enhancing the perception of meaning and impact (Zainal et al., 2023). Furthermore, the developmental and supportive nature of SPM bolsters employees' beliefs in their own service capabilities (competence) and grants them operational autonomy in service recovery scenarios (self-determination).

This structural relationship is strongly supported by empirical findings in organizational behavior and social sciences. For instance, Lewandowski & Cirella (2023) demonstrated that developmental performance appraisals significantly enhance employees' perceptions of autonomy and competence, which subsequently drives intrinsic motivation through the expanded operational discretion afforded by the appraisal process. Similarly, Singh et al. (2022) verified that when performance rules are procedurally fair and evaluation systems are resilient, ongoing transparent feedback engenders deep organizational trust and facilitates rich, proactive engagement among service employees.

Despite these insights, a distinct research gap persists within the hospitality and tourism literature. While general human resource practices have been linked to psychological outcomes, empirical studies exploring the direct structural impact of sustainable, eco-centric performance systems (SPM) on the psychological empowerment of frontline hospitality staff remain scarce, particularly within rapidly developing tourism hubs like Indonesia.

In the fierce, highly competitive hospitality landscape of major urban tourist destinations, implementing SPM is no longer just an administrative tool to monitor service standards; it is a strategic necessity to unlock employee initiative and foster collaborative resilience among service and support staff to satisfy modern eco-conscious travelers. Based on these theoretical and empirical lines of argument, the following hypothesis is proposed:

H2: Sustainable Performance Management has a significant positive effect on Psychological Empowerment among hospitality industry employees.

2.3. Psychological empowerment and employee voice behavior

Psychological empowerment is a multidimensional motivational construct defined by four distinct cognitive dimensions: meaning, competence, self-determination, and impact (Pradhan & Panda, 2021). Grounded in the Job Demands-Resources (JD-R) model and Social Cognitive Theory, a strong sense of empowerment cognitively reorients employees toward both their in-role and extra-role task behaviors, as they perceive themselves to be highly competent, self-determined, and influential within the organizational structure. In the high-pressure environment of the hospitality industry, these psychological resources are vital drivers of proactive employee behaviors. When frontline hospitality staff such as guest relations, food and beverage personnel, or housekeeping crews possess these

psychological strengths, they exhibit higher levels of job performance, service satisfaction, and discretionary behaviors like employee voice, which entails the voluntary communication of ideas, concerns, or innovative suggestions to optimize service delivery and organizational functioning (Morrison, 2023; Bakker & Wang, 2020).

Theoretically, psychologically empowered employees are more equipped to express their voice because they believe their insights possess genuine value (meaning), feel capable of articulating them effectively (competence), enjoy the professional autonomy to act (self-determination), and trust that their suggestions can positively reshape institutional practices (impact) (Chen & Treviño, 2022). In hotel operations, this psychological state transcends passive compliance, creating a profound culture of psychological ownership. This cognitive ownership holds frontline staff internally accountable for bringing forth service-recovery ideas, highlighting hidden operational defects, and taking an active role in problem resolution. For instance, empirical research by Makwetta et al. (2021) showed that employees with elevated psychological empowerment are significantly more likely to engage in both promotive voices offering innovative solutions for growth and prohibitive voice warning against practices that could harm service quality. Similarly, empowerment serves as a vital psychological buffer that facilitates a psychologically safe work environment, releasing frontline hospitality staff from the fear of negative reprisals and fostering open communication and creative service orientation (Liu et al., 2023).

Within the hospitality sector, these socio-psychological dynamics are highly critical yet distinct. Frontline service workers are often the first to notice service failures, safety hazards, or gaps in environmental sustainability practices, such as food waste or energy inefficiencies. Empowered hospitality personnel are more likely to participate actively in-service governance, engage in conversations related to operational continuous improvement, and openly voice concerns regarding emerging challenges that directly affect hospitality service quality. Despite these linkages, a notable research gap exists concerning the specific structural relationship between psychological empowerment and employee voice within the Indonesian hospitality landscape.

Given that unique local hospitality work cultures, strict service hierarchies, and evolving sustainable HRM practices can heavily influence this dynamic, exploring this path is essential. Unlocking these mechanisms will determine how individual cognitive empowerment can be leveraged to drive constructive employee voice within sustainability-focused hospitality brands. Based on these theoretical and empirical underpinnings, the following hypothesis is proposed:

H3: Psychological Empowerment has a significant positive effect on Employee Voice Behavior within the hospitality industry.

2.4. The Mediating Role of Psychological Empowerment

Within contemporary organizational behavior and management literature, psychological empowerment is widely recognized as a pivotal mediating mechanism through which macro-level macro-organizational practices are translated into micro-level employee behaviors. Grounded in Cognitive Evaluation Theory and Social Exchange Theory, psychological empowerment functions as an intrinsic form of task motivation manifested through four distinct cognitive states: meaning, competence, self-determination, and impact (Pradhan & Panda, 2021). Previous researchers demonstrate that psychological empowerment effectively bridges the gap between structured contextual resources such as progressive leadership styles, strategic performance frameworks, or constructive work climates and critical behavioral outcomes, including service innovation, organizational engagement, and employee voice behavior (Llorente-Alonso et al., 2024; Singh et al., 2022).

Sustainable performance management systems (SPMS) that systematically prioritize future-oriented feedback, individualized developmental appraisal, and transparent procedural justice cultivate an ecosystem where employees feel intrinsically valued, structurally trusted, and organizationally supported (Parker & Grote, 2022; Schermuly et al., 2022). These institutional support systems serve as critical signaling mechanisms that clarify role expectations while simultaneously elevating frontline workers' perceived autonomy and professional competence (Chen & Treviño, 2022).

