

## Literature Review: The Role of Psychological Capital among Indonesian's Worker.

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### Abstract

Psychological capital is a positive psychological state, characterized by having self-efficacy, hope, optimism, and resiliency. The findings show that psycap plays a vital role in the emergence of positive behaviors at the workplace. This study aims to conduct a literature review on the role of psychological capital in workers from various settings in Indonesia. The literature search is done through portalgaruda.org and onesearch.id database using the keywords "psychological capital," "psycap," and "modal psikologis," resulting in a total of 32 papers (N=2569). We found that there are various effects of individual psycap on employment behavior and that no studies have been found on psycap measurements or interventions. Hence, the latter could be used as the direction for future research. This study answers the question of psycap consequences for Indonesian workers and calls future researcher to expand on psycap antecedent and consequences.

**Keywords:** employee, psychological capital, and worker.

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### Introduction

Research on psychological capital (psycap), particularly in the organizational setting, has increasingly attracted the attention of experts in recent times. The concept of psycap was first introduced by Luthans (2004) as a notion that goes beyond human and social capital. Becker (in Newman, Ucbasaran, Zhu, & Hirst, 2014) defined human capital as a collection of human traits, namely knowledge, skills, and abilities, that can be improved through experience, education, and training. The concept of social capital derives from sociology and

is related to both, actual or potential, resources related to network ownership or relationships with others (Nahapiet & Ghosal, 1998). Simply put, human capital focuses on "what you know", social capital focuses on "who you know", while psycap focuses on "who you are" and "who you are becoming" (Luthans, Avey, Avolio, Norman, & Combs, 2006; Luthans & Youssef, 2004). Few studies have explored the relationship between psycap and employee attitude, behavior, and performance at the individual level (Avey, Luthans, & Youssef, 2010). Subsequent research has investigated psycap in the context of team and organizations (Walumbwa, Luthans, Avey & Oke, 2011; Heled, Somech, & Waters, 2015; Rego et al., 2017). Avey, Reichard, Luthans, & Mhatre (2011) discovered that psycap contributes to the employees' positive attitude (i.e., job satisfaction, organizational commitment, psychological well-being), positive behavior (i.e., organizational citizenship behavior), and performance (i.e., self-evaluation, supervisor evaluation) at the workplace. Moreover, a significant negative relationship between psycap and negative employee attitude (i.e., cynicism, shifting intentions, work stress and anxiety), deviant behavior or negative behavior are evident. Psycap research is also cross-cultural with similar findings; including Cetin (2011) study, which shows that psycap, is a predictor for employee attitude (organizational commitment, job satisfaction) in public ministries employees in Ankara, Turkey, & Nafei (2015) who found that psycap has a positive relationship between psycap, job satisfaction, and organizational commitment. In other words, self-efficacy, optimism, hope, and resilience are significantly correlated with employee attitude and employee performance of educational hospital worker in Egypt.

Luthans & Youssef (2004) described psycap as a psychological capacity that can be measured, developed, and utilized to improve performance. Furthermore, Luthans & Youssef

(2007) defined psycap as a positive psychological state, characterized by having the self-efficacy to take action, putting the effort to accomplish challenging tasks, staying optimistic about the present and future, persevering in reaching a goal, and having the resiliency to rise above their problems. Similarly, numerous studies in Indonesia perceived psycap as a positive psychological capacity that consists of self-efficacy, optimism, hope, and resilience (Hedissa, Sukhirman, & Supandi, 2012; Adestyani & Nurtjahjanti, 2013; Nugroho, Mujiasih & Prihatsanti, 2013; Kusuma & Prihatsanti, 2016; Basmalla & Prihatsanti, 2017).

The purpose of this paper is to determine the consequences of psychological capital by reviewing available literatures in Indonesia. By knowing the consequences of psycap, future research could use expand these variables to explain a broader area of expertise.

## **Method**

### *Literature Search*

A literature search was conducted through the electronic database of Indonesian Publication Index (IPI- <http://www.id.portalgaruda.org>) and Indonesia One Search (IOS- <http://www.onesearch.id>). The decision to use this database is because we would like to focus on psycap research that was done in Indonesia. The Indonesian Publication Index (IPI) is designed for browsing, indexing, abstracting, monitoring and improving the standards of scholarly publications in Indonesia. IOS is a search door for all public collections of libraries, museums, archives and electronic sources in Indonesia. Through the database. Searches in the database use the terms "Psychological Capital," "Psycap" and "*Modal Psikologis*." The period of publication was limited to the last ten years (2007-2017).

