

IMPACT OF PSYCHOLOGICAL CAPITAL ON JOB SATISFACTION: A STUDY ON SELECTED PROFESSIONAL COLLEGES OF SOUTH KERALA

Ms. Jaya Shankar ^{1*} and Dr. Thriveni Kumari²

¹Research Scholar, School of Management, Presidency University, Bangalore and
Assistant Professor, SNIT B-School, Theppupara, Adoor, Kerala 691554
jayathiruvathira@gmail.com , Mob: 9497176007

²Associate Professor, Presidency University, Bangalore, Karnataka 560064
thriveni.k@presidencyuniversity.in , Mob: 9538289363

*Corresponding Author

ABSTRACT

Raising employee satisfaction at work is one of the key options being addressed by business executives as they work hard to raise the competitive potential of their firms. This paper investigates the impact of Psychological Capital on job satisfaction of faculties of selected private professional colleges of South Kerala. Psychology has long been associated with mental disease or instability, but recent research has demonstrated that this is not the case. Employees with a positive psychological outlook might be a valuable addition to the company's growth. Key elements of employee psychological capital are hope, self-efficacy, resilience and optimism. The study scrutinizes the relationship between psychological capital and job satisfaction of faculties and also its impact. A sample size of 136 respondents was selected for the study. Collected data was analysed using Pearson correlation and multiple regression analysis. The study recognized that there is a significant relationship between psychological capital and job satisfaction. It is also identified from the study that not all but the components self-efficacy and hope have a positive impact on job satisfaction.

Keywords: Psychological Capital, Job Satisfaction, Pearson correlation, Multiple regression.

INTRODUCTION

The success of an organisation is largely due to its workforce. It shouldn't be a surprise, then, that employee satisfaction on a daily basis has a big impact on a company's success or failure. An employee's level of satisfaction at work is a reflection of how well he performs the responsibilities of his position, completes the necessary tasks, and conducts himself at work. An organisation is usually better off with a happy employee because they work harder to deliver the greatest services. Every worker aspires to have a consistent career path and a favourable work-life balance. An employee will make every effort to give back to the organisation if they are happy with their company and their employment. Employee psychology and job satisfaction are related. A contented employee is always inspired to contribute more at work. On the other side, an unhappy employee is slow, prone to errors, and becomes a liability for the company.

Psychological Capital is defined as “an individual's positive psychological state of development” (Fred Luthans, et al., 2007). It is characterised by high levels of HERO (Hope, Self-Efficacy, Resilience, and Optimism). They are seen as state-like because, in contrast to constructs that are more closely associated with traits, they are more changeable and amenable to development. In order to increase employee satisfaction, proponents of this new concept stress the value of investing in and effectively utilising these positive psychological states. As a result, psychological capital becomes a crucial component as firms rely on their workforce to achieve optimal performance. Increased psychological health and levels of happiness in one's life and career are closely related to the idea of psychological capital. It has been discovered that psychological capital has worth in addition to more conventional markers of favourable employee behaviour.

Professional education is regarded as a highly difficult and demanding career that calls for not just a variety of skills, knowledge, and professional experience but also constant attention to, interaction with, and association with technical advancements. An educator has higher physiological and psychological conflict when engaging in occupational activities since they must establish connections with pupils not just physically but emotionally as well. Such demands and difficulties can result in a variety of mental ailments, including stress, weariness, boredom, anxiety, depression, and mental health issues that can affect work performance. There are individual studies beholding at how teachers psychological capital affects different attitudinal outcomes, but no research has been discovered to indicate how teachers psychological capital affects their job satisfaction in professional colleges in South Kerala. In addition to determining how psychological capital affects job happiness, this study seeks to understand the connection between employee psychological capital and job satisfaction.

LITERATURE REVIEW

Concept of Psychological Capital (PsyCap)

Psychological Capital is defined as “an individual's positive psychological state of development” (Fred Luthans, et al., 2007). A person can use their psychological capital as a set of tools to enhance their success and performance at work. The four resources — hope, self-efficacy, resilience, and optimism — are all uplifting motivational states. Hope is the conviction that one can figure out how to get where they want to go and motivate themselves to do so by using agency thinking (Snyder, 2000). Self-efficacy is the belief in one's capacity to control one's own motivation, conduct, and social environment as well as to take the necessary activities to fulfil predetermined performance goals (Bandura, 1977, 1986, 1997). Resilience, which can be defined as “the capacity to rebound or bounce back from adversity, conflict, failure, or even positive events, progress, and increased responsibility,” is a psychological quality that enables some people to be knocked down by life's difficulties and recover at least as strong as they were before (Luthans, 2002, p. 702). The expectation of a positive future that can be developed is optimism (Carver & Scheier, 2002).

