

The Influence of Psychological Capital on Performance and Work Engagement Mediated by Job Satisfaction in Nurses at Pertamedika Umni Rosnati Hospital, Banda Aceh City

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ABSTRACT

This research aims to examine the effect of psychological capital on performance and work engagement, with job satisfaction as a mediating variable, among nurses at Pertamedika Umni Rosnati Hospital, Banda Aceh. The data were collected through a questionnaire distributed to 138 nurses, using a census sampling technique. The analysis results indicate that psychological capital significantly and positively influences both performance and work engagement. Moreover, psychological capital also has a significant and positive impact on job satisfaction. In turn, job satisfaction positively and significantly affects performance and work engagement. Furthermore, job satisfaction serves as a mediating variable in the relationship between psychological capital and both performance and work engagement.

Keywords: *Psychological Capital, Job Satisfaction, Performance, Work Engagement, Banda Aceh City*

1. INTRODUCTION

Human resources are a crucial element in an organization, serving as the primary foundation and driving force in achieving its stated vision and mission. Therefore, optimal human resource management is essential to ensure significant contributions. In the context of hospital management, this plays a key role in ensuring smooth and efficient hospital operations. The hospital industry comprises various service units involving groups of individuals working together to achieve predetermined goals.

Hospital performance is greatly influenced by the performance of each unit within it. Furthermore, external factors such as opportunities and challenges also play a significant role in the healthcare sector. Human resources are a crucial element in supporting quality healthcare services. According to Law Number 44 of 2009 concerning Hospitals, a hospital is defined as a provider of healthcare services to the community using certain characteristics determined by various factors such as developments in health science, technological advancements, and the socioeconomic conditions of the community. Hospitals must be able to provide better and more affordable services to achieve optimal health.

This research was conducted at the Pertamedika Umni Rosnati Hospital (RSPUR) in Banda Aceh City. RSPUR is a type C private general hospital owned by Abulyatama University and collaborates with PT. Pertamina Bina Medika (Pertamedika), which is part of the Indonesian Healthcare Corporation (IHC). The hospital has been providing medical services to the public since December 2015. In the same year, it also obtained a permanent operational permit from the Banda Aceh City Government.

According to the Minister of Health Decree No.HK.02.02/MENKES/52/2015, a hospital must meet national quality indicators, one of which is the patient satisfaction indicator. This indicator aims to assess the hospital's performance in providing services to patients. The results of the patient satisfaction survey are part of the national quality indicators. Based on data obtained from the official website of the Pertamedika Umni Rosnati Hospital in Banda Aceh City (rspur.co.id), the patient satisfaction level in 2022 showed that the patient satisfaction level was above the minimum standard of 80%, with a peak occurring in September with a satisfaction level reaching 90%. This indicates that in that year, the satisfaction level achieved by the hospital was good, but still needs to be improved to achieve more optimal results. Patient satisfaction is a crucial indicator in ensuring the quality of service in hospitals.

Service quality is a crucial element influencing patient satisfaction and the image of a hospital institution. Unsatisfactory service can negatively impact a hospital's reputation and public trust. Psychological capital is a crucial component influencing nurse performance. In the hospital context,

psychological capital encompasses the psychological capabilities, resources, and expertise available to support the mental health of patients, their families, and medical staff. Nurses with high psychological capital are better able to cope with work stress, provide quality care, and build positive patient relationships. Nurse performance directly impacts the quality of patient care. Nurses who perform optimally can provide safe, effective, and empathetic care. They are also more responsive in handling complex situations and communicate effectively with patients and other members of the medical team.

[1] emphasized that the effectiveness of an institution, particularly hospitals, is highly dependent on the performance of its employees. In a hospital setting, nurses' duties are recognized as extremely demanding and crucial in providing healthcare to patients (Sheehan et al., 2019). However, various factors such as high workloads, stress, and anger from patients' families pose major challenges to nurses' mental health [2]–[4]. In addition to performance, work engagement also plays a crucial role in improving quality of care.

