



Research Article



Job Performance Analysis Based on Psychological Capital in a Private Organization (Case Study: Employees of a Private Organization in the City of Ahvaz, Iran)

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Keywords

Private organization,
Job performance analysis,
Psychological capital.

Abstract

Psychological capital is a positive psychological state and a realistic and flexible approach to life, which consists of four constructs: hope, optimism, resilience, and self-efficacy, and each of them is a positive psychological capacity. The current study aims to predict the job performance based on psychological capital. The parameters assessed includes self-efficacy, hope, optimism, and resilience in the employees of a private organization in the City of Ahvaz, Iran. As part of this study a descriptive correlational and research sample which included 100 employees of a private organization in the City of Ahvaz were selected. The Luthans and Patterson's Psychological Capital Job Performance Questionnaire was used in this research. The data was analyzed using simple Pearson correlation and regression analysis. The research findings shows that there is a significant correlation between self-efficacy, hope, resilience, and optimism with job performance. The regression analysis results also showed that the job performance can be estimated using the predictor variables described above. Based on the results it was concluded that psychological capital is the main factor influencing the job performance among employees.

1. Introduction

The private sector is one of the branches of the economic system. This sector plays a vital role in the formation of the economy of any country. The failure of the private sector can lead to the failure of the entire economy. The overall performance of the private sector directly affects other industrial and service sectors in the economy. The success of the private sector as a service organization depends largely on customer satisfaction it depends. Employees are the key factor in providing better services to their customers and ultimately helps to improve the overall performance of the organization. Employees play an important role in providing high-quality services, promoting a suitable image, and improving customer satisfaction. Therefore, increasing the

job performance of employees is one of the priorities of each organization [1][2][3].

In reviewing the available experimental and theoretical data, researchers have identified various factors that can affect job performance. Some researchers point to the importance of people's positive psychological capital as a new approach to increase performance.

The job performance of employees is one of the basic structures in achieving the performance goals of the organization. The concept of psychological capital is a new phenomenon that has received attention in recent years and plays a role in increasing job performance. Today, in the highly competitive environment of business, the job performance of employees is one of the basic concepts that plays an important role in the achievement of the

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Received: 12 October 2022; Revised: 28 October 2022; Accepted: 10 November 2022

<https://doi.org/10.52547/crpase.8.4.2823>

Academic Editor: **Mohammad Mahdi Ahmadi**

Please cite this article as: M. Roshanfekr, Job Performance Analysis Based on Psychological Capital in a Private Organization (Case Study: Employees of a Private Organization in the City of Ahvaz, Iran), Computational Research Progress in Applied Science & Engineering, CRPASE: Transactions of Applied Sciences 8 (2022) 1–4, Article ID: 2823.

organization's goals. This is the most important dependent variable in the field of organizational concepts and the most important concept in industrial and organizational psychology. Job performance behaviors are observable that employees do in their jobs and are related to the organization's goals. Therefore, it is essential for managers to understand the factors affecting job performance. This understanding helps the managers in understanding, explaining, predicting, measuring, and changing the job performance of the employees [4][5].

Researchers have identified various factors that can affect job performance. Meanwhile, the concept of psychological capital has been used in the U.S. and China to increase job performance. Luthans (2002) believes that psychological capital is a combined and interconnected structure that includes four perceptual-cognitive components, namely: (1) hope, (2) optimism, (3) self-efficacy and (4) resilience. Luthans (2002) acknowledged that these components work in an interconnected system to reinforce each other and form a shield resistant to pressure generators. Additionally, these components, in an interactive and evaluative process, contribute to the meaning of life meaning and help individuals to change stressful situations [6][7].

Job performance is defined as the expected value of organizations from individual behavioral events that people perform during a certain time period. Job performance as a multi-dimensional structure shows how employees perform in the job, their initiative and problem-solving measures, and the methods of using their available resources, as well as the use of time and energy in performing tasks. In other words, job performance is a set of behavioral and performance patterns including knowledge, skills, management competence, conscience, and cognitive abilities in the job environment [2][8].

In order to reward the employees of the organization, some kind of agreed criteria are required to define their performance. Whether this criterion is reliable in showing performance or not is not related to our definition as much as rewards are allocated based on factors that are directly related to the successful completion of work. We have used performance as a determining factor. In many businesses, productivity is used as a single criterion, to assess the performance of the employees but as businesses lose their standardization and the more difficult it can be to assess the employee's performance. Therefore, the definition of performance becomes increasingly complicated [9].

A person's belief in his abilities to achieve success in performing certain tasks, contributes positively current and future situations, having perseverance in pursuing goals and pursuing the necessary ways to achieve success and tolerance problems and returning to the normal level of performance and even upgrading from it to achieving success. Therefore, the present research aims to estimate job performance based on psychological capital of the employees in a private organization [10][11].

