

The Influence of Psychological Capital on Nurse Performance Through Work Engagement at the Inpatient Installation of the Sandi Karsa Hospital in Makassar City

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ABSTRACT

Background: One concept that supports nurses in being more motivated to achieve good performance is psychological capital. **Objective:** To analyse the effect of psychological capital on work engagement and nurse performance at the inpatient installation at Sandi Karsa Hospital. **Method:** The type of research used is quantitative research. The research design used analytic observations with a *cross-sectional study* approach. The sample in this study was 65 nurses at the inpatient installation at Sandi Karsa Hospital, Makassar City, using the total sampling technique. The analysis method used is *Partial Least Square* with SmartPLS software version 3.0. **Results:** The results of this study indicate that there is a direct influence of psychological capital on work engagement ($p = 0.000$), and there is a direct influence of psychological capital on nurse performance with a ($p = 0.000$). There is no effect of work engagement on nurse performance ($p = 0.307$) and no direct effect of psychological capital on nurse performance through *work engagement* ($p = 0.326$).

Keywords: Work Engagement, Psychology, Performance, Hospitalization.

INTRODUCTION

Performance results from work closely related to the organization's strategic goals, patient satisfaction, and economic contribution. Performance can be optimal if individuals have a sense of engagement with their work. When individuals feel engaged with work, they feel united with their work tasks and are unaffected by the surrounding conditions. Conversely, if individuals do not feel engaged with their work, they will not feel enthusiastic, committed, and unmotivated in their work, which will cause them to make their work a life demand so that they do not feel attached to it. In addition, nurses have high work demands, especially in the Inpatient Installation. This is because, in the inpatient installation, all nursing care is carried out 24 hours for 7 days so that the nurses' quality will determine the hospital's performance.

The increasing number of hospitals in Indonesia, managed by the government and the private sector, requires hospitals to continue to provide the maximum level of care, professionalism, and competence to reflect the best quality of service. Therefore, nurses who perform well are needed. Good performance can be assessed through nurses' active involvement in providing high-quality nursing care to patients, underscoring the need for nurses capable of working productively and engaging with their tasks to maintain optimal performance, even over extended periods or with high levels of work engagement.

Work engagement is a positive condition characterized by vigor, dedication, and absorption¹. Work engagement has far-reaching implications

for employee performance. High energy and focus in work engagement can create conditions where employees can give their best, even amid pressure and difficulties. It creates the potential for higher achievement and overcoming obstacles more effectively.

The results of the research² state that psychological capital does not contribute to employee performance. Meanwhile, the results of research³ shows that the organizational commitment variable is not proven to mediate work engagement on employee performance, so future research recommendations are encouraged to explore variables beyond organizational commitment. In work engagement, there are several influencing factors, including psychological capital. Based on the inconsistent findings from previous research, a more in-depth study is needed to find an affirmation of the influence of psychological capital on employee performance through work engagement.

The development of the hospital industry requires every nurse who works in the hospital not only to have high performance but also to be strong in the face of pressure in hospital competition, as well as have an optimistic spirit and self-confidence. One concept that supports nurses in being more motivated to achieve good performance is *psychological capital*. Research⁴ suggests that individuals with high psychological capital can achieve higher job performance if the job meets their level of engagement. Conversely, for individuals with low psychological capital, work performance tends to always be at a low level due to low levels of motivation, low engagement, or difficulty in coping with work challenges.

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Perceived organizational support has a minor influence on work engagement of 0.108, meaning that other factors can affect nurses' work engagement. In the context of work engagement, one of the factors that must be taken into consideration is psychological capital⁵. At least three prominent families of factors affect employee performance, namely psychological, individual, and organizational factors⁶. In contrast, in research⁷, From the results of interviews conducted with health workers at Puskesmas Pamona Selatan Poso Regency, it is known that the factors that cause them to have poor performance are indications of psychological capital contained in them. Departing from the research gap, the researcher wants to raise the topic of influencing factors, the effect of psychological capital on performance, with *work engagement* as a mediating variable.

Based on preliminary studies, researchers found the following problems: the results of the community satisfaction survey at the Inpatient Installation were 73%, while the SPM $\geq 90\%$ and 35% of patients gave complaints about nursing services, as well as field facts found by researchers that the performance of health workers working at Sandi Karsa Hospital was still not good, such as in terms of the use of time used in completing assigned tasks and responsibilities, punctuality was still lacking, cooperative attitudes between health workers, and quantity and quality that did not meet the expectations of the people who came for treatment. According to the HR department, complaints received by the hospital regarding dissatisfaction from patients and families of patients with nursing services, such as in terms of the use of time used in completing assigned tasks and responsibilities, timeliness is still lacking, cooperative attitudes between health workers, and quantity and quality that have not met the expectations of people who come for treatment. It will have an impact on customer dissatisfaction. The inability of a nurse to master their job will have an impact on performance.