Hospital services. Good communication within the medical team is vital for coordinating patient care. Engaged nurses tend to be more proactive in communicating, sharing information, and collaborating on problem-solving, ultimately contributing to improved quality of hospital care. Employees in organizations who feel disengaged with their work will consistently reject everything. Job engagement encourages nurses to collaborate effectively with colleagues and other healthcare professionals.

[5] emphasized that psychological capital is a structure consisting of a combination of self-efficacy, hope, optimism, and resilience, which best meets the criteria for a positive organizational attitude. [6] confirmed that it has a positive correlation with performance and work engagement. When workers become more optimistic, it helps them overcome challenges in the workplace, ultimately improving their performance [7].

This can also be developed into a personal asset to increase job satisfaction, which leads to increased work engagement and nurse performance. [8] argues that high psychological resources enable employees to assess job resources, available support, interpersonal relationships, team climate, and career opportunities more positively and to use them more effectively.

Job satisfaction also plays a role in influencing psychological capital on performance and work engagement. Job satisfaction is defined as the comparison between what is expected of a worker and what they actually receive from their job [9]. Nurses who have satisfying jobs tend to be more motivated and committed.

The objectives of this study are: 1) to determine the impact of psychological capital on performance; 2) to find out the impact of psychological capital on work engagement; 3) to find out the impact of psychological capital on job satisfaction; 4) to find out the impact of job satisfaction on performance; 5) to find out the impact of job satisfaction on work engagement; 6) to find out the impact of job satisfaction in mediating psychological capital on performance; 7) to find out the impact of job satisfaction in mediating psychological capital on work engagement.

2. LITERATURE REVIEW

2.1 Performance

According to [10], this performance is a task that arises from the quantity and quality of employees when carrying out tasks according to the specified responsibilities. According to [11], performance is general performance that meets the quality and performance of tasks expected in accordance with organizational guidelines and requirements. According to [12], performance reflects how employees fulfill job requirements. To measure performance using five performance indicators according to [13], namely: 1) Completing assigned tasks adequately; 2) Fulfilling responsibilities specified in the job description; 3) Performing expected tasks; 4) Fulfilling formal job performance requirements; 5) Completing mandatory aspects of the job.

2.2 Job Engagement

[14] explain that job engagement is a positive feeling experienced by individuals with three main characteristics: passion, dedication, and absorption. This means they need to feel a high level of passion, commitment, and involvement in their work. [15] describes job engagement as a state in which... According to [14], there are indicators to measure job engagement, namely:

- 1) Vigor;
- 2) Dedication;

3) Absorption.

2.3 *Psychological Capital*

According to [5], psychological capital is a structure formed from a combination of the concepts of self-efficacy, hope, optimism, and resilience. These are the elements that best align with the criteria for positive organizational behavior. The dimensions of a positive psychological organization encompass all the best components of psychological capital that can meet the criteria for organizational behavior, namely positive, unique, measurable, developable, and related to performance. [16] explain that psychological capital is a positive psychological state that supports individuals in achieving their goals by increasing motivation and participation. [17] define psychological capital as a positive reference to a person's ability to overcome challenges through effort and resilience. According to [17], there are four indicators:

- 1) Hope;
- 2) Self-efficacy;
- 3) Resilience;
- 4) Optimism.

2.4 *Job satisfaction*

According to [9], job satisfaction can be defined as the comparison between what employees receive and their expectations. According to [18], job satisfaction is how employees express their views on their jobs and their various aspects, reflecting their tendency to like or dislike the job. [18] measures job satisfaction using nine indicators, namely:

- 1) Salary;
- 2) Promotion;
- 3) Superior;
- 4) Allowance;
- 5) Awards;
- 6) Working Conditions;
- 7) Co-workers;
- 8) Nature of Work;
- 9) Communication.