2. Methodology

The method used in this research is descriptive correlation. Analysis using a simple Pearson statistical correlation along with a Regression analysis. The statistical

population for this research included 100 employees working in the organization that volunteered to fill out the questionnaire. Following were the questionnaires:

A) Psychological Capital Questionnaire (PCQ): PCQ psychological capital questionnaire was used to measure psychological capital [12]. This questionnaire has standardized values that have been widely used for structures that measure hope, resilience, optimism and self-efficacy, and the validity and reliability of these subscales have been proven. This questionnaire includes 24 question that each subscale contains 6 items, and the subject responds to any 6-point Likert scale (completely disagree to completely agree). To obtain the psychological capital score, first the score of each subscale was obtained separately, and then their sum was considered as the total score of psychological capital [13]. The results of the confirmatory factor analysis indicated that this test has the factors and constructs desired by the test creators. In fact, the results of the factor analysis confirmed the construct validity of the test. The six-factor model has a better fit with the data and is more consistent with the theoretical model. The chi-square ratio of this test is equal to 6.24 and the CFI and RMSEA statistics in this model are 0.97 and 0.08, respectively [12]. Also, in the present study, the reliability of this questionnaire was obtained based on Cronbach's alpha of 0.92.

B) Paterson Job Performance Questionnaire: Job Performance Questionnaire was collected by Paterson (1970) from 15 respondents. It is used to measure the job performance of employees. Paterson (1970) job performance and individual behavioral events that people perform during a certain time period are defined. It is defined as a multi-dimensional structure that shows how the employees perform in the job, the level of initiative and problem-solving measures and the methods of using their available resources as well as the use of time and energy in performing job duties. In other words, job performance is a set of behavioral and performance patterns including knowledge, skills, management competence, existence, ability, and perception in the work environment [14].

The scoring of the questionnaire is in the form of a 4-point Likert scale for the options "rarely", "sometimes", "often" and "Always" is considered as 0, 1, 2 and 3 points respectively. The range of scores and points of each subject is between 0 and 45. The research refers to the standard score of job performance, the scores given by a person to the 15-item questions of Paterson's questionnaire.

3. Results

Research findings are summarized in Tables 1 and 2 below. Results of Table 1 shows that correlation coefficients obtained between the variables of the research, at levels of $P > 0.01$. Also, all the correlation coefficients obtained between the components of the predictor variable and the owner variable at the levels of $P > 0.01$. Based on the Table 2 results, the multiple correlation coefficient for the linear combination of predictor variables with job performance. The employees of the organization are equal to $MR = 0.815$, which is significant at $P = 0.001$ level. Therefore, approximately 66% of the variance related to job performance is explained by predictive variables.

Table 1. Correlation Between Predictor Variables of Psychological Capital and Job Performance

Predictor	P	N	r
Psychological Capital	0.001	100	0.81
Self-Efficacy	0.001	100	0.88
Hope	0.001	100	0.81
Resilience	0.001	100	0.45
Optimism	0.001	100	0.66

Table 2. Results of Multiple Regression Analysis between the Predictor Variables with the Employees Job Performance

Model	SS	df	MS	FP	RS	MR
Regression	1329.52	1	1329.52	23.79	0.665	0.815
Difference	670.47	99	55.87	0.001		

4. Conclusion and Recommendations

The purpose of this article was to predict job performance based on psychological capitals. The parameters considered included: self-efficacy, hope, optimism, and resilience. Results showed that psychological capital and its components can predict employees' job performance. These findings are consistent with the finding of previous research [1][2][15].

The discussion on the performance, efficiency, and productivity of the workforce is an ongoing subject in the business community. Factor in workforce productivity include organizations efficiency and performance of employees. This study shows the importance of employee performance. Considering that the flow of life depends on organizations and the progress and survival of the society depends on their work and effective performance, the performance of the organization is also caused by the performance of the employees. Organizations are also based on performance.

The organization and its role in the progress and survival of the society are evaluated. Organizations are also based on the performance of the organization and its role in the progress and survival of the society are evaluated. Therefore, according to the dependence of the organization's performance on the performance of the employees, the criterion for measuring and comparing organizations is the performance of the employees, which causes the development or deterioration of an organization.

The continued activity and survival of any organization is to achieve its goals, which both depend on the efficiency and competence of human resources in the organization. In other words, the level of society's attitude towards the organization and the effectiveness of the organization depends on the efficiency of people in terms of quantity and quality. Due to the collective nature of many tasks, it is difficult and, in some cases, even impossible to evaluate the individual performance of employees. On the other hand, the result of many works is so intangible that it cannot be measured, and in this case, the evaluation of the performance of such officials is done incorrectly and unfairly. This group of theorists prefer to evaluate the characteristics of employees to measure their work product. In other words, they claim that people with positive characteristics such as self-efficacy, hope, optimism, and

resilience will be diligent in performing their duties to the extent of their ability. People who have such characteristics have greater ability to grow and advance the organization's goals in the workplace will have.

Luthans et al. (2007) have expanded the concept of psychological capital. They define psychological capital as: "a person's positive psychological state includes the developed characteristics of a person, including self-efficacy, hope, optimism and resilience". Psychological capital is positively and uniquely related to the field of organizational behavior because it is based on measurable theory and research and the results obtained from the work environment. Psychological capital and each of the constituent dimensions. It has been considered as a trait in positive psychology literature [4][16][17][18].

In general, the psychological capital of employees influences the positive aspects of people's job performance and the organization in reaching its goals. It will lead to ultimate growth and excellence. Promotion of this feature that can be developed in society is an important indicator in empowering people. Therefore, policy makers and managers should increase the quality of life of employees with detailed planning based on available facilities and tools. To contribute to the growth of society and the work environment positive psychological characteristics should be taught to employees.

Conflict of Interest Statement

The authors declare no conflict of interest.

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