The results of the interview above related to the performance of health workers, supported by several research results, including research conducted by⁸, which found that most patients rated the performance of health workers as poor as 60.0%, and most patients were dissatisfied with the service. It shows that poor performance can negatively influence health workers and the workplace of health workers. The information above shows that the factors that cause them to have low performance are indications of psychological capital. Psychological capital is a complement to improving one's performance in organizations and companies that can still be developed⁹.

METHODS

This research uses quantitative research methods. This study's sample was 65 nurses at the inpatient installation at Sandi Karsa Makassar Hospital using the *Total Sampling* technique. The analysis method used is *Partial Least Square* with SmartPLS software version 3.0. Path analysis can be used to determine the effect between endogenous variables and exogenous variables to determine which path is the most appropriate and short for an exogenous variable relative to the related endogenous variable. The results of the study will be presented in the form of tables and narratives. This research has received approval from the Health Research Ethics Commission (KEPK) Faculty of Public Health, Hasanuddin University, with Number 837/UN4.14.1/TP.01.02/2024 and Protocol Number 183240120.

RESULTS AND DISCUSSION

Result

General characteristics of respondents include age, gender, length of service, education, employment status and income.

Table 1 shows the characteristics of respondents, namely that the age of respondents studied was more in the age group 20-29 years, totalling 39

people (60.0%). Based on the gender of the respondents studied, more respondents with female gender were 50 people (76.9%). Based on the tenure of the respondents studied, more respondents with 1-5 years totalled 55 people (84.6%). Based on the education of the respondents studied more respondents with D3 education amounted to 38 people (58.5%). Based on the employment status of the respondents studied, more respondents with contract status amounted to 60 people (92.3%), and based on the income of the respondents studied, more respondents had an Rp income of 1,000,000 - Rp. 2,500,000 amounted to 40 people (61.5%).

Table 2 shows that based on the data above, it is known that psychological capital in Sandi Karsa Makassar Hospital is mainly in the high category, totalling 57 people (87.7%). In comparison, the low category is 8 people (12.3%). Work Engagement is mainly in the high category, totalling 41 people (63.1%), while the low category is 24 people (36.9%). The performance of nurses at the Sandi Karsa Hospital Inpatient Installation is mainly in the high category, totalling 55 people (84.6%), while the low category is 10 people (15.4%).

Table 3 Shows that respondents who chose the low category of psychological capital were 8 (100%), while those who chose the high category were 0 (0%). Respondents who chose the low category on work engagement were 16 (28.1%), and those who chose the high category were 71.9 (41%). The following table shows that respondents who chose the category of less Psychological Capital were 4 (50%), while those who chose the high category were 4 (50%). Respondents who chose the category less on nurse performance were 6 (10.5%), while the high category was 51 (89.5%). The next table shows that respondents who chose the low category of work engagement were 8 (33.3%), while the high category was 16 (66.7%). Respondents who chose the less category on nurse performance were 2 (4.9%), while the excellent category was 39 (95.1%).

Validity Test

Outer model evaluation aims to evaluate indicator variables, namely assessing the validity and reliability of the model. A valid variable means that the variable can be used to measure what should be measured and displayed.

Table 4 shows that through measurement (*Outer Loading*), all variables and indicators meet the criteria so that they are declared valid.

Reliability Test

The reliability test can be seen in the composite reliability value, which must be ≥ 0.7 . By using SMARTPLS, the composite reliability results are obtained as follows:

Table 5, shows that all variables have according to the criteria so that the variables are reliable.

R-Square Test

In examining the structural model, we start by looking at the R^2 for each endogenous variable as the predictive power of the structural model. The following is the R^2 estimate:

Table 6. shows that the R-square (R^2) test value of the work engagement variable is 0.518, which indicates that the psychological capital variable can explain its effect on the work engagement variable by 51.8%; other variables outside the model explain the remaining 48.2% studied. Further results for the nurse performance variable obtained the R-Square result of 0.407, indicating that the psychological capital and work engagement variables can explain their influence on the nurse performance variable by 40.7%; other variables outside the model studied explain the remaining 59.3%.

