

## The influence of psychological capital on career satisfaction in nurses at MADINA Hospital Bukittinggi with work engagement as a mediating variable

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### ABSTRACT

*The primary objective of this research is to evaluate (1) the impact of psychological capital on career satisfaction among nurses at MADINA Hospital. (2) The impact of psychological capital on the level of work engagement among nurses at MADINA Hospital. (3) The impact of work engagement on the perception of career satisfaction among nurses at MADINA Hospital. (4) The mediating variable of work engagement in the relationship between psychological capital and career satisfaction among nurses at MADINA Hospital. The data analysis method employed in this study was SEM analysis, which was conducted using the Smart PLS 4 application. The total sampling technique was employed to select 73 respondents for the study, which corresponds to quantitative descriptive research. The research findings are as follows: (1) Nurses at MADINA Hospital experience a substantial impact of psychological capital on their career satisfaction. (2) The work engagement of nurses at MADINA Hospital is significantly influenced by psychological capital. (3) There is no substantial correlation between career satisfaction and work engagement among nurses at MADINA Hospital. (4) Work engagement serves as a mediating variable, and psychological capital does not have a notable impact on career satisfaction among nurses at MADINA Hospital.*

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## INTRODUCTION

Hospital management is the coordination between various resources (management elements) through the planning process, organizing, there is control capability to achieve hospital goals such as: preparing resources, evaluating effectiveness, regulating service usage, efficiency, quality (Syafar, 2012). According to Willan (in Aditama, 2015), stated that the implementation of management in hospitals must be "like a duck swimming in a pond", appearing calm on the surface and remaining active moving below the surface.

This needs to be done because the hospital is dealing with people, especially sick people, so it must appear calm on the one hand. However, hospital administrators need to be always on the ball and prepared to deliver top-notch service due to the intricacy of the issues the facility faces.

This study was conducted on nurses at MADINA Hospital Bukittinggi located at Jln. Urip Sumoharjo, Bukittinggi, West Sumatra. In carrying out health services to the community, MADINA Hospital Bukittinggi has a philosophy. Philosophy is an expression that can be a guideline for all hospital staff in providing services to patients, namely: "The best service and devotion to the community". To realize this philosophy, a very important role is needed from nurses.

Nurses are the most advanced and closest professional group to patients, and are the spearhead of hospital services, because almost 24 hours a nurse interacts with patients. In order to give patients with high-quality care, nurses working in hospitals must be self-motivated and capable of continuing their education. The demand for loyalty for a nurse is very necessary (Lukman et al., 2024).

Based on observations and initial interviews conducted at MADINA Hospital Bukittinggi, it was found that there was still a lack of career satisfaction among nurses so that when an emergency occurs such as a drastic increase in the number of patients and patient complaints, nurses are not yet loyal or cannot handle it properly, due to a lack of work experience resulting in a decrease in work enthusiasm from nurses. This can be seen from employee turnover data. (Wulandari & Hasanati, 2024)

One negative effect of high turnover rates on organizations is the instability and unpredictability they bring to the workforce. Another bad effect is the increase in human resource expenditures, which include everything from recruiting and retraining expenses to the price of educating personnel who have already been invested in. The loss of skilled workers and the expense of training replacements are two additional ways in which high turnover reduces an organization's efficiency (Tri Putra Sulby, 2022).

The importance of career development on turnover intention was highlighted by Saklit (2017). Putra et al. (2020) determined that the likelihood of intending to quit one's present job is inversely related to levels of professional satisfaction. Consequently, as chances for professional progress diminish, turnover becomes more likely, and vice versa.

**Tabel 1. Turn-Over Data at MADINA Hospital Bukittinggi**

Year	Total Nurses	Employee who entered	Percentage	Employee who came out	Percentage
2023	73 People	14	19%	8	10.96%

*Source: Human Resources Department, MADINA Hospital, Bukittinggi*

From the data above, it can be seen that the nurses at MADINA Hospital Bukittinggi have a total of 73 nurses, with the number of new employees being 14 people, and the number of employees leaving being 8 people. With a turnover ratio of 10.96%, this is a fairly high value (Korankye & Zhu, 2022).

According to I Wayan Saklit (2017) there are two most prominent things that cause employee dissatisfaction, namely the career development system and dissatisfaction with the current leadership style. However, most employees are satisfied with the compensation provided by the company, because in addition to salary, the company also provides good health insurance for employees and their families, and provides bonuses at the end of each year, so MADINA Hospital should pay more attention to employee career satisfaction (Saklit, 2017).

