

The Effect of Psychological Capital on Work Engagement of Nurse at Pertiwi Hospital in Makassar City

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ABSTRACT

One of the professions that requires high work engagement is a nurse. Psychological capital is one of the factors that can influence a person to feel more attached to the work being done. This study aims to determine whether there is an effect of psychological capital on work engagement of nurses at Pertiwi Hospital Makassar City. The definition of psychological capital in this study uses the theory from Luthans (2007) and work engagement uses the theory from Schaufeli & Bakker (2002). This research was conducted on 71 nurses who worked at Pertiwi Hospital Makassar. The sampling technique used by researchers is cluster random sampling. The data collection tool in this study used a questionnaire in the form of the PsyCap Questionnaire scale to measure psychological capital (PCQ) and the Utrecht Work Engagement Scale (UWES) to measure work engagement. Based on research conducted at Pertiwi Makassar Hospital, it can be concluded that psychological capital has a significant positive effect on work engagement, namely high psychological capital will increase work engagement. On the other hand, a low psychological capital will cause a low work engagement.

Keywords: psychological capital, work engagement, nurse

INTRODUCTION

Employees or what is known as human capital are valuable assets for organizations because they can provide competitiveness among existing organizations. The importance of maintaining employee work engagement is the main focus in developing human capital in order to achieve a superior and competitive organization (Youseef & Luthans, 2007).

Bakker (2011) states that, in the 21st century, the relationship between the psychological condition of employees and their jobs plays a very important role, especially in the sector of work related to information and services. Companies are looking for prospective employees who can contribute positively to the job and no longer only recruit talent candidates. In addition, organizations are also required to find employees who are able to invest themselves to be fully involved in work, proactive and have a high commitment to quality standards of work (Bakker & Leiter, 2010). This condition is known as a work engagement.

Work engagement as one of the positive organizational concepts is most in demand by practitioners because it has an impact on employee performance (Bakker & Leiter, 2010). An interesting fact shows that in the past ten years, studies on the attachment to work have been increasingly under investigation. Several studies that have discussed the importance of work engagement in doing a job include research conducted by Schaufeli. Schaufeli, et al (2002)

conducted research by interviewing several jobs from various occupational and company backgrounds with reference to the Utrecht Work Engagement Scale regarding the characteristics of workers who have a work attachment to their work.

The results showed that employees who are engaged have high energy and trust or self-efficacy. Some of the other characteristics obtained are (1) Having a positive attitude and being active in their work; (2) Doing positive feedback on themselves as self-appreciation for success; (3) Having great enthusiasm even outside of work, such as doing sports, creative hobbies, and volunteer work; (4) Getting job satisfaction despite being tired of working; (5) Having the notion that work is fun "work it fun".

According to WHO (World Health Organization) data, the ratio of nurses in Indonesia does not meet the standards set by the Indonesian Ministry of Health. The ideal ratio of nurses to patients in Indonesian hospitals is 2: 1 to allow sufficient shift work for nurses, but in reality there are only 500 nurses per 500 inpatient beds. When compared with the standards set by WHO, ideally the ratio of nurses to patients is 1: 200, but in Indonesia the ratio is 1: 375 (Bulletin of the WHO, 2010).

The problem of the ratio between nurses and patients is also experienced by Pertiwi Hospital Makassar. Based on the pre-eliminary data obtained by the author, that every year the Pertiwi Hospital Makassar also experiences several obstacles such as problems with Human Resources (HR). Even though it has added medical and non-medical personnel, the number of human resources in this hospital is still insufficient compared to the number of patients which is increasing every year. Moreover, this hospital receives a BPJS (Social Security Administering Body) guarantee so that every year the number of patients increases. Therefore, the role and position of Pertiwi Hospital as a health facility is responsible for administering the welfare of public health services. On the other hand, as a health service sector, it is currently required to employ medical personnel, from doctors to competent and professional nurses.

The number of nurses in Pertiwi Hospital is 71 while the beds for patients are 84. It shows that the ratio of nurses to beds is still insufficient. Based on the data obtained, the ratio between the total number of nurses in hospital and the number of beds available is only 1: 1. Thus, the workload of nurses will also be higher.

