

The Impact of Perceived Organizational Support and Psychological Capital Toward Nurse's Work Performance

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Abstract—Nurses play an important role in determining the hospital's performance. They are the ones who deal directly with the patients and their families as the representative of the hospital. Thus, it would be interesting to investigate the antecedents that may lead to their work performance. This research is conducted to investigate the impact of perceived organizational support and psychological capital towards work performance of the nurses at X Mental Hospital in Jakarta, Indonesia (n=140). Applying the non-experimental quantitative research method, data is collected by distributing questionnaires to the participants and analysed by using linear regression analysis method. The result of the research shows that perceived organizational support and psychological capital contribute 18.2% impact on work performance ($F = 15.280$; $p = 0,000 < 0,01$).

Keywords: *work performance, perceived organizational support, psychological capital, nurse*

1. INTRODUCTION

In hospitals, human resource is the one that can improve hospital performance. If there is no human resources, the hospital cannot provide services. One of the most important position to do so is the nurse. Based on this data, it can be seen that there are many people who work as a nurse in Indonesia and this profession is a quite favored for young graduates. Therefore, research among this profession is important to conduct.

Nursing profession is one of the important professions in the health sector. Nurses know the patient's exact condition for 24 hours.

The works carried out by nurses also comes in direct contact with patients, such as meeting the needs of patients, bathing patients, cleaning up patient stools, maintaining patient health, nutrition, comfort and safety of patients.

According to Poetri and Perry nursing care provided by nurses is comprehensive covering psychological, biological, social and spiritual in patients. According to Campbell, performance is an action taken while working so that it fits and contributes to the company's goals. Koopsman defined performance by describing the 4 dimensions, which are task performance, contextual

performance, counterproductive work behavior, and adaptive performance [2].

There are several studies conducted to investigate nurse's performance. One of the studies from Sutrisno, Suryoputro, Fatmasari, [3] regarding the nurse's performance indicators. Fifteen percent of the inpatients reported that the services that the nurses delivered (task performance) fell in the very good category while another 26% reported a good service. The highest number of the survey result, that is 48%, fell in the less good category. And the rest (11%) reported a poor service.

Performance can be assessed by how a nurse does his job. The good or poor performance can be seen by investigating the influencing factors. These factors can be individual, organizational as well as environmental factors. In this study, researchers will focus on psychological capital, which is an individual factor, and perceived organizational support, which is categorized as an organizational factor.

According to Luthans, Youssef, & Avolio, [4] psychological capital is an outgrowth of positive organizational behavior and is defined as an individual's positive psychological state of development characterized by: (1) having confidence (self efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering toward goals, and when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing back and even beyond (resilience) to attain success. In their research, Wahyuningsih and Wulansari (2016) found that psychological capital showed a positive correlation and a significant impact on nurse's performance.

Eisenberger, Vandenberghe, and Rhoades [5] defined perceived organizational support as employees' perceptions of the extent to which organizations support employees and care about employee's well-being. Rhoades and Eisenberger [6] revealed that perceived organizational support is unidimensional. The perceived organizational support is considered as global employee's confidence and is formed by each employee regarding their assessment of organizational policies and procedures, acceptance of human resources, interaction with organizational agents (such

as supervisors) and their perceived organizational concern for their well-being. Moreover, Murniasih and Sudarma found that perceived organizational support contributed a positive and significant effect on employee performance.

Reviewing the explanation above, this current study aims to investigate the factors that may lead to the work performance of the nurses. Psychological capital and perceived organizational support will be applied as the determinants towards work performance.

II. RESEARCH METHODOLOGY

The participants of this study were 140 nurses. 53 of them (37.9%) were male and 87 (62.1%) were female. This is a quantitative and non-experimental research. The data is analyzed by using regression method to find out the role of perceived organizational support and psychological capital towards work performance.

2.1 Scale of Performance

In this study the measurement tool used was the Individual Work Performance Questionnaire (IWPQ) developed by [2]. This tool measures 4 dimensions of work performance, namely task performance, contextual performance, adaptive performance, and counterproductive work behavior. It was developed by the Faculty of Psychology of Universitas Tarumanagara. It consists of 47 items, including 13 items of task performance, 16 items of contextual performance, 8 items of adaptive performance, and 10 items of counterproductive work behavior.