In the high-touch hospitality sector, where frontline service employees regularly navigate diverse guest interactions and unpredictable operational demands, this indirect psychological pathway is uniquely critical. The structural features of an SPMS framework do not automatically trigger proactive service behaviors; rather, they operate by reshaping the psychological state of the workforce (Wen & Chi, 2023). When hospitality personnel perceive that their performance appraisal system is designed to sustain their long-term well-being and professional growth, it fosters a profound sense of workplace credibility and psychological safety (Kim & Cho, 2024; Mowbray et al., 2022). This cognitive shift provides the precise motivational mechanism required for sustainable performance management to influence employee voice behavior, as frontline staff feel cognitively secure and organizationally driven to articulate innovative ideas or highlight latent service failures without fear of negative repercussions (McCarthy et al., 2020).

This structural mediating pathway is robustly supported by empirical evidence across the broader service literature. For instance, (Huang et al., 2023) verified that psychological empowerment significantly mediates the relationship between high-performance work practices and employee advocacy behaviors within complex service-driven organizations. In a dynamic service market like Indonesia, hospitality brands face intense competition and rising demands for eco-friendly and socially responsible tourism practices. Frontline hotel staff are often the first to recognize operational bottlenecks, environmental waste, or service recovery opportunities; however, their willingness to speak up remains heavily dependent on whether they feel structurally empowered by their firm's appraisal architecture.

Despite its practical urgency, there remains a notable research gap in the hospitality literature regarding how this psychological mediation mechanism functions within developing Southeast Asian service sectors. Bridging this theoretical gap is essential to clarify how institutional sustainable human resource frameworks can be leveraged to drive open, proactive communication and continuous quality improvement in tourism operations. Based on these theoretical foundations and empirical arguments, the following hypothesis is proposed:

H4: Psychological Empowerment significantly mediates the relationship between Sustainable Performance Management and Employee Voice Behavior within the hospitality industry.

2.5. The Moderating Role of Ethical Leadership

An indispensable contextual boundary condition that structurally reshapes the behavior of organizational members and dictates service dynamics is ethical leadership. Grounded in Social Learning Theory, ethical leadership is conceptualized as the demonstration of normatively appropriate conduct through personal actions and interpersonal relationships, combined with the active promotion of such behavior to followers through two-way communication, reinforcement, and balanced decision-making (Wen & Chi, 2023). Ethical leaders cultivate an environment anchored in deep organizational trust and operational transparency. Supported by a rigorous moral compass, these leaders serve as critical behavioral role models, systematically setting clear expectations, adhering to strict fairness standards, and providing continuous reassurance that hospitality employees can articulate creative ideas or voice operational concerns without suffering negative career reprisals or social retaliation (Abu Bakar & Connaughton, 2023).

Within organizational behavior literature, extensive empirical studies support the notion that ethical leadership acts as an essential moderator that amplifies the positive impact of structural organizational systems on employee attitudes and psychological states. For instance, empirical research verifies that ethical leadership significantly moderates the relationship between high-involvement work systems and proactive employee outcomes, including organizational citizenship behavior and constructive voice (Jeong et al., 2025; Ajmal et al., 2025). When an authentic sense of psychological safety is actively fostered by ethical managers, employees are structurally more likely to perceive systemic human resource practices as genuinely developmental and supportive rather than punitive or disciplinary.

In the high-touch hospitality industry, where operations are characterized by intense emotional labor, low employee retention, and traditionally rigid operational hierarchies, the interplay between systems and leadership is uniquely critical. Ethical leadership in the context of sustainable performance management (SPMS) which structurally focuses on procedural justice, workplace inclusivity, and continuous feedback is highly significant because it helps transform abstract corporate sustainability principles from mere paper compliance blueprints into lived daily service routines (Yang et al., 2023; Hoang et al., 2023).

Theoretically, ethical leadership acts as a catalyst that activates the empowerment potential of SPMS. While an SPMS framework provides the formal structure for fair evaluation and long-term well-being, it requires the contextual support of an ethical manager to truly elevate an employee's psychological state (Hoang et al., 2023). When hotel department heads or general managers lead ethically, the structural benefits of SPMS are magnified, drastically increasing the frontline staff's sense of meaning, competence, self-determination, and overall impact (Yang et al., 2023).

Despite these theoretical insights, a critical research gap persists regarding how ethical leadership moderates the intersection between SPMS and psychological empowerment within the developing Indonesian hospitality sector. Unlocking this boundary condition clarifies how hospitality brands can leverage sustainability appraisals to structurally foster employee empowerment and proactive service excellence. Consequently, based on these theoretical foundations, the following hypothesis is proposed:

H5: Ethical Leadership significantly moderates the relationship between Sustainable Performance Management and Psychological Empowerment within the hospitality industry.