We included studies that: 1) investigate about psycap, 2) selected employees or workers as their population sample, 3) were conducted in Indonesia, 4) were written in Indonesian, 5) were disseminated in the form of a research report or abstract, and 5) operationalized psychological capacity as being characterized by self-efficacy, hope, optimism and resilience. Meanwhile, the exclusion criteria are; 1) studies that were done in non-organizational settings (i.e., education, entrepreneurs), and 2) case reports and reviews.

We began the process by reviewing and comparing the titles and abstracts of collected studies with the established criteria. After the selection process, we obtained 11 research reports through IPI and 21 research results in the form of abstract through IOS.

## **Analysis**

The purpose of this study is to identify the consequences of psycap on workers in Indonesia. All the studies that have passed the initial selection process (N= 32) were then reviewed and summarized according to their purpose, name of authors, publication year, number of subjects, instrument, and results.

## **Result**

### *The impact of Psycap on Attitudes and Behaviours*

#### *Work Engagement*

Work engagement plays an important role in company performance. Prayitno & Himam (2012) defined employee work engagement as the degree to which employees are attracted to their job, characterized by vigor, dedication, and interest. Their research discovered that psychological capital and organizational justice could predict work engagement. Research on

Bank Mega employees in Semarang found that there is a relationship between psycap and work engagement (Nugroho, Mujiasih & Prihatsanti, 2013). Additionally, Ilmiah (2015) also found quality of work-life and psycap to be predictors of employee engagement. The study involved 394 employees, consisting of managers, chief engineer, assistant head, assistant, and foreman who works at *PT. Perkebunan Nusantara III (Persero)*. Suharianto (2016) had a somewhat different definition of work engagement, namely that it is a constructive relationship, characterized by high emotional involvement, commitment between employees, and effort to achieve prosperity. The finding proves that psycap could influence work engagement. Other studies have also found empirical evidence that psycap is an important predictor of work engagement (Purwasono, 2016; Lupitasari, 2017). In contrary, Indrianti & Hadi (2012) discovered that no relationship was found between psycap and work engagement on nurses in a mental hospital in Surabaya.

#### *Organizational Commitment*

Organizational commitment is a critical factor in encouraging workers to work optimally to achieve corporate goals. Data analysis of 143 respondents in research conducted by Himam & Fatmawati (2012) showed that the combination of safety climate, hope and resilience contributes to the employees' organizational affective commitment. Edriny (2015) added that psycap also significantly influence the organizational commitment of non-civil servant emergency room nurses at Dr. M. Djamil hospital in Padang. A different outcome was found in Sukiman (2015) who studied the sample of Central Java Education Office staffs. This finding indicates that psycap did not affect organizational commitment.

### *Job Satisfaction*

A study on Indonesian police officers showed that psycap correlates with job satisfaction (Hedissa, Sukhirman, & Supandi, 2012). However, only two dimensions contributed to the latter, namely optimism, and resilience. Similarly, Putri (2016) also discovered a positive effect of psycap towards job satisfaction on her investigation of Blue Sky Pandurata Hotel employees in Jakarta. Sukiman (2015), however, reported that psycap does not affect job satisfaction. This finding was further supported by Pratiwi (2015) who came to the same conclusion as the previous research.

### *Organizational Citizenship Behavior (OCB)*

Rachmawati & Priyono (2015) found that psycap can predict OCB with person organization fit as a moderator variable. Additionally, Adestyani & Nurtjahjanti (2013) also reported that there is a positive relationship between psychological capital with the OCB of PT. PLN (Persero) employees in Central Java and Yogyakarta. There are, however, other studies that have challenged these findings. For example, Putri (2016) and Hidayat (2015) concluded that no correlation was found between psycap and OCB among bank employees.

### *Job Performance*

Performance is an outcome generated by employees while doing their work. A study on the managers of PT Askes (Persero) have found that budget participation influences manager performance positively, either directly or indirectly, through the psychological capital in company (Yani & Nahartyo, 2013). Likewise, similar studies have shown that psycap mediates the relationship between budgetary participation and performance of local government employees (Aristama, 2014; Lina, 2015; Maisura, 2017). Silen (2016) highlighted

that psycap, employee engagement, and job satisfaction had an impact on the performance of shipping technology employees. Some studies linking psycap and performance across different job settings provide similar results. It is proven that there is a significantly positive influence of psychological capital on the performance of employees in various places, among others, Semarang Health Office (Priyambodo & Rijanti, 2015), National Health Insurance (BPJS) of the Central Java and Yogyakarta branch (Wulandari, 2015), general secretariat employees, Central Java (Purbaningrum, 2015), Department of Education (Sukiman, 2015), marketing banking (Yani, Metilla, Septiani, & Aziza, 2017). Liwanto & Kurniawan (2015) also supports the notion that psycap, consisting of self-efficacy, hope, optimism, and resilience, contributes to employee work performance. Nasikhan & Rozak (2015) also added that psycap is a moderating variable between employee performance and organizational culture. Meanwhile, Amiluddin & Fauzan (2015) argued that psycap does not influence the performance of teachers in Pematang. This finding was further supported by Pratiwi (2015) who also found that psycap did not affect the performance of civil servants in Blora Regency.