The Cronbach's Alpha score of task performance was 0.847. Furthermore, the value of the corrected item total correlation for each item is above 0.2. The contextual performance dimension showed Cronbach Alpha score of 0.865. Further analysis suggested that items number 23, 27, and 29 were below 0.2. Therefore, the three items were discarded, then the Alpha Cronbach value obtained was 0.924. In the third dimension, namely adaptive performance, reliability was tested and Cronbach's Alpha score produced was 0.838. Furthermore, the value of the corrected item total correlation for each item is above 0.2 so that it meets the requirements.

The reliability test of counterproductive work behavior resulted that it showed Cronbach's Alpha score of 0.780. Items number 38 and 41 were below 0.2. Therefore, the two items were discarded, and the Cronbach Alpha value was 0.876.

2.2 Scale of Psychological Capital

Psychological capital was measured by the tool developed by Luthans [7], namely the Psychological Capital Questionnaire (PCQ). Each aspect has several items of questions and the total item of the PCQ is 24. Participants were asked to respond to the statements submitted on that scale by choosing one of the five types of choices proposed, namely always (SL), often

(SR), sometimes (KD), rarely (JR), and never (TP).

The Cronbach Alpha score of self-efficacy was 0.105. After discarding an item which was below 0.2, the Cronbach Alpha score obtained was 0.874. The Cronbach Alpha score of hope was 0.189. After discarding item number 11, the score was 0.874. Moreover, the Alpha Cronbach's of the third dimension, resilience, was 0.704. And the Alpha Cronbach's of the last dimension 0.700. After discarding 2 items below 0.2, the score obtained was 0.783.

2.3. Scale of Perceived Organizational Support

Perceived organizational support was measured by Survey of Perceived Organizational Support (SPOS) developed by Eisenberger and Huntingtong [8]. The SPOS consists of 8 items. The scale used was a recommendation from Rhoades and Eisenberger in 2002. In this study it was stated that perceived organizational support was unidimensional and had high internal consistency so that the use of a smaller version of SPOS scale was not a problem. SPOS consists of seven alternative answers, for positive items, namely: 1 = strongly disagree, 2 = disagree, 3 = somewhat disagree, 4 = neutral, 5 = somewhat agree, 6 = agree, 7 = strongly agree. While for negative items, namely: 1 = strongly agree, 2 = agree, 3 = somewhat agree, 4 = neutral, 5 = somewhat disagree, 6 = disagree, 7 = strongly disagree. The Cronbach's Alpha score was 0.925.

III. RESULTS

Data normality test was performed using One Sample Kolmogorof Smirnov on the residues of the two research variables. The normality test of the psychological capital variable on performance shows results of $Z = 0.070$ and $p = 0.094 > 0.05$, so the research data is normally distributed. Then, the normality test of the perceived organizational support on performance shows results of $Z = 0.065$ and $p = 0.200 > 0.05$, so the research data is normally distributed. Normality test is shown in Table 1.

Table 1. Normality Test

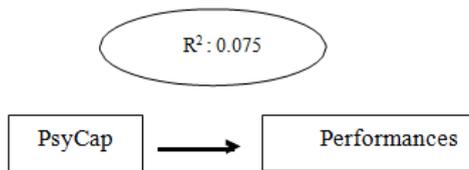
Variable	<i>p</i> - Significant
Psychology Capital	0.094
Perceived Organizational Support	0.200

To find out that psychology capital plays a significant role on work performance, the researchers conducted additional analysis. The result is shown in

Table 2: Statistical Calculation

Model	Psychological Capital
r	0,274
R ²	0,075
F	11,165
p	0,001
Notes	Significant

The regression results also show that R² = 0.075. It indicates that 7.5% of psychological capital contributions to performance while the rest are caused by other factors. Furthermore, from regression analysis it can also be observed that the value of F = 11.165 and p = 0.001 < 0.01. Therefore, it can be concluded that the null hypothesis is rejected, meaning that there is an influence of psychological capital on performance.