Psychological Capital with Job Satisfaction

Businesses need to develop methods for retaining and maximising employee performance if they want to succeed in the competitive business environment of today. Job satisfaction is

the state of being content, at ease, or happy with one's employment. An emotional state that is joyful or positive and results from reflecting on one's employment or professional experiences. Earning a good gross salary, having work security, experiencing regular professional progress, obtaining awards and recognition, and consistently having new opportunities are other criteria for defining employee job happiness. Increased productivity, a competitive edge, a decrease in the occurrence of elective labour turnover, and an increase in customer satisfaction are just a few examples of the positive effects that employee satisfaction in an organisation can have. The results (Trung, 2021) demonstrate that psychological capital has favourable correlations with job performance and job satisfaction. Performance at work is positively impacted by job satisfaction as well. Job satisfaction in particular demonstrates a mediating function in the relationship between an employee's psychological capital and their job performance. Based on the findings, the study offers suggestions for managers to help people perform better at work in the areas of psychological capital and job happiness.

Hope, efficacy, resilience, and optimism are positively correlated with Egyptian employees job satisfaction both as individuals and when integrated in the higher-order multidimensional concept, PsyCap (Badran et al., 2015). Positive correlation exists between psychological capital and job satisfaction. Job satisfaction and increased psychological capital significantly reduce the likelihood of turnover. Resilience and optimism were among the human traits associated with psychological capital that were found to be positively correlated with job satisfaction and negatively correlated with intention to leave the job. (Salam, 2017). Although job satisfaction is not immediately obvious, it can be seen in the way that employees behave. They see it as their own personal reward for living up to or exceeding their employment expectations (Islam et al., 2012).

Components of PsyCap

Both philosophically and experimentally, it has been demonstrated that psychological capital, or PsyCap, is a construct that includes the four recognised positive psychological states of self-efficacy, optimism, hope, and resilience (Fred Luthans, et al., 2007). Positive expectations for the future are a component of hope, self-efficacy, resilience, and optimism. The two PsyCap sub-dimensions of optimism and self-efficacy were discovered to be the two best predictors of higher levels of employee engagement. These findings imply that the development of PsyCap may have numerous advantages (Herbert & Marthine, 2011).

Hope is a good motivational condition that involves anticipating desired future results. A feeling of expectancy and desire for something to happen is known as hope. Training programs and organisational development can be used to implement hope (Luthans, 2002). Employees that are hopeful show more independence in their ideas. They are organically driven by richer occupations and have great needs for progress and achievement. Even on a shoestring budget, they are innovative and imaginative (Snyder, 2000). Employee satisfaction, organisational dedication, and job happiness all improved as a result of hope (Youssef & Luthans, 2007).

Self-efficacy is the conviction that one is capable of carrying out a task successfully. Therefore, it can be described as someone's belief (or confidence) in their ability to follow out a plan of action successfully and produce the desired outcome in their line of work.

(Bandura,1997). People with low self-efficacy are more likely to lower their efforts or even give up in difficult situations, whereas individuals with strong self-efficacy will work harder to overcome the difficulty. People with strong self-efficacy also seem to respond to negative feedback with more drive and effort, whereas people with low self-efficacy are more likely to limit their effort in response to unfavourable information (Luthans & Youssef, 2004). Individuals with a high level of self-efficacy think they have the ability to deal with difficult situations and achieve achievement. As a result, these people are more inclined to see prospective workplace pressures as manageable tasks rather than as insurmountable obstacles. When confronted with problems and barriers, these people are more likely to pool resources, create action plans, and so on, rather than focusing on the apparent impediments or difficulties (Roberts et al., 2011).

A person with resilience has an adaptable system that enables them to quickly recover from failure or adversity. Resilient people are less likely to experience numerous cues as true stress, or at least to sense them less strongly, despite being exposed to the same potential stressors at work. An individual should experience fewer detrimental health impacts from stress, show less absenteeism, and be able to operate without restriction or limitation if they have the capacity to handle potentially stressful situations while being unaffected by frequent workplace concerns (Aderibigbe et al., 2018). Resilience has been proven to have a good relationship with coping with change and acceptance, as well as a negative relationship with withdrawal (Rabenu & Yaniv, 2017). Resilience is the capacity to psychologically recover from challenges such as hardship, uncertainty, conflict, failure, or even good change and more responsibility. Resilience can refer to a worker's ability to increase productivity following a challenge or a company's capacity to rethink its strategy following a bankruptcy filing or other major setback. According to this definition, resilience is a virtue that may be applied to deal with both negative and extremely happy circumstances (Luthans, 2002).