#### *Work Discipline*

Work discipline is the behavior of an individual in accordance with rules and both, written and non-written, working procedures of the company. Kusuma & Prihatsanti (2016) showed that there is a positive relationship between psychological capital and work discipline.

#### *Innovative Behavior*

Moegni & Sulistiawan (2012) found that psycap and perceived procedural fairness does not significantly predict innovative work behavior. This could partly be explained by the use of

improper item measurements for the existing condition. Meanwhile, Ratnaningsih, Prasetyo & Prihatsanti (2016) proved that psycap does contribute to innovative behavior.

#### *Job Insecurity*

Sianturi (2011) investigated 62 employees of PT. Perkebunan Nusantara IV (Persero), Medan, and found that psycap is a predictor for job insecurity. Job insecurity is defined as the assessment of workers against a situation in which they feel threatened and powerless in maintaining their work.

#### *Working Stress*

A research on 100 nurses in Dr. Achmad Mochtar Hospital, Bukittinggi, proved that there is significantly negative influence between psychological capital and organizational climate to nurses work stress (Agustin, Septyani, & Mayang, 2017).

#### *Factors that affect Psycap*

Basmalla & Prihatsanti (2017) research on PDAM employees in Semarang showed that there is a relationship between transformational leadership with psycap. Transformational leaders who use personal value, vision, passion, and commitment to working to mobilize employees and motivate employees to work hard.

### **Discussion**

There are 32 relevant studies included in this research. Based on the findings, most studies related to psycap shows evidence that psycap is related to positive behavior and attitudes at the workplace (i.e., work engagement, job satisfaction, organizational commitment, work



discipline, innovative behavior, organizational citizenship behavior, and job performance). Several studies, however, showed different results. For example, Moegni & Sulistiawan (2012) stated that psycap does not significantly predict innovative behavior, while Ratnaningsih, Prasetyo & Prihatsanti (2016) argued the opposite. Similarly, a positive relationship between psychological capital and OCB was found by numerous studies (Rachmawati & Priyono, 2015., Adestyani & Nurtjahjanti, 2013) but was rejected by some others (Putri, 2016; Hidayat, 2015). Some contradictive findings on the relation between psycap and job satisfaction were also found. Numerous researchers have proven that the relationship between psycap and job satisfaction exist (Hedissa, Sukhirman & Supandi, 2012., Putri, 2016), while others do not (Sukiman, 2015., Pratiwi, 2015). The result of the analysis shows that studies of psycap at workplaces in Indonesia focuses more on the role of psycap in employee performance. We found that psycap contributes to positive attitude and behavior of the employee, simultaneously reducing their negative attitude at the workplace. In addition, some studies also showed the linkage of psycap with job stress and job insecurity.

#### *Theoretical Implication*

The present paper provides an overview of psycap research in Indonesia. The findings provide information about the consequences of psycap for workers. However, research in Indonesia related to the factors affecting psycap is still limited. Psycap is a construct that is developed from positive psychology and characterized by hope, optimism, efficacy, and resilience (Luthans & Morgan, 2017). This indicates that psycap positively impacts workers as described above. This condition allows other researchers to explore deeply about psycap and other related variables.

### *Limitation and Direction for Future Research*

The limitation of this study lies in the difficulty of accessing the full version of the research papers online. Most available online published research is in the form of abstracts. Accessing these research reports required us to create a username and password to various institutions. Hence, we needed to review various institutions to obtain more accurate research data. Further, most research databases were not peer-reviewed, decreasing the quality and credibility of the research. Future researchers should, therefore, choose a database that requires their papers to be reviewed.

Next, most of these studies highlight workers as individuals. However, very few have examined psycap as part of a team. Similarly, this study is still limited to exploring individual psycap instead of in groups and organizations. The finding results only found one factor that affects psycap, namely leadership. More studies are still needed to examine the factors that affect psycap, such as demographics (age, gender), organizational support, and organizational climate.

Additionally, research in various work settings in Indonesia still show contradictory results; thus, more research needs to examine similar variables about employee attitudes and behavior at the workplace. The findings of this research still leave future researchers with the task to explore other factors that could affect psycap. Several research ideas that have not been studied are, among others, psycap measuring tool and psycap intervention in the context of team and organizations.

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