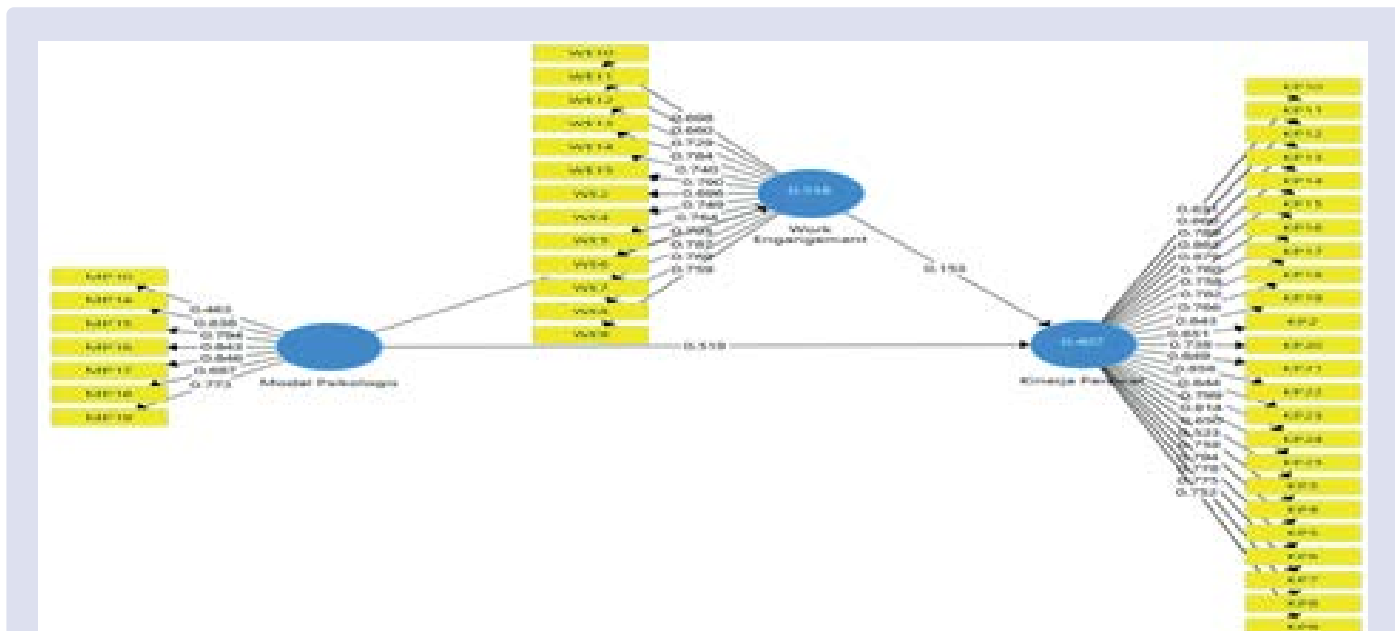


Figure 1. Bootstrapping Output.

Table 1. Frequency distribution of respondent characteristics at Sandi Karsa Hospital Year 2024.

Characteristics	Number (n)	Percent (%)
Age		
20-29 Years	39	60.0
30-39 Years	20	30.8
40-49 Years	2	3.1
>50 Years	4	6.2
Total	65	100
Gender		
Male	15	23.1
Female	50	76.9
Total	65	100
Length of Service		
1-5 years	55	84.6
6-9 years	10	15.4
Total	65	100
Education		
D3	38	58.5
Ners	27	41.5
Total	65	100
Employment Status		
Contract	60	92.3
Volunteer	5	7.7
Total	65	100
Revenue		
< Rp.1,000,000	13	20.0
Rp. 1,000,000 - Rp. 2,500,000	40	61.5
Rp. 2,500,000 - Rp. 5,000,000	12	18.5
Total	65	100

Source: Primary Data 2024

Table 2. Distribution of Respondents Based on the Variables Studied at Sandi Karsa Hospital Makassar Year 2024.

Variable	Frequency (n)	Percent (%)
Psychological Capital		
Low	8	12,3
High	57	87,7
Work Engagement		
Low	24	36,9
High	41	63,1
Nurse Performance		
Low	10	15,4
High	55	84,6
Total	195	100,0

Source: Primary Data 2024

Table 3. Crosstabulation of Psychological Capital on nurse performance through work engagement.