A generalised positive result expectation and/or a positive causal attribution are both examples of optimism. Pessimists predict negative outcomes at work, whereas optimists predict the reverse. An optimistic employee, for instance, might think that if they show up to work, they will succeed in getting noticed, rewarded, and/or promoted. Employees who have a favourable outcome, outlook, or attribution of events are associated with optimism, which enables people to take ownership of good things that happen in their lives, boosts their self-esteem and morale, and consequently results in happy emotions and motivation. Additionally, it enables people to maintain a healthy distance from upsetting life experiences, shielding them from depression, shame, self-blame, and despair (Avey et al., 2009). To promote optimism at work, employees must demonstrate forgiveness for the past, appreciation for the present, and a drive to look for chances in the future. Developing strategies for overcoming obstacles and success pathways will also increase positive expectations. (Ugwu & Okojie, 2016).

Objectives

1. To examine the relationship between Self-Efficacy and job satisfaction.
2. To examine the relationship between Optimism and job satisfaction.
3. To examine the relationship between Hope and job satisfaction.
4. To examine the relationship between Self-Efficacy Resilience and job satisfaction.

5. To assess the effect of components of psychological capital on job satisfaction.

Hypothesis

People with higher PsyCap scores are more likely to be motivated and exert effort, which results in higher performance over time. This is due to the fact that persons with higher efficacy exert effort in pursuit of objectives they firmly believe they are capable of reaching. Additionally, they possess determination, come up with numerous solutions to issues (hope), assign blame internally and have optimistic expectations for outcomes (optimism), have belief on their own abilities (self-efficacy) and react positively and endure in the face of difficulty and disappointments (resilience). PsyCap should, in general, support the incentive for intentional, agentic conduct toward successfully completing objectives and tasks, resulting to better performance than that of PsyCap participants with lower performance (Avey et al., 2011). Hope, optimism, efficacy, and resilience are psychological capital, or PsyCap, components that may be open to organisational leadership and human resource development at work (Luthans et al., 2010). Even when they face numerous difficult barriers, employees are encouraged to keep working toward their goals by having hope, and they tend to be content with their successes (Froman, 2010). In consideration of the analysis above, the following hypothesis is formed:

H1: There is a significant relationship between Psychological Capital and Job Satisfaction.

H1a: There is a significant relationship between Self-Efficacy and Job Satisfaction.

H1b There is a significant relationship between Optimism and Job Satisfaction.

H1c: There is a significant relationship between Hope and Job Satisfaction.

H1d: There is a significant relationship between Resilience and Job Satisfaction.

Individually and when combined into the higher-order multidimensional construct, PsyCap, hope, efficacy, resilience, and optimism are positively correlated with Egyptian employees job satisfaction (Badran & Youssef, 2015). Hope, optimism, and self-efficacy were positively connected to job satisfaction among the four PsyCap components (Kwok, Cheng & wong, 2015). The study (Ahmed,2012) found a substantial positive correlation between optimism and job satisfaction. Job satisfaction and staff performance are positively correlated with optimism (Mishra et al., 2016). The following is the recommended hypothesis in this study about the impact of psychological capital on job satisfaction:

H2: Psychological Capital components (self – efficacy, hope, optimism and resilience) have a significant effect on job satisfaction.