Career is a series of jobs achieved by a person while that person is working which is related to the individual's motivation, work experience and positions that have been achieved in his life. Career can also be interpreted as a series of work experiences that a person experiences development (Umairah & Murkhana, 2021).

Career Satisfaction is employees rate their level of job satisfaction with their present employer based on how satisfied they are with their compensation, opportunities for growth, the fulfillment of their career objectives, and the acquisition of new skills. An individual's level of career satisfaction reflects their values and preferences in relation to factors like pay rate, difficulty of work, and job security, all of which can impact how they see their own professional accomplishments (Tania & Rosari, 2021).

Employees' capacity to learn new skills do their jobs successfully, and advance in their professions is positively correlated to the degree to which they are excited about their work. This way, they can get to a point where they feel accomplished, and then they can look back on their work journey and see how far they've come (Bernard Korankye1, Zhu Yong Yue2, 2022). (Admadeli & Prasetyo, 2023)

From the research results by Buyukgoze-Kavas (2016) and Annisa (2019) it was found that positive psychological capital can predict career satisfaction. This ability must be controlled well and simultaneously by considering the company's business conditions.

Table 1 below shows the results of the researcher's interviews with various nurses at Madina Hospital. The nurses interviewed expressed dissatisfaction with their careers at the hospital due to a number of factors, including an overly demanding work schedule, excessive fatigue, inadequate pay and benefits, and subpar opportunities for skill development.

**Tabel 2. Pre-Survey Results at MADINA Hospital Bukittinggi**

Question	Answer
What complaints did you have while working as a nurse at MADINA Hospital?	Working hours are too dense, break times are too short so that nurses are prone to fatigue
Do you understand the overall workflow in this hospital?	Not everyone has mastered the work flow.
What is the environment like where you work?	The work environment is very boring and tends to be monotonous.

**Source: Pre-Survey Results (2023)**

Based on the interview results above, there are several complaints felt by hospital nurses so that career satisfaction is not optimal. Other factors that influence career satisfaction are psychological capital and work engagement (Wulandari & Hasanati, 2024).

Psychological Capital or psychological capital in the short term is mentioned in various books on economics, investment and sociology, but the term PsyCap in the field of positive psychology tends to be new. Optimism, hope, motivation, self-efficacy, and resilience are all components of psychological capital, a high-level positive construct that helps people deal with problems in the here and now, tomorrow, and the challenges of the future. (Tania & Rosari, 2021)

According to Noli Saraswati Dewi (2024) Having a positive attitude and finding fulfillment in one's work, work engagement is characterized by zeal, devotion, and immersion. An employee's level of emotional and intellectual investment in their job is known as work engagement. Employees are more likely to remain with a firm if they love their work (Annisa Dinda Zaytuna & Dinda Dwarawati, 2024).

According to Hirma et al., (2021) Job satisfaction and employee engagement are positively and statistically significantly correlated, their research shows. According to Hirma et al. (2021) citing Schaufeli and Bakker (2004), "work engagement" is defined as "a positive thought related to task achievement and a pleasant experience for employees." Researchers such as Kuok and Taorina (2017), Nugroho and Savira (2019), Schaufeli (2013) explain that work engagement is a sense of attachment that arises in employees due to cognitive, emotional, and physical relationships with the organization (Korankye & Zhu, 2022).

Research by Amalia and Hadi (2019), Hariyadi (2019) and Pradini (2023) has proven that psychological capital has a direct influence that results in the emergence of work engagement in employees.

Employees that are highly engaged in their work are more likely to feel good emotions like appreciation, joy, and excitement, which in turn leads to increased productivity. then it will motivate people to work more, which usually results in higher-quality output from staff.

## LITERATURE REVIEW

### 1. *Career Satisfaction*

According to Pathardikar et al., (2016) in Noerchoidah (2024) A person's level of career satisfaction is a reflection of how happy he is with his professional life overall. Attaining professional fulfillment is a goal of every person. When people consistently achieve their professional goals, they will feel fulfilled in their work. An individual's level of job happiness is a key factor in their level of performance (Tania & Rosari, 2021).