2.5 *The Influence of Psychological Capital on Performance*

[19] explain that psychological capital has long been known to influence employee performance. Self-efficacy, which is positively correlated with expected performance, is an example of a positive psychological state. Psychological capital, as a personal resource, has aspects that often show a positive correlation with employee performance, especially in the context of public organizations. [7] found that this variable is a crucial factor in improving employee performance.

H1: Psychological capital has a positive and significant effect on performance.

2.6 *The Influence of Psychological Capital on Work Engagement*

[20] found that psychological capital is crucial for enhancing work engagement. Factors such as resilience and self-efficacy help people remain energetic, dedicated, and fully engaged in their work despite facing stress and difficulties. [21] explained that elements of psychological capital such as resilience, hope, and optimism can significantly predict a person's level of work engagement. A person's level of hope and resilience is related to their work engagement.

H2: Psychological capital has a positive and significant effect on work engagement.

2.7 *The Influence of Psychological Capital on Job Satisfaction*

[22] explain that psychological capital can increase job satisfaction by strengthening identification with the organization. When employees have high levels of optimism and self-efficacy, they tend to perceive their work as more meaningful and aligned with organizational goals, ultimately increasing job satisfaction. Furthermore, research by [23] shows that psychological capital plays a role in increasing personal efficiency and fostering positive attitudes toward work.

H3: Psychological capital has a positive and significant effect on job satisfaction.

2.8 *The Influence of Job Satisfaction on Performance*

[24] explain that the two variables are positively and significantly correlated. When workers feel satisfied with their jobs, they will perform better because they feel more satisfied, more

efficient, and more productive. According to research by [25], job satisfaction has the ability to increase motivation at work, especially for those who are highly motivated.

H4: Job satisfaction has a positive and significant effect on performance.

2.9 The Influence of Job Satisfaction on Work Engagement

[26] found a positive correlation between intrinsic and external job satisfaction and work engagement. When employees feel satisfied with their work, they tend to be more enthusiastic about completing it. [27] explained that job satisfaction is a crucial component in increasing overall work engagement.

H5: Job satisfaction has a positive and significant effect on work involvement.

2.10 The Mediating Effect of Job Satisfaction on Psychological Capital on Performance

[28] explained that the impact of psychological capital on performance is also influenced by job satisfaction. If employees are satisfied with their jobs, their job satisfaction levels will also increase. In the same study, [28] refers to a previous study conducted by [29] regarding performance, job satisfaction, psychological capital, organizational commitment, and work burnout, which concluded that job satisfaction is a mediator of psychological capital and employee performance.

H6: Job satisfaction as a mediator in the influence of psychological capital on performance

2.11 The Mediating Effect of Job Satisfaction on Psychological Capital on Work Engagement

According to [6], the influence of psychological capital on job engagement is partly influenced by job satisfaction. Psychological capital is a set of positive traits related to psychology that have been shown to improve employee outcomes, such as job satisfaction and engagement. According to [6] and [30], it falls into the category of personal resources that can be experienced internally. Employees can quickly sense the presence of these positive resources when facing difficult situations or when they need support to carry out challenging tasks. Job satisfaction creates an atmosphere in which employees are willing to invest their energy and commit. This, in turn, influences levels of job engagement by directly providing personal resources and creating a satisfying psychological atmosphere.

H7: Job satisfaction as a mediator in the influence of psychological capital on work engagement

The conceptual framework in this study will explain the relationship between each variable which can be described as follows:

