

**THE IMPACT OF PSYCHOLOGICAL CAPITAL ELEMENTS
AND WORK ENGAGEMENT TOWARDS JOB
PERFORMANCE
AMONG ASSISTANT REGISTRARS IN PUBLIC
UNIVERSITIES IN KLANG VALLEY**

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UNIVERSITI SAINS ISLAM MALAYSIA

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AND WORK ENGAGEMENT TOWARDS JOB PERFORMANCE
AMONG ASSISTANT REGISTRARS IN PUBLIC UNIVERSITIES
IN KLANG VALLEY**

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AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged

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ABSTRAK

Organisasi pada masa kini menghadapi kesukaran untuk mengekalkan aspek emosi dan psikologi terhadap kualiti prestasi kerja yang diperlukan dalam pembentukan organisasi yang mantap dan berdaya saing. Di dalam bidang tingkah laku organisasi, adalah menjadi satu keperluan untuk menilai aspek psikologi pekerja bagi mengetahui kepuasan sebenar dan penerimaan mereka terhadap pekerjaan yang dilakukannya. Kajian ini dilakukan untuk menentukan impak elemen modal psikologi (*Psychological Capital* - PsyCap) dan komitmen kerja terhadap prestasi pekerjaan dalam kalangan Penolong Pendaftar Universiti Awam di kawasan Lembah Kelang. Daripada kesemua elemen PsyCap yang dibincangkan, kajian ini memfokus kepada 4 elemen yang telah dibangunkan iaitu harapan (*hope*), sikap optimis (*optimism*), keyakinan diri (*self-efficacy*) dan daya tahan (*resilience*) terhadap tahap komitmen kerja mereka secara kesungguhan (*vigor*), serapan (*absorption*) dan dedikasi (*dedication*) serta bagaimana ianya memberi impak terhadap prestasi kerja mereka sama ada ia berada di dalam prestasi yang ditetapkan ataupun melebihi prestasi yang ditetapkan. Kajian ini menggunakan pakai paradigma penyelidikan kuantitatif dengan menggunakan metodologi penyelidikan korelasi. Data telah diambil daripada 214 orang penolong pendaftar (atau gred yang paling hampir) di 7 buah universiti yang terletak di kawasan Lembah Kelang. *Structural Equation Model* (SEM) telah digunakan untuk mengkaji struktur model kajian ini. Hasil analisis kesan langsung daripada kajian ini menunjukkan bahawa elemen PsyCap terhadap komitmen kerja dan prestasi kerja saling mempengaruhi antara satu sama lain secara signifikan kecuali daya tahan (*resilience*) dan harapan (*hope*) di dalam prestasi kerja. Secara spesifiknya, hasil kajian ini menunjukkan bahawa elemen PsyCap memainkan peranan utama dalam menentukan tahap komitmen kerja seseorang pekerja dan bagaimana mereka boleh menunjukkan prestasi kerja mereka dengan sebaiknya. Dapatan kajian ini telah menyokong hipotesis perhubungan yang telah disarankan di dalam teori model terutamanya hubungan di antara elemen PsyCap dan kesan perantaraan komitmen kerja. Pekerja yang mempunyai tahap psikologi (mental) yang tinggi berupaya memberikan komitmen kerja yang lebih baik dan tahap keupayaan prestasi kerja yang lebih baik. Kajian ini menunjukkan bahawa semua objektif penyelidikan telah berjaya dijawab dan dicapai. Cadangan kajian adalah agar model ini dapat digunakan pada masa akan datang di agensi-agensi awam di seluruh Malaysia bagi mengesahkan dapatan ini dan memperkayakan hasil penulisan dan kajian semasa ke atas pegawai-pegawai sektor awam terutamanya mencakupi isu-isu semasa yang berlaku di peringkat global dan cabaran dalam era pandemik ini.