### 2. *Psychological Capital*

Psychological Capital or psychological capital in the short term is mentioned in various books on economics, investment and sociology, but the term PsyCap in the field of positive psychology tends to be new. In contrast, psychological capital is an optimistic four-sided construct that boosts motivation, self-efficacy, optimism, hope, and resilience, allowing one to better handle problems in today's meetings, tomorrow's challenges, and beyond. (Tania & Rosari, 2021)

### 3. *Work Engagement*

Human resources are the most important asset for an organization, because they are the ones who drive and develop the organization. (Diaz-Fernandez et al., 2015)

## METHOD

The data analysis method employed in this study was SEM analysis, which was conducted using the Smart PLS 4 application. The total sampling technique was employed to select 73 respondents for the study, which is classified as quantitative descriptive research.

## RESEARCH RESULT

### 1. Outer Model Test

To check if the model is valid and reliable, one uses the measurement model, sometimes called the outer model. You may find the relationship between each indicator block and its latent variables in the external model, which is also called the exterior relation or measurement model. Jogiyanto and Abdillah (2014) state that in order to assess the validity and reliability of a model, one must utilize a measurement model known as the outer model. It uses these metrics in its analysis:

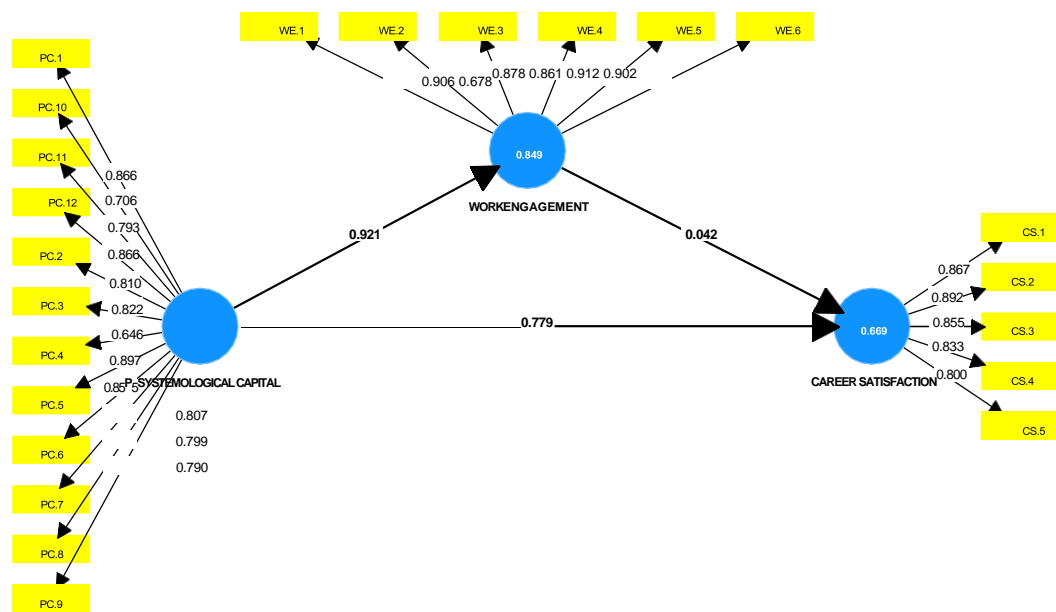
**Validity Test**

According to JF Hair Et Al, (2014:45), " In this study, two measurement methods are employed for validity testing: Discriminant Validity and Convergent Validity.

*1) Convergent Validity*

One of the features of the Smart PLS analysis test is its convergence validity. To check if PLS with reflective indicators work as intended, we look at the loading factor, or the connection between the construct scores and the scores on the items or components that make up the test. Hair et al. (2006) made the observation that "The rule of thumb that is usually used to make an initial check of the factor matrix is approximately 0.5 is considered to have met the minimum level." We consider loading factors of about 0.6 to be ideal, and any value higher than 0.6 to be statistically significant.

Therefore, it is evident that the significance of loading in the interpretation of the factor matrix increases as the loading factor value increases. A loading factor of 0.5 is employed in this investigation. Furthermore, the Convergent Validity value is shown by the average variance extracted (AVE) value, which must be greater than 0.5. Convergent validity is defined as an outer loading and average variance extracted (AVE) value both greater than 0.5. In the following route diagram, we can see the link between constructions and the loading factor value for each indication.