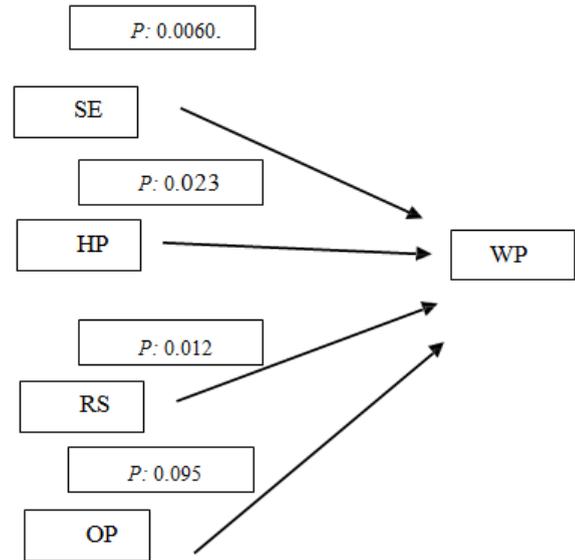
To find out that psychological capital play a role on work performance, the researchers conducted some additional analysis. The result is shown in Table 3.

Table 3. Psychological Capital Analysis

Dimension	S	H	R	O
r	0.231	0.141	0.211	0.141
R ²	0.053	0.021	0.045	0.020
Beta	0.231	0.735	0.211	0.141
T	2.7388	2.788	2.541	1.679
p	0.006	0.023	0.012	0.095
Notes	Sig	Sig	Sig	No Sig
Variabel	Psychology Capital			
S	Self-Efficacy			
H	Hope			
R	Resiliency			
O	Optimism			

Result shows that the value of t = 2.788, p = 0.006 < 0.05, meaning that the dimensions of self-efficacy has a partial effect on work performance. Hope obtained t value 2.292, p = 0.023 < 0.05, meaning that hope also has a partial effect on work performance. Resiliency obtained value t = 2.541, p = 0.012 < 0.05, meaning that resilience has a partial

effect as well on work performance. Furthermore, optimism obtained a value of t = 1.679, p = 0.095 > 0.05, meaning that the optimism does not have a partial effect on work performance.



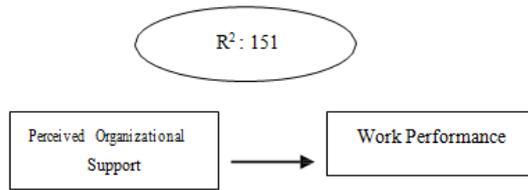
To find out that perceived organizational support plays a significant role on performance, the researchers conducted additional analysis. The result is shown in Table 4.

Table 4. Perceived Organizational Support Analysis

Model	Perceived Organizational Support
r	0.389
R ²	0.151
F	24.602
p	0.000
Notes	Significant

Based on the analysis carried out, the value of r = 0.389, p = 0.000 < 0.01, the regression value obtained is R² = 0.151.

This shows that perceived organizational support contributes 15.1% on work performance while the rest is caused by other factors. Furthermore, from regression analysis it can also be observed that the value of F = 24,602 and p = 0,000 < 0,01. Therefore, it can be concluded that the null hypothesis is rejected, hence perceived organizational support influenced work performance significantly.

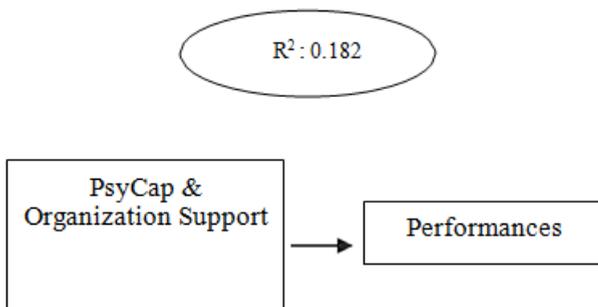


To find out that dimensions of capital psychology and perceived organizational support play a role in performance significantly, the researchers conducted additional analysis. The result is shown in Table 5.

Table 5. Dimensions of Capital Psychology and Perceived Organizational Support Analysis

Model	Linear Regression
r	0.427
R ²	0.189
F	15.280
p	0.000
Notes	Significant

This shows that psychological capital and perceived organizational support contribute 18.2% on performance significantly, while the rest are caused by other factors. Furthermore, from the regression analysis it can also be observed that the value of $F = 15,280$ and $p = 0,000 < 0,01$. Therefore, it can be concluded that the null hypothesis is rejected, hence the influence of psychological capital and perceived organizational support for performance significantly.