Montgomery, et al. (2011) stated that the hospital is an organization that provides a high level of stress to its employees, especially for nurses. Nurses who have positive emotions should indirectly have strength that comes from themselves or what is called psychological capital (Schaufeli, 2011). But in fact, there are still nurses who experience burnout while working. The results of Ergeneli & Bitmis's (2015) study reinforce the statement that nurses are employees in organizations in the health service sector who face burnout very often. Sprinks (2015, in Shahpouri, et al., 2016) reinforces this statement with the results of his research which indicates high burnout in nurses.

Maslach and Leiter (2008) stated that burnout is the antithesis of the aspect of work engagement. Nurses who experience burnout are characterized by their low psychological capital (Luthans, 2007). Alarcon, et al (2009, in Bakker, et al., 2014) also found that self-esteem, locus of control, optimism were significantly associated with burnout. The results of other studies also state that psychological capital can predict positive self-evaluation, setting goals, motivation, performance, work stress, burnout in nurses (Luthans & Jensen, 2005; Shakernia & Mohammad-poor, 2010). Otham and Nasurdin (2011) reinforce this research by stating that nurses' confidence in providing care to patients and optimism are important aspects

of doing their daily work. The nurses' confidence and optimism were the two main aspects of the psychological capital construct. Referring to Smulder (2006, in Schaufeli, 2011) nurses should be one of the jobs that requires high engagement. If this is ignored, it will interfere with the sustainability of nursing workers in providing care to patients.

Based on the JD-R model by Bakker and Demerouti (2007), it is stated that work engagement is basically influenced by two things, namely job resources and personal resources. Job resources include several aspects such as the physical, social and organizational environment, salary, career opportunities, support from supervisors and colleagues, and performance feedback. Meanwhile, personal resources (psychological capital) include self-efficacy, optimism, hope and resilience. Furthermore, job resources and personal resources will positively affect job attachments when job demands are high. This statement is reinforced by many previous studies which state that self-efficacy, organizational self-esteem, and optimism are aspects of psychological capital or also known as personal resources, as well as organizational support, psychological climate, and social support as aspects of job resources (Shahpouri et al. , 2016). Based on this, the researcher was interested in knowing whether there was an effect of psychological capital on the work engagement of nurses at Pertiwi Hospital in Makassar City. Therefore, the formulation of the problem in this study is "is there an effect of psychology capital on work engagement among nurses at Pertiwi Hospital in Makassar City?"

Work Engagement

Engagement is a concept that addresses the positive psychological side of humans, especially in relation to work. Kahn, is the first scientist to discuss the term work engagement. According to Khan (1990) engagement includes self-utilization of organizational members for their job roles by working and expressing themselves physically, cognitively, emotionally and mentally during their work. Kahn further added that an employee can be emotionally, cognitively, or physically active (Bakker & Leiter, 2010).

Bakker, Schaufeli, and Taris (2008) divide work engagement into three main dimensions, namely passion (vigor), dedication (dedication) and absorption of work (absorption). The spirit dimension is characterized by a strong energy drive and has a good resilience ability when faced with a job with high pressure (Schaufeli, Salanova et al, 2002, in Bakker & Leiter, 2010). Employees who have high enthusiasm will be motivated to do work, even though they have a high level of difficulty. The second dimension, namely dedication, is defined as the full involvement of employees in doing their jobs, and experiencing enthusiastic feelings, becoming inspiration, pride and challenges. The third dimension is the absorption of work, characterized by feelings of happiness at work and will feel that time is running quickly when he does the job.

Several studies also show that employees who have work attachments will have an effect on employee performance. Bakker (2010) mentions four reasons why employees who have work attachments will show better performance than workers who do not have work attachments, namely: (1) employees who have work attachments have positive emotional experiences including happiness, cheerfulness and enthusiasm; (2) have better psychological and physical health experiences; (3) make comfort for their work and create psychological capital for themselves; and (4) pass on their work attachments to others.