**Figure 1. Outer model**  
**Source: Data Processing Results (2024)**

The figure shows the basic shape of the indicator validity measurement model on its major variable. For more details, refer to the outer loading output table of the following starting structure:

**Tabel 3. Outer loading table**

Indicator	Career Satisfaction	Psychological Capital	Work Engagement
CS.1	0.867		
CS.2	0.892		
CS.3	0.855		
CS.4	0.833		

CS.5	0.800		
PC.1		0.866	
PC.10		0.706	
PC.11		0.793	
PC.12		0.866	
PC.2		0.810	
PC.3		0.822	
PC.4		0.646	
PC.5		0.897	
PC.6		0.855	
PC.7		0.807	
PC.8		0.799	
PC.9		0.790	
WE.1			0.906
WE.2			0.678
WE.3			0.878
WE.4			0.861
WE.5			0.912
WE.6			0.902

**SOURCE: DATA PROCESSING RESULTS (2024)**

According to the data processing findings shown in the table above, all variable indicators have an outer loading value larger than 0.5. Therefore, it is confirmed that all indicators have convergent validity.

**Tabel 4. AVE Value Table**

Variables	<i>Average variance extracted(AVE)</i>
<i>Career Satisfaction</i>	0.723
<i>Psychological Capital</i>	0.652
<i>Work Engagement</i>	0.740

**Source: Data Processing Results (2024)**

According to the data in the table, every single variable has an AVE value higher than 0.5. As a result, the validity of convergence is confirmed.

## 2) Discriminant Validity

Testing for discriminant validity may be assessed using the cross-loading value. When there are more values for each construct variable than there are correlations between the construct and other latent variables, the cross-loading test is useful.

**Tabel 5. Cross Loading Table**

Indicator	Career Satisfaction	Psychological Capital	Work Engagement
CS.1	<b>0.867</b>	0.829	0.811
CS.2	<b>0.892</b>	0.713	0.646
CS.3	<b>0.855</b>	0.649	0.616
CS.4	<b>0.833</b>	0.606	0.520
CS.5	<b>0.800</b>	0.637	0.585
PC.1	0.650	<b>0.866</b>	0.865

PC.10	0.587	<b>0.706</b>	0.561
PC.11	0.675	<b>0.793</b>	0.764
PC.12	0.782	<b>0.866</b>	0.820
PC.2	0.594	<b>0.810</b>	0.814
PC.3	0.634	<b>0.822</b>	0.792
PC.4	0.628	<b>0.646</b>	0.558
PC.5	0.673	<b>0.897</b>	0.820
PC.6	0.742	<b>0.855</b>	0.768
PC.7	0.613	<b>0.807</b>	0.714
PC.8	0.644	<b>0.799</b>	0.720
PC.9	0.685	<b>0.790</b>	0.664
WE.1	0.624	0.827	<b>0.906</b>
WE.2	0.577	0.729	<b>0.678</b>
WE.3	0.691	0.796	<b>0.878</b>
WE.4	0.680	0.772	<b>0.861</b>
WE.5	0.716	0.832	<b>0.912</b>
WE.6	0.615	0.788	<b>0.902</b>

**Source: Data Processing Results (2024)**

The data is valid, as evidenced by the table above, as the number of values for each variable in the construct exceeds the correlation of the construct with other latent variables.

#### RELIABILITY TEST

Finding out how trustworthy or dependable a measuring device is is what reliability testing is all about. The consistency of the measurement findings is a measure of how reliable a measuring device is. All items/questions included in this study will undergo reliability testing using the Cronbach's Alpha value (Cronbach's Alpha coefficient). The following table shows this value.

**Tabel 6. Cronbach Alpha Table**

Variables	Cronbach's alpha
<i>Career Satisfaction</i>	0.904
<i>Psychological Capital</i>	0.951
<i>Work Engagement</i>	0.927

**Source: Data Processing Results (2024)**

The Cronbach's alpha value of each construct exceeds 0.7, as evidenced by the results. In this study, all variables can be declared reliable if the Cronbach's alpha value is greater than 0.7, as indicated by the rule of thumb.

#### INNER MODEL TEST

The Structural Model Test, also referred to as the interior model, is intended to predict causality (cause-and-effect relationships) between latent variables or variables that are not explicitly quantifiable. The structural model test (interior model) is conducted in accordance with the procedures outlined in SMARTPLS 4. The structural model is evaluated by evaluating the relationship between latent constructs using R-Square for the dependent construct of the T test and the significance of the structural path parameter coefficient. The following are the results of the R-Square estimation using SMARTPLS version 4:

**Tabel 7. R-Square Test Table**

Variables	R-square
<i>Career Satisfaction</i>	0.669
<i>Work Engagement</i>	0.849

**Source: Data Processing Results (2024)**

Career satisfaction has an *R-square* value of 0.669, which indicates that psychological capital contributes to career satisfaction by 66.9%. It is important to note that R-square values are exclusively found in endogenous construct,

In addition, endogenous constructions are the only ones that can have the r-squared value. With an R-squared value of 0.849 for work engagement, we may deduce that psychological capital accounts for 84.9% of the variance in career happiness.