ABSTRACT

Organization nowadays is facing hardship in maintaining the emotional and psychological aspects on the job performance quality as required by the organizations. In the field of organization behavior, it is very essential to examine the employees' psychological aspects in order to know the real feelings and acceptance towards the perceptiveness of their job. This study was conducted to determine the impact of psychological capital (PsyCap) elements and work engagement towards job performance among assistant registrars in public universities in the Klang Valley area. From all the PsyCap elements, this research is solely focused on the four (4) elements; hope, optimism, self-efficacy and resilience, towards the level of their work engagement namely vigor, absorption and dedication and how it will give an impact towards their job performance; either it is in the role performance or extra role performance. This study adopts the quantitative research paradigm using the correlational research methodology. Data were collected from 214 Assistant registrars (or to the nearest grade) in 7 universities located in the Klang Valley area. These designated respondents were the representative of Malaysia public sector officers as intended by the researcher. Structural Equation Model (SEM) was employed to investigate the structural model of the study. Results from the direct effect analysis showed that the PsyCap elements, work engagement and job performance had significantly influenced each other except for the resilience and hope towards job performance. Specifically, these results suggest that psychological capital elements play an important role in determining the level of employees' work engagement and how they can perform their jobs well wholeheartedly. The findings of this study largely support the hypothesized relationships proposed in the theoretical model especially the relationship between the PsyCap elements and mediating effect of work engagement. Employees with a higher level of psychological (mental) state are likely to have better work engagement and high degree of job performance capabilities. This study concludes that all research objectives are successfully answered and achieved. Future studies applying the proposed model are recommended to be conducted at other public agencies across Malaysia in order to verify these findings and to enrich the current literature on public officers especially on current issues that happen at the global level and the challenges in this era of the pandemic.

الملخص

الحفاظ على الجوانب العاطفية والنفسية مع جودة الأداء الوظيفي التي تتطلبها المنظمات هي الصعوبات التي تواجه المنظمات في الوقت الحاضر. في مجال السلوك التنظيمي، لابد منه للفحص الجوانب النفسية على العاملين ليعرف حقيقة الشعور والقبول على وظيفتهم. أجريت هذه الدراسة لتحديد الآثار رأس مال النفسي و ارتباط بالعمل على الأداء الوظيفي بين المسجلين المساعدين من الجامعات الحكومية في كلنج و كوالا لومبور. علاوة على ذلك، من كل موجودة PsyCap العناصر، هذا البحث يركز على الأربعة العناصر فقط كمطور من وهو الرجاء، التفؤل، فعالية الذات والمرونة. والعلاقته بين مستوى إرتباط بالعملهم وهو الحيوي، الإستغراق والتخصيص وايضا كيف ستؤثر على أداء عملهم إما الأداء الرسمي أو الأداء الإضافي. لذلك، اعتمدت هذه الدراسة نموذج البحث الكمي باستخدام منهج البحث الارتباطي. ثم جمع البيانات من مائتان وأربعة عشر المسجلين المساعدين في سبعة الجامعات التي تقع في سيلانجور وكوالالمبور. كان هؤلاء مختار المستجيبين كممثل من موظف القطاع العام في ماليزيا. للتحقيق نموذج هيكلية هذه الدراسة يستخدم نموذج معادلة هيكلية (SEM). وجدت النتائج تحليلية لدراسة أن PsyCap العناصر، ارتباط بالعمل والأداء الوظيفي تؤثر في كل واحد مع بعضها البعض الا للأمل والمرونة على الأداء الوظيفي. على وجه التحديد من النتائج يدل على رأس المال النفسي عناصر تلعب دورا مهما في التحديد مستوى ارتباط العاملين في العمل وكيف يمكنهم أداء وظائفهم بشكل جيد بكل الإخلاص. نتيجة في البحث يؤيد بشدة العلاقات المفترضة التي تم اقتراحها في النموذج النظري، ولاسيما العلاقة بين PsyCap العناصر و الآثار الوسيطة الى ارتباط بالعمل. وبالإضافة الى ذلك، الموظفون بمستوى أعلى من النفسية (العقلية) يرجح أن تكون أفضل في ارتباط بالعمل ودرجة عالية من قدرة الأداء الوظيفي. خلصت هذه الدراسة إلى أن جميع أهداف البحث قد تمت الإجابة عليها وتحقيقها بنجاح. والأخر، في البحوث المستقبلية تشجيعهم على استخدام هذا النموذج في جميع القطاعات العامة في جميع أنحاء ماليزيا لتأكيد هذه النتائج. وايضا في زيادة نتائج البحث والكتابة في هذا المجال لموظفي القطاع العام وخاصة القضايا الحالية التي تحدث على مستوى العالم أثناء هذا الوباء.

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