Conceptual Framework

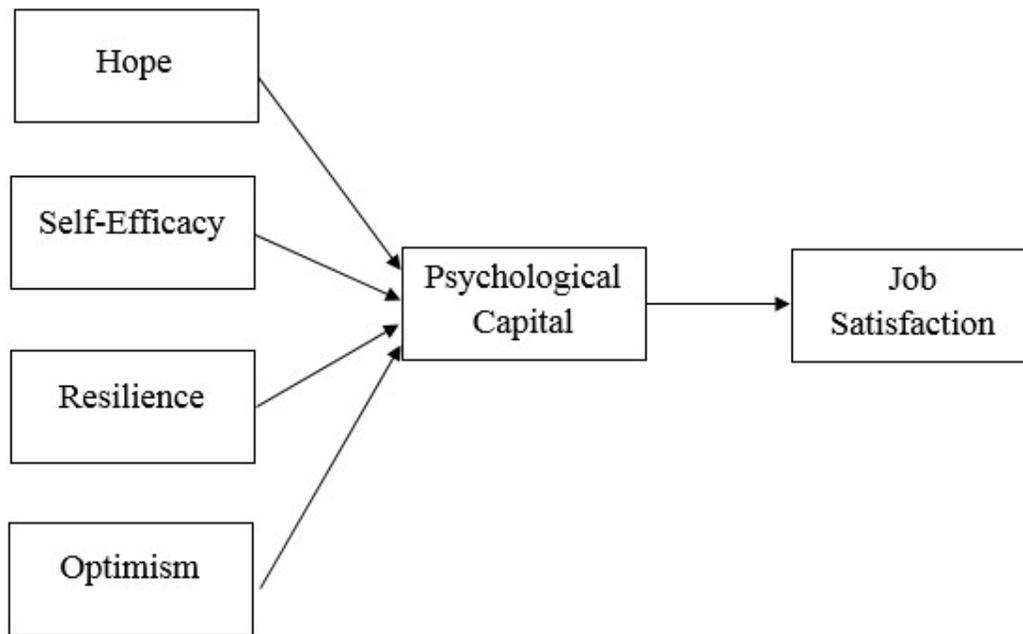


Figure 1: Hypothesized model

Author's elaboration

The concept and goal of the study are highlighted by the suggested model in figure 1. This model makes the assumption that the independent variable is psychological capital, which is represented by hope, self-efficacy, resilience, and optimism. Employee job satisfaction is represented by the dependent variable on the model's other side.

METHODOLOGY

This study employs a survey method, with questionnaire items including psychological capital and job satisfaction as well as demographic data.

Participants

Faculties of selected Professional Colleges in South Kerala were participants of this research. Questionnaires were distributed in online and paper print and got responses from 136 participants. Questionnaires were distributed via Google Forms in an online method. Out of 136 participants, 36 (26.5%) were male and 100 (73.5%) were female as revealed in Table 1. Among the respondents, 21, 71, 35, 9, and 15.4%, 52.2%, 25.7%, 6.6% are in the under 30, 31-40, 41-50, and above 50 age groups, respectively as shown in Table 1.

Table 1: Participant's information based on different variables

		Frequency	Percent	Valid Percent	Cumulative Percent
Gender	Male	36	26.5	26.5	26.5
	Female	100	73.5	73.5	100.0
Total		136	100.0	100.0	
Age	Less than 30 years	21	15.4	15.4	15.4
	31-40 years	71	52.2	52.2	67.6
	41-50 years	35	25.7	25.7	93.4
	Above 50 years	9	6.6	6.6	100.0
Total		136	100.0	100.0	

Measuring Scales

Demographic data, psychological capital and employee job satisfaction questionnaire are the three elements of the questionnaire employed in this study. In all the questionnaires a five-point Likert scale was used, with 1 being strongly disagree and 5 being strongly agree.

To measure psychological capital, a modified and condensed version of Luthans et al., (2007) 24-item's psychological capital questionnaire (PCQ) with four subscales (self-efficacy, optimism, hope, and resilience) was utilized. Specimen for component of psychological capital is "I am confident in my performance that I can work under pressure and challenging circumstances". Job satisfaction has been measured by five items 5-point Likert scale developed by Yin (2015). Sample for it is "My conditions for being a teacher is excellent".

Statistical Analysis

The statistical analysis tool SPSS 16.0 was utilised to examine the data acquired for this study. The values of all variables were subjected to descriptive statistics to get descriptive information (such as minimum and maximum scores, mean, standard deviation, kurtosis, and skewness). The association between psychological capital (and its components, self-efficacy, hope, optimism, and resilience) and job satisfaction was investigated using Pearson's Correlation analysis. Regression analysis was utilized to estimate the efficacy level of all four dimensions/ variables of Psychological Capital on job satisfaction.

The internal consistency of the instrument was determined using the Cronbach's Alpha method, as indicated in Table 2.

Table 2: Reliability Statistics of Variable

Scale	No. of Items	Cronbach's Alpha
Self - Efficacy	6	.838
Optimism	6	.895
Hope	6	.898
Resilience	6	.805
Job Satisfaction	5	.836

The coefficients of 0.838, 0.895, 0.898, 0.805 and 0.836, respectively, met the general recommended standard of 0.70 for research indicators. Experts in management sciences also

validated the questionnaire. As a result, the researchers were satisfied with the scale's reliability and validity.

The descriptive analysis of all analysed variables is shown in Table 3. The data examined in this study are, without exception, regularly distributed, as seen in the table.