## HYPOTHESIS TESTING

After ensuring that the data has fulfilled the measurement requirements using the bootstrapping approach in SmartPLS 4, hypothesis testing can be conducted. Instead of assuming a normal distribution and a high sample size, the validity of freely distributed data can be assured via bootstrapping, a re-sampling method (Ghozali & Laten, 2012). Using the No sign change scheme, this study re-sampled 73 respondents. Findings from the significance test reveal the testing of hypotheses; this study used a 5% level of significance. When the T statistic is more than 1.96, we can accept the hypothesis because it is "significant" at the 5% level of significance (or 0.05). Per Hair (2013).

**Tabel 8. Hypothesis Test Table**

Hypothesis	Original sample (O)	T statistics ( O/STDEV )	P values	Information
<i>PsychologicalCapital -&gt; Career Satisfaction</i>	0.817	22,370	0,000	Supported
<i>PsychologicalCapital -&gt; Work Engagement</i>	0.921	49,686	0,000	Supported
<i>Work Engagement -&gt; Career Satisfaction</i>	0.042	0.141	0.888	Not supported
<i>PsychologicalCapital -&gt; Work Engagement -&gt; Career Satisfaction</i>	0.039	0.140	0.889	Not supported

**Source: Data Processing Results (2024)**

Based on the results of the table above, the explanation is as follows:

1. The output path coefficient value of the SmartPLS analysis test results indicates that psychological capital has an impact on career satisfaction. Based on the coefficient value of 0.817, the significance value of 0.000, and the T-statistic value of 22.370 ( $22.370 > 1.96$ ), it is evident that the influence of psychological capital on the career satisfaction of nurses at Madina Hospital is significant.
2. The SmartPLS analysis results indicate a significant influence of psychological capital on the work engagement of Madina Hospital, as evidenced by the output path



coefficient value of 0.921, a significance value of 0.000, and a T-statistic value of 49.686 ( $49.686 > 1.96$ ).

3. The output path coefficient value of the SmartPLS analysis indicates that the effect of work engagement on career satisfaction is negligible, with a coefficient value of 0.042, a significance value of 0.888, and a T-statistic value of 0.041 ( $0.041 < 1.96$ ). This indicates that there is no significant effect between the effect of work engagement on career satisfaction of nurses at Madina Hospital.
4. The output path coefficient value of the SmartPLS analysis indicates that the influence of psychological capital on career satisfaction through work engagement is 0.039, with a significance value of 0.889 and a T Statistic value of 0.140 ( $0.140 < 1.96$ ). However, the relationship between psychological capital and career satisfaction of nurses at Madina Hospital is not significant. This suggests that weak work awareness will exacerbate the relationship between the two variables.

## CONCLUSION

The following inferences are derived from the preceding section's analysis and discussion:

Based on the research results above, the conclusions are as follows.

1. There is a significant influence between the influence of psychological capital on career satisfaction of nurses at Madina Hospital, meaning that if the development of psychological conditions possessed by nurses at MADINA Hospital has a positive impact, it can help someone to choose and make the efforts needed to complete challenging tasks and can make nurses motivated and total in carrying out their work, then nurses feel that their career satisfaction has increased.
2. There is a significant influence between the influence of psychological capital on the work engagement of nurses at Madina Hospital, meaning that if the development of the psychological state of nurses at MADINA Hospital has a positive impact, it can help someone to choose and make the efforts needed to complete challenging tasks and can make nurses motivated and total in carrying out their work, then the work engagement of nurses at MADINA Hospital increases.
3. There is no significant influence between the influence of work engagement on career satisfaction of nurses at Madina Hospital, meaning that if work engagement does not have a significant influence on career satisfaction, nurses feel that there are several factors that influence career satisfaction, namely salary and benefits, then nurses feel that if salary and benefits increase, it will increase career satisfaction at MADINA Hospital.
4. There is no significant influence between the influence of psychological capital on career satisfaction of nurses at Madina Hospital, meaning that work engagement as a process of connecting psychological capital to career satisfaction does not have a significant effect, and nurses prefer motivation that comes from outside such as support from leaders, salary increases, allowances, and providing insurance to nurses.

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