Psychological Capital

Luthans (2007) states that psychological capital is a positive psychological construct possessed by each individual which is useful for helping the individual develop and is

characterized by: (1) self-confidence (self-efficacy) to complete work; (2) have positive expectations (optimism) regarding success in the present and in the future; (3) persevering in hope to achieve success; (4) when faced with problems and difficulties, are able to survive and have resilience to achieve success (Luthans, et al., 2007).

According to Luthans, Youssef and Avolio (2007) psychological capital has four dimensions, namely self-efficacy / confidence, optimism, hope, and resilience.

1. Self efficacy / confidence

Efficacy is defined as a person's belief in their abilities which can encourage them to be motivated and as a way for the individual to act and be successful in doing a particular job.

2. Optimism

The second dimension is optimism which is defined by Seligman (1998, in Luthans, 2007) as a capital of thought where individuals attribute positive events to themselves, are permanent, and the causes are pervasive.

3. Hope

The third dimension of psychological capital is hope, which is defined as positive motivation based on the energy expended to perform tasks and plans that are drawn up to achieve a goal (Anderson, 1991 in Luthans, 2007).

4. Resiliency

Luthans (2002) defines resilience as a person's psychological ability to withstand conditions of uncertainty, conflict, failure, organizational change, and increased responsibility. Resilience can also be defined as a person's adaptability in a context full of risks.

Avey, et al., (2008) believe that psychological capital will contribute to the positive emotions of employees. For example, employees who have a high sense of optimism and self-confidence will show positive behavior that can support the achievement of their job goals.

Based on the above framework, the hypothesis in this study is that there is an influence between psychological capital on work engagement among nurses at Pertiwi Hospital in

METHOD

In this study, the sample consisted of 71 nurses in Pertiwi Hospital. Where 64 are female respondent and 7 men, who asked to fill out the questionnaire. This research was conducted using a quantitative approach to perform regression analysis. The measuring instrument used in this study consisted of two Likert scales, each of which measured the research variables, namely work engagement and psychological capital. The work engagement scale in this study used the Utrecht Work Engagement (UWES) developed by Schaufeli et al. (2003), while the psychological capital scale in this study used the Psy Cap Questionnaire (PCQ) measurement tool developed by Luthans et al. (2007).

The two measuring instrument have already tested for validity; in this study, a back-forward translate process carried out on the measuring instrument to used. The process was conducted by two people who were fluent in English by translating those instruments into Indonesian and then re-translated into English. The first person will translate from the original language to the subject of research (Indonesian). The second person will translate the results of the translate (first person) to the language of origin of the measuring instrument (original language).

The data analysis in this study was carried out using multiple regression techniques process by the SPSS 25 for windows program

RESULTS AND DISCUSSION

Descriptive Analysis

This study consisted of 71 respondents consisting of 64 (90.1%) female respondents and 7 male respondents (9.9%). Respondents with the range age of 20-29 years as many as 19 people (26.7%), then respondents with the range age of 30-39 years as many as 47 people (66.2%), respondents with the age of 40 years and over there are five people (7.1%). Then found 72 graduated from Diploma (D3) are 39%, 43 graduated from bachelor (S1) are 59.7%, and one graduated from master (S2) is 1,3%.

The following are the result of the analysis of the multiple regression techniques process by the SPSS 25, summarized in table 1

Tabel 1. Result of regression

| Model Summary | | | | | | |
|--------------------------------|------------|-----------------------------|------------|---------------------------|----------------------------|------|
| Model | | R | R Square | Adjusted R Square | Std. Error of the Estimate | |
| 1 | | .608 ^a | .370 | .361 | 8.02802 | |
| Predictors: (Constant), PsyCap | | | | | | |
| Coefficients ^a | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 44.323 | 7.483 | | 5.923 | .000 |
| | PsyCap | .423 | .065 | .608 | 6.455 | .000 |
| Dependent Variable: WE | | | | | | |

Processing of hypothesis test data on the effect of psychological capital on work engagement among nurses at Pertiwi Hospital shows that there is an influence between the psychological capital variable on the work engagement variable. The correlation coefficient value is 0.608 ($R^2 = 0.370$), so it can be concluded that the 37% change in work engagement variable is caused by psychological capital owned by the nurse. This result shows a sizeable effect. The beta value on the coefficients is 0.608, which means that each additional 1 score on psychological capital will increase work engagement by 0.608. Psychological capital has a positive influence on work engagement. This means that when the psychological capital perceived by the nurses increases, the nurses' work engagement will also increase. This means that when the psychological capital perceived by the nurses increases, the nurses' work engagement will increase.