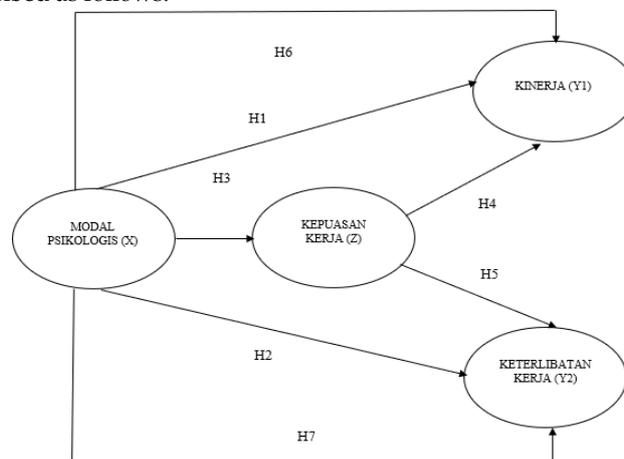


Figure 1. Conceptual Design of the Research

3. METHODS

3.1 Population and Sample

The entire population in this study was all nurses working at Pertamedika Ummi Rosnati Hospital in Banda Aceh. Given the relatively small population size, this study used a census method to determine the total number of respondents. Based on this approach, the total number of participants in this study was 138 nurses.

3.2 Data collection technique

Data was collected through a questionnaire containing various related questions. The questionnaire was given to nurses at Pertamedika Umami Rosnati Hospital in Banda Aceh, to be completed according to the research objectives.

3.3 Data Analysis Methods

Data analysis was conducted using descriptive statistics to understand and explain the data characteristics. Furthermore, the testing method was carried out by processing the data using SPSS version 22 software.

3.4 Operational Variables

The variables used in this study are as follows:

- 1) The dependent variables in this study are Performance and Work Involvement.
- 2) The independent variable in this study is Psychological Capital.
- 3) The mediating variable in this study is Job Satisfaction.

4. RESULTS AND DISCUSSION

4.1 Respondent Characteristics

Characteristics are attributes possessed by respondents in a study. Referring to the results, the author then identified the respondents as shown in the table below.

Table 1. Respondent Characteristics

| Gender | Number of Respondents | Percentage |
|------------------|-----------------------|---------------|
| Man | 31 | 22.5% |
| Woman | 107 | 77.5% |
| Total | 138 | 100.0% |
| Age | Number of Respondents | Percentage |
| 21-27 years old | 30 | 21.7% |
| 28-34 years old | 84 | 60.9% |
| 35-40 Years | 22 | 15.9% |
| >40 Years | 2 | 1.4% |
| Total | 138 | 100.0% |
| Years of service | Number of Respondents | Percentage |
| < 1 year | 19 | 13.8% |
| 1-5 years | 64 | 46.4% |
| 6-10 years | 54 | 39.1% |
| >10 years | 1 | 0.7% |
| Total | 138 | 100.0% |

Source: Primary Data, 2024 (processed)

4.2 Validity Test

Validity test in this study: If the significance value is more than 0.05 (5 percent), the question item is declared valid and vice versa, if the p value or significance value is equal to or less than 0.05 (5 percent), it is considered invalid.

Table 2. Validity Test Results

| No. | Indicator | Variables | Correlation Coefficient |
|-----|-----------|-----------------------|-------------------------|
| 1 | X1 | Psychological Capital | 0.978 |
| 2 | X2 | | 0.949 |
| 3 | X3 | | 0.962 |
| 4 | X4 | | 0.958 |
| 5 | X5 | | 0.982 |
| 6 | X6 | | 0.977 |

| | | | |
|-------|-----|------------------|-------|
| 7 | X7 | | 0.963 |
| 8 | X8 | | 0.970 |
| 9 | X9 | | 0.908 |
| 10 | X10 | | 0.960 |
| 11 | X11 | | 0.966 |
| 12 | X12 | | 0.965 |
| <hr/> | | | |
| 1 | Z1 | | 0.961 |
| 2 | Z2 | | 0.976 |
| 3 | Z3 | Job satisfaction | 0.973 |
| 4 | Z4 | | 0.960 |
| 5 | Z5 | | 0.974 |
| 6 | Z6 | | 0.978 |
| 7 | Z7 | | 0.974 |
| 8 | Z8 | | 0.969 |
| 9 | Z9 | | 0.958 |
| <hr/> | | | |
| 1 | Y11 | | 0.959 |
| 2 | Y12 | | 0.977 |
| 3 | Y13 | Performance | 0.953 |
| 4 | Y14 | | 0.979 |
| 5 | Y15 | | 0.966 |
| <hr/> | | | |
| 1 | Y21 | | 0.984 |
| 2 | Y22 | | 0.970 |

Source: Primary Data, 2024 (processed)

Based on these data, all items have correlation coefficients that exceed the r-table value at a significance level of 5%.