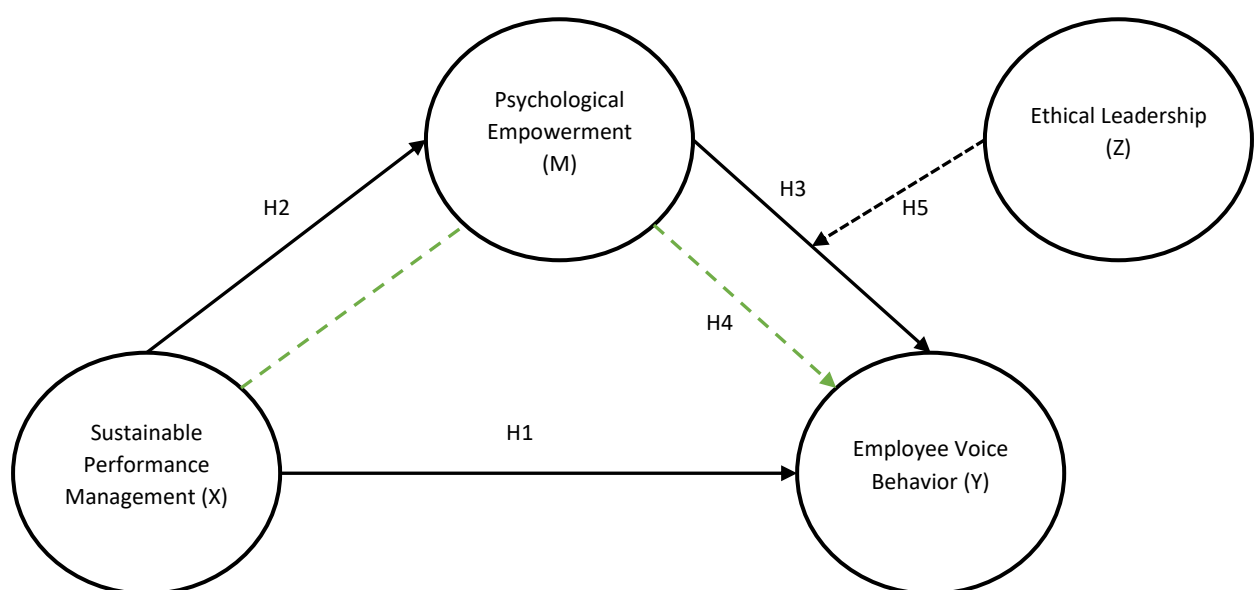


Figure 1. Research Framework
 Source: Authors own elaboration, (2026)

The integrated research model proposed in this study is built upon the comprehensive literature review conducted earlier, mapping the structural pathways that dictate proactive organizational behaviors within the hospitality sector. Specifically, the framework posits that a Sustainable Performance Management (SPM) system, which incorporates adaptive and eco-centric performance criteria, can significantly enhance Employee Voice Behavior (EVB). Within this structural mechanism, Psychological Empowerment (PE) operates as a critical cognitive mediator, while Ethical Leadership (EL) serves as an essential contextual boundary condition and moderator.

Methodologically, SPM is hypothesized to drive employee voice behavior by elevating frontline hospitality staff's psychological empowerment, as heightened cognitive perceptions of meaning, competence, and self-determination structurally enable them to feel more impactful and secure at work. Furthermore, ethical leadership is expected to strengthen the positive effect of SPM on psychological empowerment, as ethical leaders actively cultivate a workplace atmosphere anchored in procedural justice, honesty, and high-involvement service dynamics. These structural relationships comprising direct effects, mediating pathways, and moderating interactions are systematically visualized in Figure 1, which represents the comprehensive conceptual framework of this study.

3. METHODOLOGY

3.1. Research design

The present study uses a quantitative research design. This approach is highly suitable for the verification of hypotheses and the confirmation of theoretical models through empirical data, enabling the statistical analysis of relationships between sustainable performance management, psychological empowerment, ethical leadership, and employee voice behavior. A quantitative strategy was preferred since it makes use of a standardized *modus operandi*, thereby ensuring clear-cut ways to measure and test initial effects systematically (Hair et al., 2019), which aligns with the structural requirement of testing both complex mediation and moderation paths simultaneously. Within this methodological framework, individual frontline employees from selected hotels and hospitality establishments serve as the primary unit of analysis, while the unit of observation consists of the operational service and administrative staff members who participate actively in performance-related processes and daily service deliveries within their institutions.

3.2. Population and sample

The target population for this study includes 1,200 active employees from selected star-rated hotels and hospitality establishments in the Greater Bandung area. To determine the minimum required sample size for rigorous empirical testing, Slovin's formula was applied with a 5% margin of error, resulting in a representative sample size of 300 respondents to ensure adequate statistical power. In order to guarantee a proportional representation of respondents across different functional lines within each hotel department, the study employed a stratified random sampling technique. The target population was explicitly divided into two major operational strata: frontline service staff (including food and beverage, housekeeping, and front office personnel) and administrative-managerial support staff. Respondents were then randomly selected from each strategic stratum. This sampling design effectively minimizes sampling bias, accounts for the structural heterogeneity of the hospitality workforce, and enhances the external validity of the empirical findings.

To provide a comprehensive and transparent overview of the sampling framework, the precise distribution of the target population and the corresponding sample allocation within each operational stratum has been systematically mapped. This structured breakdown details the proportional weight of

both frontline service and administrative-managerial staff across the selected 4-star and 5-star hotel segments. Accordingly, the detailed distribution of the population and the final research sample used for subsequent empirical testing is explicitly presented in Table 1 below.

Table 1. Population and Sample Distribution

No	Hotel Classification	Operational Stratum	Target Population (N)	Percentage (%)	Calculated Sample Size (n)
1	4-Star Hotels (Selected)	Frontline Service Staff (F&B, Housekeeping, Front Office)	720	60	180
		Administrative Support Staff (HR, Finance, Back Office)	540	45	130
2	5-Star Hotels (Selected)	Frontline Service Staff (F&B, Housekeeping, Front Office)	480	40	120
		Administrative Support Staff (HR, Finance, Back Office)	180	15	45
			360	30	90
			120	10	30
All Selected Establishments		Combined Strata	1,200	100	300

Source: Primary Data Processed, (2026)

3.3. Measurement and Instruments

A structured, self-administered questionnaire was utilized for data collection by adopting validated measurement instruments from established previous studies to fit the service dynamics of the hospitality sector. For the sustainable performance management variable, the eco-centric and developmental performance indicators were adapted from Armstrong & Taylor (2023) and de Waal (2020), focusing on sustainable service standards and resource stewardship. Psychological empowerment was measured using the four-dimensional scale developed by Pradhan & Panda (2021), which evaluates frontline staff's cognitive perceptions of meaning, competence, self-determination, and impact within their service roles. Furthermore, employee voice behavior was evaluated using the measurement items developed by Mowbray et al. (2022) to capture proactive suggestions and constructive service recovery inputs. Finally, ethical leadership was constructed based on the scale by Wen & Chi (2023), assessing the moral and supportive behaviors of hotel supervisors and general managers. All questionnaire items were recorded using a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree), to ensure robust interval-level data for subsequent statistical processing via structural equation modeling.