Psychological Capital	Work Engagement				Total	
	Low		High		n	%
	n	%	n	%		
Low	8	100%	0	0	8	100,0%
High	16	28,1%	71,9	41%	57	100,0%
Total	24	36,9%	41	63,1%	65	100,0%
Psychological Capital	Nurse Performance				Total	
	Low		High		n	%
	n	%	n	%		
Low	4	50%	4	50%	8	100,0%
High	6	10,5%	51	89,5%	57	100,0%
Total	10	15,4%	55	84,6%	65	100,0%
Work Engagement	Nurse Performance				Total	
	Low		High		n	%
	n	%	n	%		
Low	8	33,3%	16	66,7%	42	100,0%
High	2	4,9%	39	95,1%	41	100,0%
Total	10	15,4%	55	84,6%	65	100,0%

Table 4. Covergent Validity Test Results.

Variables	AVE Value	Critical Value	Model Evaluation
Psychological Capital	0,577		Valid
Work Engagement	0,561	>0,5	Valid
Nurse Performance	0,614		Valid

Source: Smart PLS 2024 Output

Table 5. Composite Reliability Test Results.

Variables	Composite Reliability	Critical Value	Model Evaluation
Psychological Capital	0,871		Reliable
Work Engagement	0,935	≥0,7	Reliable
Nurse Performance	0,972		Reliable

Source: Smart PLS 2024 Output

Table 6. Path Analysis Model.

Variables	R square	R square Adjusted
Work Engagement	0,518	0,510
Nurse Performance	0,407	0,388

Source: Smart PLS 2024 Output

Table 7. Path analysis of Psychological Capital on Nurse Performance through Work Engagement.

Influence between Variables	P Value	Estimate	Conclusion
Psychological capital → work engagement	0,000	13,680	Significant
Psychological capital → nurse performance	0,000	4,255	Significant
Work engagement → nurse performance	0,307	1,022	Not Significant
Psychological model → work engagement → nurse performance	0,326	0,984	Not Significant

Source: Smart PLS 2024 Output

Hypothesis Test

The table above shows

- The effect between psychological capital and work engagement. Based on the table, the t-statistic value is 13.680 with a P-value of 0.000 < 0.05 (significant effect) and has an original sample value of 0.720 (positive). So it can be concluded that the psychological capital variable significantly and positively affects work engagement. Then H1 is accepted.
- The influence between psychological capital and nurse performance. Based on the table, the t-statistic value is 4.255 with a P-value of 0.000 < 0.05 (significant effect) and has an original sample value of 0.519 (positive). So, it can be concluded that the psychological capital variable significantly and positively affects nurse performance. Then, H1 is accepted.
- The influence between work engagement and nurse performance. Based on the table, the t-statistic value is 1.022 with a P-value of 0.307 > 0.05 (no significant effect) and has an original sample value of 0.153 (positive). So, the work engagement variable has no significant effect on nurse performance. Then, H0 is accepted.
- The influence of psychological capital on nurse performance through work engagement. Based on the table, the t-statistic value is 0.984 with a P-value of 0.326 > 0.05 (no significant effect) and has an original sample value of 0.110 (positive). So, the psychological capital variable has no significant effect on nurse performance through work engagement. Then, H0 is accepted.

DISCUSSION

Respondent Characteristics

Age of Respondent

The results showed that the characteristics of respondents at the age of the respondents studied were more in the age group 20-29 years, namely 39 respondents (60%) and the least respondents were respondents aged 40-49 years, 2 respondents (3.1%). The large percentage is because health workers at Sandi Karsa Makassar Hospital are primarily fresh graduates, and most graduates are in the D-III nursing education level. A person's age can affect wisdom in acting and making decisions or taking action so that the results of his work are by predetermined goals¹⁰.

This study is consistent with the research findings of¹¹ that the frequency distribution results based on age show that most age groups are under 30, with as many as 33 respondents (91.7%) whose average age is 20-30 years. Based on observations at the time of the study, this age category is included in the productive category. It is considered capable of being motivated to produce excellent and effective work quality.

Gender

The results showed that the characteristics of respondents in gender, the most respondents were respondents with female gender, namely 50 respondents (76.9%) and the least respondents were respondents with male gender, namely 15 respondents (23.1%).

This study is based on the research findings stating that the health sector requires the ability to care and the existence of maternal instincts, which tend to be more owned by women¹². However, male and female gender should not cause significant differences in employment. However, psychological theories suggest that women tend to be more conspicuous and willing to do the job they want¹³. Gender is a biological sex categorisation that can be known from self-identification as male or female biologically; gender is not interchangeable. Male and female gender have many differences.