Employees who have an attachment to their work will think that work is fun. This is caused by feelings of enthusiasm, active contribution, and positive attitude shown by employees. Even though employees feel tired after working all day, they assume their fatigue is more of a pleasant feeling because it is associated with positive achievements. (Gorgievski, dkk., 2010, dalam Bakker, dkk., 2011).

The results of this study support previous research conducted by Sarikwal & Sihag (2014) which states that there is a positive influence between psychological capital on work engagement. This means that when the psychological capital of the individual increases, the higher the work engagement the individual feels, and vice versa when the psychological capital decreases, the lower the work engagement will be. Work engagement is an aspect that includes positive emotions, full involvement in doing work and is characterized by three main dimensions, namely vigor, dedication, and absorption (Schaufeli & Bakker, 2010).

Work engagement is an aspect that includes positive emotions, full involvement in doing work and is characterized by three main dimensions, namely vigor, dedication, and absorption of work (Schaufeli & Bakker, 2010). Some of the characteristics of engaged employees have high energy and trust or self-efficacy and have a positive and active attitude in their work (Scaufeli, et al., 2002). A positive attitude and self-efficacy are aspects of psychological capital, where nurses who have positive emotions should indirectly have the power that comes from themselves or what is called psychological capital (Schaufeli, 2011).

The results of this study indicate the increasing importance of psychological capital for individuals. Bakker, Hakanen, Demerouti & Xanthopoulou (2007, dalam Bakker & Sanz-Vergel, 2013) menyatakan *psychological capital* sebagai *personal resource* dianggap penting dalam meningkatkan *work engagement*. The results showed that positive self-beliefs including self-efficacy and optimism were related to work engagement among nurses. Otham & Nasuridin (2011) reinforce this research by stating that nurses' confidence in providing care for patients and a sense of optimism are important aspects of doing daily work. The nurses' confidence and optimism were the two main aspects of the psychological capital construct.

The results of the descriptive analysis of the psychological capital variable show that nurses feel they have psychological capital in the moderate category as much as 70.2%. As many as 16.8% of nurses feel they have high psychological capital. The rest, as much as 13% in the low categorization. This is similar with the results of the descriptive analysis of work engagement which shows that most nurses are in the moderate category, which is 65.6%. A total of 19.1% of nurses' work engagement is in the high category, and the remaining 15.3% of nurses' work engagement is in the low category.

CONCLUSION

Based on research conducted at Pertiwi Hospital Makassar, it can be concluded that psychological capital has a significant positive effect on work engagement, namely high psychological capital will increase work engagement. On the other hand, a low psychological capital will cause a low work engagement.

The implication of this study for the management of companies to continuously improve the achievement of company goals must be able to foster good relations with its employees by holding family gatherings for employees and open forums that held routinely to establish good relations and communication between employees and superiors.

For the hospital, the results of this study can be used as information to continue to increase the involvement of nurses who are already quite high by paying attention to factors that can foster work attachment to their nurses. That way, nurses who are seen as a "caring profession" have readiness to improve the quality of health services in hospitals. In this study, the authors raised the psychological aspects of capital in increasing work attachment to nurses.

The author proposes a suggestion, namely by providing interventions to increase psychological capital in nurses. Employees are involved as an important element of intervention in teamwork. The intervention designed by the author refers to Kalisch's (2007) intervention design which has been applied to health service organizations such as hospitals. These interventions resulted in a significant reduction in the number of patients who died, an increase in patient satisfaction, an increase in teamwork in units, and a decrease in the number of turnover (Kalisch, 2007).

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