3.4. Data Collection Procedure

To guarantee the clarity, reliability, and validity of the research instrument within a high-touch service environment, a pilot test was performed with 30 hospitality respondents prior to full deployment. The internal consistency and construct validity of the scales were rigorously evaluated using confirmatory metrics; all targeted constructs demonstrated high reliability, with Cronbach's alpha (α) coefficients well above the acceptable threshold of 0.70. Furthermore, the standardized outer loading factors for all measurement items across the constructs ranged from 0.832 to 0.937, significantly exceeding the stringent statistical benchmark of 0.70. This confirms excellent convergent validity and

ensures that all indicator items possess strong explanatory power for their respective latent variables, requiring no deletions. Following the successful validation of the pilot assessment, the final surveys were administered using a hybrid deployment approach designed to accommodate the diverse shift schedules of hotel staff. The questionnaires were distributed simultaneously in a traditional paper-and-pencil format directly at the properties and electronically via mobile-friendly online forms. This dual approach was critical to secure maximal geographical coverage and optimize overall response rates across the selected hospitality institutions without disrupting daily service operations.

3.5. Data Analysis Techniques

Structural Equation Modeling with Partial Least Squares (SEM-PLS) was deployed for data analysis, utilizing the SmartPLS version 4.0 software application. This approach was chosen because it is highly appropriate for complex structural models that simultaneously include mediation and moderation paths, accommodates non-normal data distributions without distorting results, and shows robust performance in moderate sample sizes (Hair et al., 2019). Following standard statistical protocols, the analysis process followed a strict two-step approach, beginning with the measurement model assessment to evaluate convergent validity, discriminant validity, and construct reliability of the latent variables, followed by the structural model testing to analyze path coefficients and significance levels using the bootstrapping method, alongside the evaluation of the model's explanatory power through R values. This rigorous quantitative approach ensures a thorough empirical exploration of how sustainable performance management, coupled with psychological mechanisms and leadership behaviors, structurally supports employee voice behaviors among frontline staff and support personnel within the hospitality industry.

4. RESULT

4.1. Outer Model Assessment

In Partial Least Squares Structural Equation Modelling (PLS-SEM), an outer model assessment is recommended to assess the measurement properties of each construct in the research model. Specifically, this process involves checking outer loadings to measure the reliability of indicators; composite reliability (CR) and average variance extracted (AVE) for assessing construct reliability and convergent validity; and discriminant validity, which determines that the constructs are empirically different (Hair et al., 2019; Henseler et al., 2015). In addition, the other loadings should be higher than 0.70 for each indicator to ensure that they indicate their latent constructs strongly (Hair et al., 2019). A construct reliability (CR) above 0.70 and an average variance extracted (AVE) over 0.50 indicate that both measures were adequate in terms of their estimated values on the respective indicators of convergent validity. We used the rooting of the AVE approach that suggests that each construct should be significantly higher from its correlation with other constructs (Fornell & Larcker, 1981), or we looked at the Heterotrait-Monotrait (HTMT) Ratio, which needs to have a value lower than 0.90 according to (Henseler et al., 2015).

The results of the outer model evaluation are provided in Figures 2, this is a visual representation of the outer model analysis (indicator loadings) for each construct in the study. As can be seen, all indicators have outer loading values above the recommended cut-off limit of 0.70 (Hair et al., 2019), thus indicating high reliability of the indicator variables. For instance, the CRI ranges from 0.873 to 0.929 for Psychological Empowerment (PE), from 0.836 to 0.903 for Sustainable Performance Management (SPM), from 0.832 to 0.892 for Ethical Leadership (EL), and from 0.880 to 0.937 for

Employee Voice Behavior (EVB). These findings indicate that the items consistently assess their respective latent variable. The values on the latent variable scores included in blue circles also suggest moderate to high levels of construct contribution. This estimation stands for the measurement model before a structural testing that demonstrates its reliability and validity.