Length of Service

The results showed that the length of service of nurses at Sandi Karsa Makassar Hospital studied, the most respondents were respondents with a work period of 1-5 years, namely 55 respondents (84.6%) and the least respondents were respondents with a work period of 6-9 years, 10 respondents (15.4%). The work period in this study was counted from the beginning of health workers/staff working in the hospital until the time the research was done.

This is according to research, which states that the characteristics of respondents with a work period of more than 1 year are the most significant, with a percentage of 33.3% of the 5 ranges of work period studied¹⁴. Researchers assume that a longer working period will give health workers/staff more work experience so that they will be familiar with their work environment.

Education

Based on the results of nurse education research at Sandi Karsa Makassar Hospital, the most respondents were respondents with D3 education level, totalling 38 respondents (58.5%), and the least respondents were respondents with Ners education level, totalling 27 respondents (41.5%). This study shows that most respondents have a D3 nursing educational background.

The level of education of nurses can affect their performance. According to¹⁵, a person's educational background and tenure will affect their ability to meet their needs according to different levels of need fulfilment.

This follows research¹⁶, which shows that most respondents' education level is in DIII nursing, with as many as 17 respondents (53.1%). This shows that DIII nursing education is more than S1 and S2 educational backgrounds.

Employment Status

The results showed that in the employment status of respondents at Sandi Karsa Hospital, the most respondents were respondents with contract employment status, totalling 60 respondents (92.3%), and the least respondents were respondents with voluntary employment status, totalling 5 respondents (7.7%).

Employment status has the same opportunity to develop higher formal education. The contract employee with the highest position is the head of the room. The higher the employment status, the higher the nurse's income. This agrees with research that although the employment status is dominated by contract employees (67.7%), nurses must implement safety goals properly¹⁷.

Revenue

The results showed that the income of respondents at Sandi Karsa Hospital, the most respondents were respondents with an income of

Rp. 1,000,000-Rp. 2,500,000, totalling 40 respondents (61.5%), and the least were respondents with an Rp income. 2,500,000-Rp. 5,000,000, totaling 12 respondents (18.5%). Based on the results of research¹⁸ on income variables, the most influential indicator is salary; it can be concluded that there is an influence on nurse job satisfaction.

With the application of Dorothea E. Orem's theory, nurses must improve their abilities and skills formally and non-formally, which will impact patient and family satisfaction. A high level of patient satisfaction will impact nurses' job satisfaction and the opportunity to increase nurses' income from the hospital, which is related to high patient satisfaction.

Variable Direct effect of Psychological Capital on Work Engagement

The effect between psychological capital and work engagement. Based on the table, the t-statistic value is 13.680 with a P-value of 0.000 <0.05 (significant effect) and has an original sample value of 0.720 (positive). So it can be concluded that the psychological capital variable significantly and positively affects work engagement.. Then **H1 is accepted**.

This shows that the higher the positive development of employees, the higher the work engagement. Positive employee development is when an individual can increase motivation in carrying out tasks, find alternative ways to achieve goals and survive when times are bad. Work attachment is individuals who can identify themselves psychologically with their work.

This aligns with research 19, which used linear regression analysis with an R coefficient of 0.584. This upbeat number indicates a unidirectional correlation between *psychological capital* and *work engagement*. There is also a strong relationship between the two variables.

In contrast to research conducted on Psychological Capital and Work Engagement with the research title, "The Relationship between Psychological Capital and Work Engagement in Nurses at the Surabaya Mental Hospital Inpatient Installation", the research variables Psychological Capital and Work Engagement found quite different results from previous studies, namely based on the results of data analysis this study obtained a correlation coefficient of the two variables of 0.235 with a significance level of 0.05320. So, there is no relationship between psychological capital and work engagement among nurses at the Surabaya Mental Hospital Inpatient.

Employees will contribute their best if they already have Work Engagement. In this case, employees like work and feel happy to be in the office to optimize their ability. Therefore, companies must treat their employees very well so that they can work optimally and be able to provide the best profitable results.

Variable Direct effect of psychological capital on nurse performance

The effect between psychological capital and nurse performance. Based on the table, it can be seen that the t-statistic value is 4,255 (p = 0.000) <0.05 (significant effect) and has an original sample value of 0.519 (positive). So it can be concluded that the psychological capital variable significantly and positively affects nurse performance. **Then H1 is accepted**.

