

PSYCHOLOGICAL CAPITAL AND WORK ENGAGEMENT IN EMPLOYEES AT PT. BMU BALIKPAPAN

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ABSTRACT

At its core, work engagement signifies a state in which employees exhibit their utmost performance driven by a genuine enjoyment of their tasks. Concurrently, psychological capital denotes an individual's psychological state characterized by a positive self-perception, facilitating optimal functioning. The focal point of this research lies in unraveling the interplay between psychological capital and work engagement within the workforce of PT. BMU Balikpapan. The study incorporates a quantitative approach with a sample size comprising 35 male and female employees. Employing two scales—psychological capital and work engagement—the research yields noteworthy results. The data analysis, with a significance value of 0.000 ($P<0.05$), unequivocally asserts a substantial positive correlation between psychological capital and work engagement among employees at PT. BMU Balikpapan. In essence, this implies that individuals possessing a heightened psychological capital are more likely to exhibit elevated levels of work engagement. The contribution of this relationship's efficacy is quantified at 8.7%, emphasizing the considerable impact of psychological well-being on the overall engagement of the workforce. These findings carry implications for organizational strategies aimed at optimizing employee performance and satisfaction. Recognizing the pivotal role of psychological capital in fostering work engagement, PT. BMU Balikpapan and similar entities are encouraged to integrate initiatives that nurture positive self-perceptions among employees, ultimately contributing to a more productive and fulfilling work environment.

Keywords: *psychological capital, work engagement, employee*

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INTRODUCTION

In the world of work, human resources (HR) are an important factor in the progress of a company, workers as HR are the directors of the company's goals, whether it will lead to high or low success. Other resources say that the worker is a very specific resource that has behavior and feelings, as well as reason and personal goals. Therefore, human resources are very important in a company. The current industrial era has experienced very rapid development and will continue to develop to compete between one industry and another. Increasingly tight industrial competition means that employees are required to always be ready to face existing difficulties (Fairnandha, 2021). In building an industrial organization, human resources are an essential element. Likewise PT. BMU Balikpapan, which is engaged in the distribution of smartphone products, also needs to adapt as quickly as possible to face global competition. Therefore, the company management tries to encourage every employee who works at the company to show work engagement at work. This statement is in line with the findings of (Nugroho, 2015) who said that work engagement is a vital psychological cause for someone to do work and is assumed to be enthusiastic (vigor), dedicated (dedication), and focused (absorption).

On November 22-24 2021, the author conducted interviews with 9 employees at PT. BMU Balikpapan. Of the 9 employees, the author found that 3 employees had hard work when they worked and even though they faced difficulties when they worked, they did not give up easily.

Meanwhile, 3 employees explained that they were proud to work in this organization. However, 3 other employees complained that they felt they lacked strong concentration in completing their tasks, so they experienced difficulties. Based on several phenomena, the author suspects that there are problems related to work engagement.

Therefore, research on employee work engagement is very important because work engagement is a measure of the success of an organization or company. This statement is supported by research by Demerouti et al. (2001) which states that work engagement can also be influenced by job resources, namely physical, social, and organizational aspects that function as a medium for achieving work goals both physiologically and psychologically, as well as stimulating individual growth and development. Research results according to (Memon et al., 2020) state that the importance of work engagement leads to personal fulfillment, work-related experiences, good health, and a state of mind to produce progressive work efforts.

Previous research has found some evidence that work engagement has a positive impact on individual and organizational performance. This evidence includes engaged employees who will work with enthusiasm and feel a deep connection to the company where they work. With innovation, they will move forward with the organization or company according to Truss et al, (2004 p. 7). Similar research by Min et al. (2015) states that psychological capital in employees will hurt challenges and stressors resulting in fatigue at work. So, for employees who have high psychological capital, work engagement will increase, likewise, if employees have low psychological capital, work engagement will decrease (Kusumiartono et al., 2022).

Several factors influence work engagement that were discovered by several previous researchers, these three factors are job resources, personal resources, and psychological capital which are related to work engagement. Of the three factors that influence work engagement, researchers chose psychological capital as the independent variable in this research, because psychological capital is individual psychological capital that influences individuals to be involved in their work. Several previous studies have succeeded in proving that work engagement is influenced by several psychological aspects contained in the psychological capital dimension such as self-efficacy, resilience, optimism, and hope according to Bakker & Leiter (2010).

The results of the author's interview with management on November 20, 2021, which was conducted by management, stated that psychological capital is important in this company. This says that employees who have a high level of psychological capital will put more effort into the tasks given and try hard to succeed, so employees will have better performance.