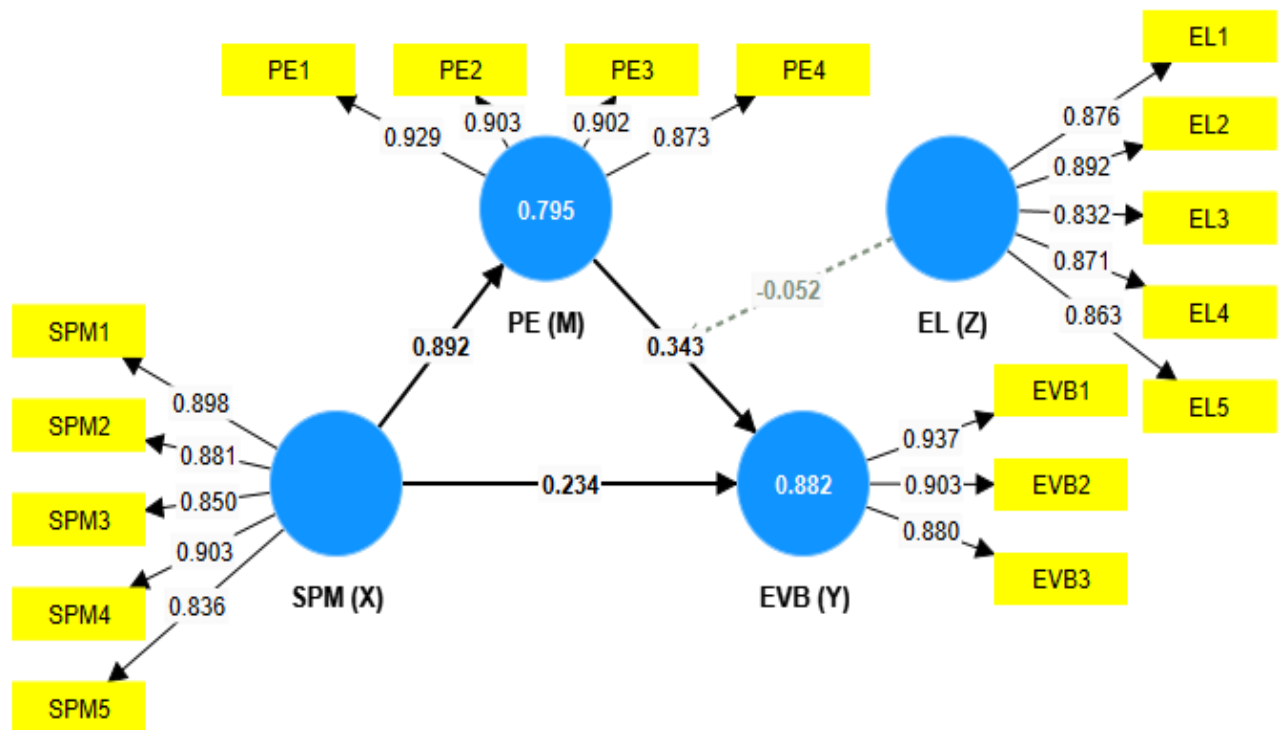


Figure 2. Outer Model
 Source: Primary data processed via SmartPLS 4.0, (2026)

Table 2. Outer Loading

Variable	Indicators	Item Code	Loading Factor
Sustainable Performance Management (SPM) (X)	Goal Alignment	SPM1	0.898
	Continuous Feedback	SPM2	0.881
	Participation	SPM3	0.850
	Development Focus	SPM4	0.903
	Fair Evaluation	SPM5	0.836
Psychological Empowerment (PE) (M)	Meaning	PE1	0.929
	Competence	PE2	0.903
	Self-determination	PE3	0.902
	Impact	PE4	0.873
Employee Voice Behavior (EVB) (Y)	Promotive Voice	EVB1	0.937
	Prohibitive Voice	EVB2	0.903
	Supportive Voice	EVB3	0.880
Ethical Leadership (EL) (Z)	Integrity	EL1	0.876
	Fairness	EL2	0.892
	Role Modelling	EL3	0.832
	Accountability	EL4	0.871
	People Orientation	EL5	0.863

Source: Primary data processed via SmartPLS 4.0, (2026)

The outer loading assessment presented in Table 2 confirms robust indicator reliability across all four latent constructs. Rather than merely reflecting acceptable statistical thresholds, the high magnitude of these loading factors ranging from 0.832 to 0.937, it is demonstrating strong convergent validity, indicating that more than 69% of the variance in each item is explained by its respective underlying construct (Hair et al., 2019). This uniform empirical strength ensures that the indicator items are highly representative measures of SPMS, PE, EVB, and EL within the hospitality context, providing a solid and statistically sound foundation for subsequent structural model estimation.

Table 3. Construct Reliability and Validity

	Cronbach's alpha	Composite reliability (rho_a)	Composite reliability (rho_c)	Average variance extracted (AVE)
SPM (X)	0.923	0.926	0.942	0.764
PE (M)	0.924	0.925	0.946	0.814
EVB (Y)	0.892	0.893	0.933	0.822
EL (Z)	0.917	0.922	0.938	0.752

Source: Primary data processed via SmartPLS 4.0 (2026)

Table 3 presents the results of the construct reliability and validity tests for the four research constructs, namely SPM, PE, EVB, and EL. All constructs display respectably high Cronbach's Alpha values (≥ 0.892), which implies excellent internal consistency. Nearly all constructs achieve a composite reliability (rho_c) value greater than the suggested threshold of 0.70, therefore indicating strong construct reliability (Hair et al., 2019). Moreover, all constructs also have the Average Variance Extracted (AVE) higher than 0.50, which indicates that more than half of each construct's variance is explained by its indicators, thus meeting convergent validity requirements for factor analysis. These results suggest that all latent variable constructs utilized in the model are measurable with reliability and validity for further exploration of structural relationships.

Table 4. Discriminant Validity

	EL (Z)	EVB (Y)	PE (M)	SPM (X)
EL (Z)	0.867	0.740	0.710	0.800
EVB (Y)	0.740	0.907	0.780	0.860
PE (M)	0.710	0.780	0.902	0.840
SPM (X)	0.800	0.860	0.840	0.874

Source: Primary data processed via SmartPLS 4.0, (2026)

Table 4 presents the Fornell-Larcker criterion, which checks for discriminant validity by comparing the square root of AVE with correlations between constructs. The diagonal value elements (in bold) correspond to the square root of the AVE, and they are greater than their correlation values with other constructs in that same row and column. This implies that each of the constructs has decent discriminant validity—it is unique and cannot be mistaken for other constructs. So, the model of this study fulfilled the necessary criteria for discriminant validity to go through the further analysis.

4.2. Inner Model Assessment

Partial Least Squares Structural Equation Modelling (PLS-SEM) involves the inner model evaluation, which is used to understand the relationships among latent constructs evaluated through path coefficients, coefficient of determination (R^2), and predictive relevance (Q^2). Path coefficients show the strength and direction of the hypothesized paths, while R^2 values explain how much variance in the dependent variable is accounted for by the independent variables values close to 1 indicate stronger prediction (Hair et al., 2019). Here, the Q^2 values are used to assess how well these models predicted by

using the blindfolding economy explanation; a Q^2 above 0 ensures that the model has predictive value (Shmueli et al., 2019).