4.3 Reliability Test

Research is considered to have good reliability if the alpha coefficient is above or equal to 0.6. The following are the results of the reliability test:

Table 3. Reliability Test Results

| No. | Variables | Number of Items | Cronbach's Alpha | Information |
|-----|-----------------------|-----------------|------------------|-------------|
| 1. | Performance | 5 | 0.835 | Reliable |
| 2. | Job Engagement | 9 | 0.992 | Reliable |
| 3. | Psychological Capital | 12 | 0.991 | Reliable |
| 4. | Job satisfaction | 9 | 0.990 | Reliable |

Source: Primary Data, 2024 (processed)

Based on the four instruments listed in the table, each shows a Cronbach's Alpha value of more than 0.60. This explains that all of these instruments are considered to have met the requirements.

4.4 Normality Test

Table 4. Results of the One-Sample Kolmogorov-Smirnov Test

| | |
|--------------------|-------------------------|
| | Unstandardized Residual |
| N | 138 |
| Mean | 0.000000 |
| Standard Deviation | 0.63955180 |
| Test Stats | 0.287 |
| Sig. (2-tailed) | 0.165 |

Source: Primary Data, 2024 (processed)

The significance value of the Kolmogorov-Smirnov test is 0.165, which is more than 0.05, which means that the existing data for all variables used are normally distributed.

4.5 Multicollinearity Test

| Model | Collinearity Statistics | |
|---------------------------|-------------------------|-------|
| | Tolerance | VIF |
| Psychological Capital (X) | 0.710 | 1,408 |
| Job satisfaction (Z) | 0.710 | 1,408 |

Source: Primary Data, 2024 (processed)

It is known that the VIF value for this independent variable is 1.408, both of which are less than 10. In addition, the tolerance value for the psychological capital and job satisfaction variables is 0.710, which is higher than 0.10, respectively. Thus, there are no symptoms of multicollinearity.

4.6 Hypothesis Testing

Table 6. Results of Regression Analysis

| Variables | Standardized Coefficient | P Value < 0.05 |
|---|--------------------------|----------------|
| Psychological Capital (X)→Performance(Y1) | 0.574 | 0,000 |
| Psychological Capital (X)→Job Engagement(Y2) | 0.713 | 0,000 |
| Psychological Capital (X)→Satisfaction Work (Z) | 0.538 | 0,000 |
| Job Satisfaction (Z)→ Performance (Y1) | 0.514 | 0,000 |
| Job Satisfaction (Z)→ Job Engagement (Y2) | 0.527 | 0,000 |
| Psychological Capital (X)→ Satisfaction Work (Z)→ Performance (Y1) | 0.484 | 0,000 |
| Psychological Capital (X)→ Satisfaction Work (Z)→ Job Engagement (Y2) | 0.678 | 0,000 |

All variables above have a p-value below 0.05. Psychological capital has a significant influence on performance with a coefficient value of 0.574, as well as on work engagement of 0.713. In addition, psychological capital also influences job satisfaction with a coefficient value of 0.538. Job satisfaction shows a significant influence on performance with a coefficient value of 0.514 and work engagement with a coefficient value of 0.527. Job satisfaction as a mediator in the influence of psychological capital on performance with a coefficient value of 0.484. Job satisfaction as a mediator in the influence of psychological capital on work engagement with a coefficient value of 0.678.

The Influence of Psychological Capital on Performance

The results show that psychological capital significantly contributes to improved performance, with a regression coefficient of 0.574 and a probability below 0.05. [19] explained that psychological capital has long been known to influence employee performance. Self-efficacy, which is positively correlated with expected performance, is an example of a positive psychological state that an individual possesses. Psychological capital, as a personal resource, has aspects that often show a positive correlation with employee performance, especially in the context of public organizations. [7] found that this variable is an important factor in improving employee performance.