This is in line with research according to Nordin et al. (2020) showing that psychological capital has a relationship with work engagement. Apart from that, there is also research (Hariyadi, 2019) that psychological capital can influence work engagement in employees. This research was conducted in Malang City. This says that employees who have a high level of psychological capital will put more effort into the tasks given and try hard to succeed, and then employees will have better performance. Apart from that, research conducted by Juniartika et al. (2023) with the title "Psychological Capital and Work Engagement among Bank X Employees in West Sumatra" said that there is a positive relationship between psychological capital and work engagement with a value of 58.8%. Apart from that, research from Panjaitan & and Akmalia (2020) states that the level of psychological capital in employees is relatively high, and the level of work engagement is also high. This research shows a correlation between

psychological capital and work engagement. Future research should further explore other factors that may influence this relationship and offer a more comprehensive understanding of psychological capital in the Malaysian context (Aziez, 2022).

The differences between current and previous research can be compared with the results of research by Schaufeli & Bakker (2010) which has an average value for each aspect of the work engagement variable, namely vigor of 4.08, dedication of 4.16, and absorption of 4.18. Based on these values, it shows that the strength (vigor) aspect has the lowest aspect. This means that the production division employees have a lack of enthusiasm. In the company's situation, where employees are less enthusiastic when working overtime hours. This is because it is not uncommon for many employees to have to work overtime to achieve the targets set by the company. The population in this study were active employees of PT. BMU Balikpapan with a sample size of 35 employees. The place where the research was held was at PT. BMU Balikpapan.

It can be concluded that psychological capital and work engagement show a positive and significant correlation, the higher the psychological capital, the higher the work engagement. Increasing the psychological capital possessed by employees will also increase employee work engagement, so that they can cope with work demands more efficiently.

METHOD

Research methods are the methods used by researchers to collect their research. Sugiyono, (2015) explains that this research uses quantitative research with a correlational design. This type of research uses a form of causality relationship, namely a causal relationship to find out how much influence the independent variable has on the dependent variable. This research was conducted to determine the positive relationship between psychological capital and work engagement among employees at PT. BMU Balikpapan. In this research, the data collection method used was a questionnaire. (Saifuddin 2021) explains that the questionnaire is in the form of factual data or what is considered to be facts and truths known to the subject. This questionnaire uses 2 scales, namely, the psychological capital scale and the work engagement scale. Sugiyono (2015) said that this scale uses a Likert scale model to measure a person's attitudes, opinions, perceptions, or social phenomena. The reliability value of this measuring instrument is 0.70.

The answer choices for variables use a Likert scale which shows 4 levels of answers, namely: Strongly Agree (SS), Agree (S), Disagree (TS), and Strongly Disagree (STS). For a favorable statement, the subject will get a score of 4 if the subject answers Strongly Agree (SS), a score of 3 if the subject answers Agree (S), a score of 2 if the subject answers Disagree (TS), and a score of 1 if the subject answers Strongly Disagree (STS).). Meanwhile, for unfavorable statements, the subject will get a score of 4 if the subject answers Strongly Disagree (STS), a score of 3 if the subject answers Disagree (TS), a score of 2 if the subject answers Agree (S), and a score of 1 if the subject answers Strongly Agree (SS).

RESULTS AND DISCUSSION

The Relationship between Work Engagement and Gender

Table 1. Work Engagement Crosstab Test Results in terms of Gender

	Gender		Total
	L	P	
Work Engagement	High	4	3
	Medium	9	14
	Low	3	2
TOTAL		16	19
		35	

Based on Table 1, it can be seen that the work engagement of employees can be viewed from gender, with the result that the work engagement of male employees is in the medium category as many as 16 people, while female employees are in the high category as many as 19 people.

Relationship between Work Engagement and Age

Table 2 Crosstab Work Engagement Test Results in terms of Age

	Age					Total
	20-25Th	26-30Th	31-35Th	36-40Th	Other	
Work Engagement	High	4	0	2	1	0
	Medium	10	9	0	2	2
	Low	2	3	0	0	5
TOTAL		16	12	2	3	35

Based on Table 2, it can be seen that when viewed from age, work engagement among employees has resulted in the work engagement of employees aged 20-25 years in the medium category as many as 10 people, as well as employees aged 26-30 years are in the medium category as many as 9 people.

Discussion

Based on the results of research that has been carried out, the correlation coefficient value is $r=0.692$; $p<0.05$. This means that there is a positive and significant relationship between psychological capital and work engagement among employees at PT. BMU Balikpapan. That the higher the level of psychological capital obtained, the higher the level of work engagement that employees have. Conversely, if the lower the level of psychological capital obtained, the lower the level of work engagement possessed by employees.