The results of Table 5. Conclusion of Path Coefficients All path relationships in the structural model are significant. SPM in this study has an effect on Employee Voice Behavior (EVB) with a coefficient of 0.234 ($p < 0.05$), and the effect of SPM on Psychological Empowerment (PE) is very strong & significant ($\beta = 0.892$, $p = 0.000$). Next, PE also significantly influences EVB ($\beta = 0.343$, $p = 0.000$), as does Ethical Leadership (EL) towards EVB ($\beta = 0.354$, $p = 0.000$). Surprisingly, the interaction of EL and PE about EVB is negatively significant ($\beta = -0.052$, $p < 0.001$), suggesting that the moderating effect of EL may reduce the impact of PE on the employee voice behavior attitude. These results indicate that all the paths in the model under test are statistically meaningful and have a significant impact on the dependent variable.

Table 5. Path coefficients

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
SPM (X) -> EVB (Y)	0.234	0.220	0.112	2.079	0.038
SPM (X) -> PE (M)	0.892	0.892	0.019	47.566	0.000
PE (M) -> EVB (Y)	0.343	0.346	0.079	4.354	0.000
EL (Z) -> EVB (Y)	0.354	0.366	0.098	3.601	0.000
EL (Z) x PE (M) -> EVB (Y)	-0.052	-0.049	0.015	3.343	0.001

Source: Primary data processed via SmartPLS 4.0, (2026)

Table 6. R-squared (R^2)

	R-square	R-square adjusted
EVB (Y)	0.882	0.881
PE (M)	0.795	0.795

Source: Primary data processed via SmartPLS 4.0, (2026)

The results of Table 6. If the value of R-squared (R^2) is greater than 0.5, this shows that there is a substantial explanation about the structural model. The R^2 value of Employee Voice Behavior (EVB) is 0.882, which indicates that SPM, PE, and EL (interacted with PE) have the ability to explain more than 88.2% of the variance in EVB. Second, SPM accounts for 79.5% of the variance in PE ($R^2 = 0.795$). The adjusted R^2 values (which are virtually the same as the original R^2 values) say that our model is both stable and robust. According to Hair et al. (2019), the R^2 values of 0.75, 0.50, and 0.25 are considered substantial, moderate, and weak, respectively, which implies both the constructs endogenously linked in this model can be powerfully predicted with the help of exogenous variables.

Table 7. Predictive relevance (Q^2)

	SSO	SSE	$Q^2 (=1-SSE/SSO)$
SPM (X)	1500.000	547.087	0.635
PE (M)	1200.000	396.255	0.670
EVB (Y)	900.000	353.159	0.608
EL (Z)	1500.000	571.736	0.619

Source: Primary data processed via SmartPLS 4.0, (2026)

Table 7 displays the results for different sets of data. We also present Q^2 values for all endogenous constructs in the model that indicate good predictive relevance to our data. In this context, PE ($Q^2 = 0.670$), SPM ($Q^2 = 0.635$), EL ($Q^2 = 0.619$), and EVB ($Q^2 = 0.608$) have higher predictive relevance according to the Q^2 values. According to Hair et al. (2019), Q^2 values > 0.35 at the very least suggest that the model can predict such an endogenous construct and are often indicative of good predictive performance (Hair et al., 2019). Therefore, a high extent of prognostic accuracy regarding all constructs was provided as evidence confirming the ability of the structural model to reliably predict observed outcomes.

4.3. Testing Mediation Effects

Mediation testing is an important step within Structural Equation Modelling (SEM) to determine whether and how much of the effect of an independent variable on a dependent variable follows through a mediator. Factor mediation typically involves the Total Effects (TE) and Specific Indirect Effects (IE) (Hair et al., 2019; Sarstedt et al., 2022), which clarify whether the mediation effect is partial or full, as well as if the indirect effects are statistically significant. The indirect effect reflects the path through the mediator, and the total effect covers both direct and indirect effects. When using regression, bootstrapping is encouraged to determine whether these effects are significantly different than zero (Hayes & Rockwood, 2020). The importance of mediation can be justified if the indirect effect is significant and the confidence interval does not contain zero.

Table 8. Total Effects

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
SPM (X) -> EVB (Y)	0.540	0.529	0.099	5.433	0.000
SPM (X) -> PE (M)	0.892	0.892	0.019	47.566	0.000
PE (M) -> EVB (Y)	0.343	0.346	0.079	4.354	0.000
EL (Z) -> EVB (Y)	0.354	0.366	0.098	3.601	0.000
EL (Z) x PE (M) -> EVB (Y)	-0.052	-0.049	0.015	3.343	0.001

Source: Primary data processed via SmartPLS 4.0, (2026)

Results Table 8 shows the outcome. Total Effects showcases that all the relationships between the variables are statistically significant. The maximum total effect appears between SPM (X) and PE (M), with a coefficient of 0.892, $t=47.566$, and $p<0.000$, which means the significant effect of SPM on PE. The SPM(X) also has a significant total effect on EVB(Y) ($\gamma=0.540$, $t=5.433$, $p<0.001$), which underscores the involvement of SPM in improving employee voluntary behavior directly and indirectly as well. The significant effect of PE (M) on EVB (Y) (0.343, $t = 4.354$, $p < 0.05$) implies the mediating role of PE in the relationship between SNPs and EVB. In addition, EL (Z) has a positive and significant direct effect on EVB (Y) (0.354, $t = 3.601$, $p = 0.000$), while the interaction effect of EL (Z) x PE (M) on EVB (Y), which is negative but still significant (-0.052; $t = -3.343$, $p = 0.001$), acts as a moderating variable that may attenuate somewhat the strength of the positive effect in a specific sub-region of data space. Drawing on the hierarchical theory of motivation, structural strategic management research is apparently unwavering in recognizing cross-level effects between managerial strategy and individual employee behavior, although our study suggests a number of networked pathways in which strategic management influences voluntary employee behavior via empowerment.