Table 3: Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Self Efficacy	136	2.00	5.00	4.0971	.61149
Optimism	136	1.50	5.00	4.0797	.52833
Hope	136	2.83	5.00	4.2349	.53998
Resilience	136	3.00	5.00	4.2279	.48145
Job Satisfaction	136	2.83	5.00	3.9925	.47748

DATA ANALYSIS AND INTERPRETATION

Correlation Analysis

Table 4: Correlation matrix showing the relationship between Psychological Capital and Job Satisfaction

	Job Satisfaction
PsyCap	.623**

**Correlation is significant at the level 0.01 level (2-tailed)

Table 5: Correlation matrix showing the relationship between Self-Efficacy, Optimism, Hope, Resilience and Job Satisfaction

Variable	Job Satisfaction	Self-Efficacy	Optimism	Hope	Resilience
Job Satisfaction	1				
Psychological capital	.623**				
Self-Efficacy	.570**	1			
Optimism	.419**	.509**	1		
Hope	.591**	.743**	.531**	1	
Resilience	.491**	.574**	.430**	.617**	1

**Correlation is significant at the level 0.01 level (2-tailed)

Source: Field Survey, 2022

The results from Table 4 & 5 shows that there is a significant positive relationship between Psychological capital and job satisfaction ($r = .623$, $n = 136$, $p < 0.01$) job satisfaction and self-efficacy ($r = .570$, $n = 136$, $p < 0.01$), optimism ($r = .419$, $n = 136$, $p < 0.01$), hope ($r = .591$, $n = 136$, $p < 0.01$) and resilience ($r = .491$, $n = 136$, $p < 0.01$). Hypothesis one (H1, H1a, H1b, H1c and H1d) is accepted according to the results.

Regression Analysis

Influence of PsyCap components self-efficacy, optimism, hope and resilience on job satisfaction was shown using multiple regression analysis.

Table 6: Model Summary

Model	R	R Square	Adjusted R Square	Std Error of the Estimate
1	.638 ^a	.407	.389	.47807

a. Predictors: (Constant), Resilience, Optimism, Self-Efficacy, Hope

Table 7: ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	20.538	4	5.135	22.465	.000 ^a
Residual	29.941	131	.229		
Total	50.479	135			

a. Predictors: (Constant), Resilience, Optimism, Self-Efficacy, Hope

b. Dependent Variable: Job Satisfaction

From tables 6 & 7, the results, shows that a coefficient of Multiple correlation ($R = 0.638$ and a multiple adjusted R^2 of 0.407). This means that 40.7% of job satisfaction is independently accounted for by the four psychological states when considered as a whole psychological capital.

Table 8: Multiple Regression Analysis showing the Relative contribution of Self-Efficacy, Optimism, Hope and Resilience on Job Satisfaction

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.321	.417		.769	.443
	Self - Efficacy	.268	.121	.231	2.210	.029
	Optimism	.101	.092	.089	1.095	.275
	Hope	.357	.139	.281	2.563	.012
	Resilience	.186	.113	.146	1.650	.101

Table 8 shows the independent contribution of the four psychological states to job satisfaction. This result of analysis implies that self-efficacy and hope significantly and independently influence job satisfaction in the study.

DISCUSSION

The goal of this study is to look at the link between psychological capital and job satisfaction. The effects of PsyCap states on job satisfaction were investigated and it was discovered that only self-efficacy and hope states of PsyCap have an outcome on job satisfaction. The findings revealed that all dimensions of psychological capital had a strong and favourable relationship with job satisfaction.

CONCLUSIONS AND RECOMMENDATIONS

Four psychological capital resources—self-efficacy, optimism, hope, and resilience—emphasize a person's positive attributes and characteristics and can be viewed as personal assets that might help them succeed in a demanding, stressful, or uncertain work environment. The findings indicate that PsyCap might have a favourable effect on job satisfaction. Job satisfaction was strongly connected with self-efficacy, hope, optimism, and resilience (PsyCap). According to the study's findings, self-efficacy, optimism, hope, and resilience all affect an employee's potential to perform at a higher level.

This study looked at the connection between good psychological capital and job satisfaction. It is possible to conduct the study on several occupational groupings. On the relationship between positive psychological capital and other factors like commitment, motivation and work-life quality more research may be done. Selected professional colleges participated in this survey and the administrators might participate in training sessions on raising the positive psychological capital of teachers. Understanding psychological capital, creating a questionnaire to gauge its level based on the demands of the job, conducting annual evaluations, and holding brief psychological training sessions for staff are a few possibilities. It is possible to assess how different factors influence the instructors organisational commitment and positive psychological capital levels. More research must be done to understand the connection between psychological capital, employee performance, and other specific job attitudes. The investigation of psychological capital should extend beyond the individual to include the team and organisational levels as well. The most specific understanding gained from these study's findings will assist workers in using psychological capital in the best way possible to advance their careers.

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