The Influence of Psychological Capital on Work Engagement

The results of the regression analysis showed that psychological capital significantly influenced work engagement, with a regression coefficient of 0.713 and a probability below 0.05. [20] found that psychological capital is crucial for increasing work engagement. Factors such as resilience and self-efficacy help people remain energetic, dedicated, and fully engaged in their work despite facing stress and difficulties. [21] explained that elements of psychological capital such as resilience, hope, and optimism

can significantly predict a person's level of work engagement. A person's level of hope and resilience is related to their work engagement.

The Influence of Psychological Capital on Job Satisfaction

The regression results show that psychological capital significantly influences job satisfaction, with a regression coefficient of 0.538 and a probability below 0.05. A study by [22] explains that psychological capital can increase job satisfaction by strengthening identification with the organization. When employees have high levels of optimism and self-efficacy, they tend to perceive their work as more meaningful and aligned with organizational goals, ultimately increasing job satisfaction. Furthermore, research by [23] shows that psychological capital plays a role in increasing personal efficiency and fostering positive attitudes toward work.

The Influence of Job Satisfaction on Performance

Job satisfaction has a positive and significant impact on performance. The results are demonstrated by a regression coefficient of 0.541 and a probability below 0.05. [24] explain that the two variables are positively and significantly correlated. When workers feel satisfied with their jobs, they will perform better because they feel more satisfied, more efficient, and more productive. Based on research by [25], job satisfaction has the ability to increase motivation at work, especially for those who are highly motivated.

The Influence of Job Satisfaction on Work Engagement

Job satisfaction has a positive and significant impact on work engagement. The results are indicated by a regression coefficient of 0.523 and a probability below 0.05. Job satisfaction significantly influences work engagement. This aligns with the findings of [26] who found a positive correlation between intrinsic and external job satisfaction and work engagement. When employees feel satisfied with their work, they tend to be more enthusiastic about completing it. [27] explain that job satisfaction is a crucial component in increasing overall work engagement.

The Mediating Effect of Job Satisfaction on Psychological Capital on Performance

A regression analysis of job satisfaction mediating psychological capital on performance, with a regression coefficient of 0.484 and a significance level of 0.05, shows that job satisfaction indirectly influences performance through psychological capital. [28] concluded that there is a correlation between psychological capital and performance. [28] also referred to previous research by [29], which examined how psychological capital, job satisfaction, organizational commitment, work burnout, and performance correlate with each other.

The Mediating Effect of Job Satisfaction on Psychological Capital on Work Engagement The results of the regression analysis show that job satisfaction provides a mediating effect in the influence of psychological capital on work engagement, with a regression coefficient of 0.678 and a significance level of 0.05. In addition, psychological capital is a type of personal resource that can be intrinsically felt by a person, according to [6] and [30], Employees can use mental strength to overcome difficult or stressful work situations. High job satisfaction leads to a supportive and pleasant psychological environment, which encourages employees to maximize their efforts and commitment.

CONCLUSION

The conclusions that can be drawn include: 1) Psychological capital contributes positively and significantly to performance; 2) Psychological capital contributes positively and significantly to work engagement; 3) Psychological capital contributes positively and significantly to job satisfaction; 4) Job satisfaction contributes positively and significantly to performance; 5) Job satisfaction contributes positively and significantly to work engagement; 6) Job satisfaction plays a mediating role in the relationship between psychological capital and performance; 7) Job satisfaction plays a mediating role in the relationship between psychological capital and work engagement.

SUGGESTIONS

- 1) Performance had the highest average on the indicator "performing expected tasks." Therefore, it is recommended that hospitals continue to maintain this through regular training and appreciation.
- 2) Work engagement obtained the highest average score on "Dedication" and "Absorption";

3) Psychological capital had the highest average score on “Self-efficacy” and “Optimism.”

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