Thus the hypothesis in this research can be accepted. Several possibilities cause the results of this research to be significant and positive. First, employees consider psychological capital important for them to be able to increase work engagement. This statement is supported by the findings of Ngwenya & Pelser (2020) who said that psychological capital is a factor within a person that can increase work engagement. Second, employees view psychological capital as having a big role as a basis for work, so that they can increase work engagement. This statement is supported by research by Qodariah (2019) which states that work engagement is very

important because it can encourage innovation and self-awareness in making the best contribution to the development of the organization. Third, employees consider psychological capital to be an important factor in increasing work engagement. This statement is supported by the results of Hariyadi's (2019) research which shows that there is a significant positive relationship between psychological capital and work engagement.

Several previous studies have shown that work engagement is influenced by psychology involved in aspects of psychological capital such as self-efficacy, resilience, optimism, and hope (Alessandri et al., 2018). Grover et al. (2018) said that the level of psychological capital has a positive impact on employee perceptions of work, and psychological capital has an impact on job resources, job demand, and the level of work engagement. Employees with high psychological capital will feel energetic, enthusiastic, happy with their work, dedicated, and immersed in their work. Self-efficacy, hope, optimism, and resilience contribute significantly to work engagement. Low self-confidence, optimism, hope, and resilience also reduce enthusiasm, enthusiasm, and focus on work (Hardianto & Pratiwi, 2019).

In contrast to this statement, according to Memon et al. (2021), employees who have low work engagement show behavior such as often delaying work due to lack of attention to the work, feeling bored with the tasks they are carrying out, easily feeling tired when working, and lack of innovation. in carrying out their work so that work planning is not optimal. Based on this statement, it is known that work engagement has an important role in company productivity. Aditama & Wibowo (2022) say that individuals with high psychological capital will feel positive energy when working. Increasing psychological capital in employees will increase the potential values possessed by employees. Employees who have high psychological capital can face challenges and are more adaptive to acting with a capacity that is appropriate to what is needed to meet the demands of their work. This will stimulate work engagement and have an impact on improving performance.

Research conducted by (Amalia & Hadi2019) states that psychological capital has a positive relationship with work engagement in millennial generation employees. The dimensions of psychological capital include self-efficacy, hope, optimism, resilience and can help increase work engagement in employees. This research is also supported by Nordin et al. (2020) said that psychological capital significantly influences work engagement among employees at the Company. This also leads to achieving work engagement among employees. According to Aditama & Wibowo (2022), psychological capital (40%) is related to work engagement (60%), and the rest is influenced by other factors such as demographic factors, job resources, and job demands. This research only focuses on psychological capital so other factors that have not been studied are job resources, job demands, and demographic factors.

Based on the results of the correlation analysis, it shows that there is a relationship between psychological capital and employee work engagement at PT. BMU Balikpapan. The higher the employee's psychological capital, the higher the employee's work engagement, conversely, the lower the employee's psychological capital, the lower the employee's work engagement, which is 8.7%. Based on the results of the correlation of determinations in this research, there are 91.3% other factors that influence work engagement. One other factor that can be seen is gender which gives higher results for women at 54%, while for men it is 46%. Several other factors that influence work engagement are job resources, job demands, and personal resources. Personal resources are factors that correlate with psychological capital. These findings are

supported by (Alessandri et al., 2018) who say that psychological capital plays a role as a determinant of work engagement.

CONCLUSION

The comprehensive analysis of research findings and discussions underscores a compelling conclusion: a discernible and positive relationship exists between psychological capital and work engagement among employees at PT. BMU Balikpapan. This implies that the level of psychological capital directly influences the degree of work engagement displayed by the workforce. In essence, the research substantiates that an elevated psychological capital corresponds to heightened work engagement, signaling a significant correlation. Conversely, a decrease in psychological capital aligns with a corresponding decrease in work engagement among employees, reinforcing the pivotal role of psychological well-being in shaping the professional commitment and enthusiasm of the workforce.

This conclusive insight not only validates but also reinforces the initial hypothesis posited in the research. The hypothesis, asserting a positive association between psychological capital and work engagement, is affirmed as acceptable based on empirical evidence and analytical discussions. This significant correlation sheds light on the importance of cultivating and nurturing psychological capital within the organizational context, as it directly impacts the level of employee engagement. As a result, organizations, including PT. BMU Balikpapan is encouraged to prioritize strategies that enhance psychological capital among its workforce, recognizing its pivotal role in fostering a more engaged and productive work environment.

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