IV. CONCLUSION

Based on the results of research on the role of psychological capital and perceived organizational support towards the work performance of nurses in Hospital X, conclusions were drawn to answer the research hypothesis. The conclusion is that psychological capital contributes or has a significant role to the performance of nurses at X Hospital, so the research hypothesis can be accepted. Furthermore, perceived organizational support contribute or

a significant role to the performance of nurses at X Hospital, so the research hypothesis can be accepted. In the next research hypothesis, psychological capital and perceived organizational support contribute or simultaneously contribute significantly to the performance of nurses at X Hospital, so that the hypothesis is accepted.

4.1 Discussion

This study aims to determine the role of psychological capital and perceived organizational support towards work performance on nurses in Hospital X. In this study, perceived organizational support contributed and a significantly larger role with the results of R² 0.151 about 15% of psychological capital with results R² is 0.075 around 7.5%. Furthermore, based on an additional regression test analysis on the dimensions of psychological capital that can contribute to performance are self-efficacy, hope, and resiliency, while the optimism dimension does not contribute to performance.

In the dimension of self-efficacy get the results of the value $p = 0.006 < 0.005$, it is stated that these dimensions contribute to the performance of nurses. This is in line with the research of Herman and Ivan [9] which states that self-efficacy contributes positively and significantly to performance. There is also supportive research, conducted by Iwan and Albert [10], they state that psychological capital and its dimensions including self- efficacy have a significant relationship to the performance of employees at PT X Bandung

Hope dimensions get results of value $p = 0.023 < 0.005$, it is stated that this dimension contributes to the performance of nurses. This is supported by the research of Iwan and Abert [10] which states that psychological capital and its dimensions including hope have a significant relationship to the performance of employees at PT X Bandung. At dimensions resiliency, the results obtained are $p = 0.012 < 0.05$, it is stated that this dimension contributes to the performance of nurses. This is supported by research by Iwan and Albert [10] which states psychological capital and its dimensions including resilience have a significant relationship to the performance of employees at PT X Bandung.

Dimensionally it has been explained that from the four dimensions only one does not contribute to performance, namely optimism. Furthermore, based on the first hypothesis, the results of the study show that psychological capital has an influence on performance. This is in line with the results of the analysis of research by Wahyuningsih and Wulansari (2016), namely psychological capital has a positive relationship and a significant impact on nurse performance. In addition, there is supportive research conducted by Nur Zaman [11] who stated that psychological capital contributed significantly to the performance of employees (PPKBD) of the Village Planning Family Assistants in Batang Patent Kabu. Other supporting research conducted by Iwan and Albert [10]

stated that there was a significant relationship between psychological capital and performance in employees at PT X in Bandung.

In the second hypothesis, the results of the study indicate that perceived organizational support have an influence on performance. This is in line with the analysis of the Agustiningrum research [12], which is that there is a significant direct effect of citizenship organizational behavior on the work performance studied at employees at PT. Angkasa Pura I Surabaya Branch Office. This is also in line with the research of Nurmalia and Tri Walida (2017) which states that perceived organizational support have a positive and significant influence on the performance of employees at PT. Pos Indonesia, Madiun City. Therefore, this finding is in line with the research of Murniasih and Sudarma which states that there is an influence of perceived organizational support for performance. In this study also has the results of supporting research, namely psychological capital variables and perceived organizational support to contribute or role together towards the performance of nurses at Rumah Sakit X.

The third hypothesis, this study also looks at the influence of capital psychology and perceived organizational support for performance on nurses at X Hospital. The results of this study state that psychological capital and perceived organizational support contribute or role simultaneously to the performance of nurses at X Hospital.

4.2 Suggestion

First, researchers should look at some previous studies or previous journals regarding the phenomenon of psychological capital, perceived organizational support and performance. So that researchers get a shadow or picture to see what things have not been studied and what things need to be examined again.

Suggestions related to practical benefits that can be applied are related to perceived organizational support, in the hope that the hospital or routine agencies provide rewards such as praise to nurses by seeing good performance. Other rewards can be like giving awards every month, then giving prizes for the award. This can motivate many nurses to do work well and improve their performance. So that nurses will feel good and grow motivation to work better.

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