Employees with positive psychological capital built on optimism, confidence, and resilience will support performance improvement. Employees with positive psychological capital will have quality, quantity, and timely and effective performance. The results of this study support the findings from 24. they proved that psychological capital improves job performance²⁵. Research has found that psychological capital positively and significantly affects employee performance.

It aligns with the research results of hypothesis testing, proving that the third hypothesis is accepted because the t-values are significant and worth 2.52 (>1.96)²⁶. It shows that psychological capital has a significant influence on employee performance. Psychological capital is an essential factor that increases job satisfaction and employee performance. Individuals with high psychological capital will strongly believe they can complete the job and all the challenges they will face at work²⁷.

These results support research² that psychological capital can affect employee performance, stating that psychological capital is an initial investment that can be valued, developed, and maximized for performance improvement. In contrast to research which states that psychological capital does not contribute to employee performance²⁸

Variable Direct effect of Work Engagement on Nurse Performance

The effect between work engagement and nurse performance. Based on the table, the t-statistic value is 1.022 ($p = 0.307$) <0.05 (non significant) and has an original sample value of 0.153 (positive). So, the work engagement variable has no significant effect on nurse performance. Then, **H₀ is accepted**.

This is in agreement with research²¹. The results of the causality test show that work engagement does not affect nurse performance. This result indicates that high or low work engagement by Generation Z nurses does not affect the work engagement of Generation Z nurses. The results of this study strengthen previous research, which states that work engagement does not affect job performance²².

This study is also according to research²³. The relationship test results show that the p-value is 0.228, which is greater than 0.05; this indicates no relationship between work engagement and performance. The aspect of work engagement is dedication, which causes employees to feel involved in a job and experience feelings of meaning, passion, inspiration, pride, and challenge. The higher the dedication, the more enthusiasm employees have when given work and feel proud. When faced with challenging work, it does not make employees feel burdened. The negative influence given by the low dedication aspect will result in employees not being enthusiastic about doing tasks and feeling less proud of their current jobs.

Another aspect of work engagement is absorption, which makes employees focus and concentrate on their work. In this condition, if absorption is high, employees will concentrate fully. They will be serious about working as a form of love for their work by feeling bound to it wherever and whenever the employee is. The last aspect of work engagement is absorption, which makes employees always focus and concentrate at work. In this condition, if absorption is high, employees will concentrate fully and will be severe at work as a form of love for their work by feeling bound to their work wherever and whenever the employee is.

Based on the research results, the most significant positive influence is on the vigor aspect of employees, which shows a high enthusiasm for the performance of each employee. Vigor is one aspect that shows that employees at Sandi Karsa Hospital have good physical and mental endurance; it is also supported by an attitude of trying hard and being resilient in the face of difficulties. In contrast, research shows a relationship between work engagement and employee performance²⁴.

Variable Indirect Effect of Psychological Capital on Nurse Performance through Work Engagement

The influence between psychological capital on nurse performance through work engagement. Based on the table, the t-statistic value is 0.984 with a P-value of $0.326 > 0.05$ (no significant effect) and has an

original sample value of 0.110 (positive). So, the psychological capital variable has no significant effect on nurse performance through work engagement. Then, **H₀ is accepted**.

The results of hypothesis testing show that work engagement does not mediate between psychological capital and nurse performance. Psychological capital directly affects nurse performance but does not indirectly affect nurse performance through work engagement.

It can provide information that the work engagement variable cannot mediate between psychological capital and employee performance. In contrast, research has shown that work engagement mediates psychological capital and employee performance²⁹. The mediation analysis results show that work engagement partially mediates the relationship between psychological capital and employee performance.

Due to the presence or absence of work engagement variables, psychological capital significantly affects employee performance. It follows research³⁰. The t-test results for the effect of psychological capital on employee performance show a calculated t-value of 2.220 with a significance value of $0.029 < 0.05$; that psychological capital has a significant positive effect on employee performance. Work engagement is not the only factor influencing psychological capital on performance, meaning nurses can improve their performance without encouraging work engagement. Partially mediates the relationship between psychological capital and employee performance.

CONCLUSION

Based on the research results, the following conclusions are:

- a. There is a direct influence of Psychological Capital on Work Engagement at Sandi Karsa Hospital Makassar
- b. There is no direct effect of Work Engagement on Nurse Performance at Sandi Karsa Hospital Makassar
- c. There is a direct influence of Psychological Capital on Nurse Performance at Sandi Karsa Hospital Makassar
- d. There is no direct effect of Psychological Capital on Nurse Performance through Work Engagement at Sandi Karsa Hospital Makassar

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