Table 9. Specific Indirect Effects

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
SPM (X) -> PE (M) -> EVB (Y)	0.306	0.309	0.073	4.203	0.000

Source: Primary data processed via SmartPLS 4.0 (2026)

The findings in Table 9, Key Indirect Effects, show that Strategic Performance Management (SPM) also has a statistically significant indirect effect on Employee Voluntary Behavior (EVB) through Psychological Empowerment (PE). The path coefficient of the indirect relationship is 0.306 ($p = 0.000$), with a t-value of 4.203, being significant too. The results suggest that SPM affects EVB directly and indirectly, with the stronger effect of SPM on psychological empowerment leading to more voluntary, proactive behavior in the workplace. This confirms the earlier suggestion that empowerment mediates between SHRM practices and employee behavior facets.

4.4. Testing Moderation Effects

Central to the process of moderation effects is assessing whether how strongly or in which direction one thing relates to another varies as a consequence of being at some level of a third thing, which is called a moderator. In SEM (Structural Equation Modeling), moderation is usually tested by employing an interaction term, which is the outcome of multiplication between predictor and moderator variables (Hair et al., 2019). It enables researchers to test whether the moderator has a significant impact on the relationship between an independent and dependent variable (Henseler et al., 2015). In Partial Least Squares – Structural Equation Modeling (PLS-SEM), a significant interaction effect signals that moderation is at work, and this interaction term lends interpretation as per the sign-magnitude-significance of the related coefficient (Sarstedt et al., 2022). These kinds of analyses are especially valuable when it comes to determining conditional effects within more elaborate behavioral models. Table 10 below shows the results of the moderation tests.

Table 10. Interaction Term Moderating Effect

Moderating Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
EL (Z) $\times$ PE (M) $\rightarrow$ EVB (Y)	-0.052	-0.049	0.015	3.343	0.001

Source: Primary data processed via SmartPLS 4.0 (2026)

The results in Table 10. Results of Interaction Term Moderating Effect interactions indicated that the variable Environmental Leadership (EL) had a significant moderation effect on the relationship between Psychological Empowerment (PE) and Employee Voluntary Behavior (EVB). The value of the original sample, 0.052, means that as environmental leadership increases, psychological empowerment decreases in voluntary employee behavior; this suggests that the moderating effect was negative. The moderating effect is that the T-statistic value is 3.343 (>1.96) and the P-value is 0.001 (<0.05). The results suggest that environmental leadership serves as a moderator on the association between PE and EVB, although with a negative direction.

5. DISCUSSION

The results of this study offer strong empirical evidence on the seminal roles of Sustainable Performance Management (SPM), Psychological Empowerment (PE), and Ethical Leadership (EL) in affecting Employee Voice Behavior (EVB) within the hospitality industry. These findings point to the

profound beneficial effects of SPM, supporting the view that sustainable performance management—characterized by procedural fairness, transparent criteria, a high extent of forward-looking developmental feedback, and a strategic linkage with long-term environmental and social goals—drives constructive communication tendencies among hospitality staff. This is consistent with the established results of Jia et al. (2023); Ajmal et al. (2025) and Chen & Treviño, (2022) which emphasize that sustainable human resource frameworks foster deep psychological safety and organizational justice, thereby encouraging frontline service employees to voice innovative ideas or operational concerns without fear of management retaliation.

Furthermore, the empirical results demonstrate that SPM substantially increases psychological empowerment, tightly aligning with the theoretical arguments made by Pradhan & Panda (2021), where empowerment structurally occurs when an individual perceives meaning, competence, self-determination, and impact within their roles. By integrating sustainable performance practices with a core commitment to the environment and the local community (Aguinis & Burgi-Tian, 2021; Molina-Azorin et al., 2021), hospitality firms can successfully nurture frontline personnel who feel psychologically empowered and intrinsically motivated to deliver exceptional service. This highlights the dual function of SPM, which acts not merely as a traditional performance evaluation system to monitor occupancy and service metrics, but also as a vital strategic leverage for human capital development and proactive organizational change toward comprehensive corporate sustainability.

The positive association between psychological empowerment (PE) and employee voice behavior (EVB) substantiates the established organizational behavior perspective, which posits that empowered service employees are significantly more inclined to participate in proactive voice behaviors (Pradhan & Panda, 2021; Morrison, 2023). Within the fast-paced and emotionally demanding hospitality sector, the resilience of frontline employees and their propensity to contribute toward operational and structural improvement stem directly from feeling that their insights are genuinely heard, their professional autonomy is respected, and their presence is valued (Ajmal et al., 2025). This relationship becomes even more critical for sustainability-driven hospitality brands, as psychologically empowered workers frequently transition into active change agents who willingly align their daily service behaviors with global environmental goals and corporate social responsibility objectives, such as green lodging initiatives and sustainable waste management (Burhan et al., 2023).

Moreover, the empirical findings of this study strongly support the role of psychological empowerment as a vital cognitive mediator between sustainable performance management (SPM) and employee voice behavior. This structural pathway is highly consistent with the earlier empirical evidence presented by Vu et al. (2021) and Burhan et al. (2023). confirming the theoretical proposition that individual empowerment acts as a core psychological mechanism connecting macro-level sustainable HRM frameworks to micro-level positive behavioral responses. In practice, these insights imply that hospitality organizations must avoid treating performance appraisal systems as mere bureaucratic or administrative compliance tools. Instead, hotel management and HR executives need to strategically embed these performance frameworks within the organizational culture to actively foster a sense of individual capability, meaningfulness, and self-determination, which ultimately drives frontline staff to speak up and innovate for long-term hospitality sustainability.

Although the moderating influence of ethical leadership on the relationship between psychological empowerment and employee voice behavior seems nuanced, the empirical findings reveal a complex behavioral dynamic that expands traditional leadership paradigms. While ethical leadership is conventionally celebrated for fostering organizational openness (Wen & Chi, 2023), this study uncovers a compelling boundary condition where highly institutionalized ethical norms statistically attenuate the positive impact of empowerment on voice. This paradoxical result, aligning with Ajmal et al. (2025), indicates that when hospitality leaders establish deeply trusted, psychologically safe environments and

hyper-transparent communication channels, frontline workers may perceive that the system is already inherently fair and self-correcting.

Consequently, empowered employees feel less structural necessity or personal risk-bearing pressure to engage their independent, individual voice, as they trust that leaders will preemptively address operational anomalies. Rather than reflecting employee apathy, this negative interaction suggests a "comfort zone" effect unique to high-touch hospitality environments (Zainal et al., 2023). In a mature ethical climate, formal leadership actions can inadvertently substitute for employee-driven interventions. Therefore, to ensure that psychological safety translates into continuous service improvement rather than administrative reliance, hotel managers must explicitly signal that ethical leadership is not a replacement for proactive frontline initiative, but a protective safeguard designed to amplify it.

The findings of this study promote significant implications across theoretical, practical, and macro-policy dimensions within the tourism and hospitality sectors. From a theoretical perspective, this study deepens the organizational behavior literature by successfully synthesizing macro-level systems like Sustainable Performance Management with micro-level psychological mechanisms and contingency behaviors. It provides a robust cognitive framework explaining how and why sustainable human resource architectures translate into proactive service recovery actions. Consequently, these findings offer a clear conceptual baseline for future researchers who are developing academic roadmaps in Green HRM and sustainable service science.

For hospitality practitioners, general managers, and HR executives, the practical implications of these insights are immediate and actionable. The results demonstrate that hotel appraisal systems must urgently move beyond traditional, short-term financial metrics and occupancy rates. Hotel management needs to strategically design evaluation frameworks that psychologically enable employees, ensuring that corporate green lodging and sustainability goals are directly integrated into individual KPIs. This integration is essential to actively foster a sense of individual capability, operational meaningfulness, and self-determination among frontline service staff.

On a broader scale, the synthesis of these results serves as a vital reference for tourism ministries, regional governments, and industry policymakers who are responsible for shaping corporate social responsibility standards. Government bodies can leverage this empirical model to design regional certification programs or sustainable tourism guidelines that encourage hospitality brands to adopt sustainable performance structures. By doing so, decision-makers can systematically promote an ethical, socially responsible, and eco-friendly hospitality ecosystem that elevates national service standards while simultaneously safeguarding workforce well-being.

6. CONCLUSIONS

This study successfully accomplishes its core research objectives by empirically validating the structural paths that drive proactive communication within the hospitality sector. Based on the structural analysis, it is concluded that Sustainable Performance Management (SPM) exerts a significant and positive direct effect on Employee Voice Behavior (EVB) among hotel employees. When hospitality institutions transition from traditional appraisal models to systems grounded in sustainability principles such as procedural fairness, operational transparency, and continuous developmental feedback, they successfully foster a safe work environment that encourages frontline staff to proactively voice service innovations and constructive operational inputs.

Furthermore, the empirical testing confirms that Psychological Empowerment (PE) functions as a central and vital mediating mechanism that bridges the relationship between SPM and employee voice behavior. The macro-level structural benefits of an SPM framework effectively elevate frontline staff's

micro-level cognitive perceptions of meaning, competence, self-determination, and impact within their roles. These heightened psychological resources subsequently act as the internal motivational driver that triggers independent voice behavior. Crucially, the structural integration of sustainable performance systems does not merely serve as an administrative compliance tool, but acts as a powerful strategic catalyst that fundamentally reshapes the employee's psychological state, ultimately driving continuous organizational learning and service innovation across hospitality operations.

6.1. Recommendations

Hospitality managers and HR practitioners should integrate multidimensional sustainability principles into formal performance evaluation architectures, moving beyond short-term financial and occupancy metrics toward procedural fairness and long-term developmental feedback. Hotel organizations need to design leadership development programs that train department heads to balance ethical stewardship with high employee autonomy. To build a culture of active service recovery and collaborative innovation, leaders must encourage independence of thought and establish trusted communication channels that eliminate frontline staff's fear of career reprisals. Ultimately, utilizing these results supports the development of an ethical, socially responsible, and eco-friendly hospitality ecosystem.

6.2. Limitations and Further Study

This study possesses several inherent limitations that present valuable directions for future inquiry. First, the cross-sectional design limits the capacity to definitively infer long-term causality; future research should employ longitudinal designs to monitor behavioral evolution over time. Second, the empirical scope was geographically confined to a single urban center, meaning future studies should expand the sampling frame to include diverse resort destinations and various hotel classifications to enhance generalizability. Finally, future agendas should integrate supplementary contextual variables such as organizational culture, governance structures, and the influence of external stakeholders like guests and eco-tourism partners to construct a holistic view of sustainable hospitality management.

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AUTHOR CONTRIBUTIONS (CRediT)

Yayan Sugiarto: Conceptualization, Methodology, Formal analysis, Writing – original draft.

Raden Intan Medya Ratna Pury: Data curation, Investigation, Project administration, Writing – review & editing.

Dewi Fitriani: Validation, Supervision, Resources, Writing – review & editing.

All authors have read, reviewed, and approved the final manuscript for publication and declare that this work has not been published elsewhere.

CONFLICT OF INTEREST

The author(s) declare that they have no competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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