



Research Article

The relationship between psychological capital and innovative work behavior in food and beverages employees

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Abstract

The teachers' psychological well-being is very important to note because it affects their performance. Various factors affect the teachers' psychological well-being, including one of them is the teachers' social capital. This study aims to determine the effect of social capital on teachers' psychological well-being. The research topic is based on the problem of finding problems where increasing social capital needs to be done not only to improve psychological well-being even in all aspects of human life, especially to get out of the crisis due to the COVID-19 pandemic. This study involved a subject of 250 teachers. This study uses quantitative research techniques with correlational descriptive methods. Data collection in this study used two kinds of instruments: the personal social capital 16 scale and the psychological well-being scale. Based on the results of the study, it was found that: (1) social capital has a significant influence on psychological well-being, and the direction of the relationship is positive, meaning that when the value of social capital on teachers (as subjects) increases, their psychological well-being also increases, (2) aspects of social capital in the form of bonding and bridging lead to different roles in the relationship that affect each aspect of psychological well-being, (3) each aspect of social capital in the form of bonding and bridging does not always have the same effect on each aspect of social capital. The implications of this research are teachers' social capital needs to improve teachers' psychological well-being.

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Introduction

The food and beverages (fnb) industry is a field that has the task of providing professionally managed food and beverage services to satisfy customers and have the ultimate goal of making a profit (Riley, 2005). The food and beverage industry is a company that is involved in the whole range of processing, packaging, distribution, and presentation of food and beverages to the hands of consumers. The food and beverage industry in Indonesia is one of the business fields prioritized by the government because it has a positive impact on the economy in Indonesia, one of these positive impacts is employment. (Sons & Nareswari, 2022). Quoted from kontan.co.id (2021), Minister of Finance Sri Mulyani stated that based on data from the Ministry of Tourism and Creative Economy, the food and beverage industry is the most significant contributor to the sector and an average of approximately 43% of the total GDP of the creative economy. Sri Mulyani hopes that business owners will continuously innovate in order to develop quality businesses that are in demand by the public, not only to meet people's tastes but also to follow people's lifestyles because, in this digitalization

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era, new trends have emerged that can support the food and beverage industry through transportation-based application platforms, social media, and marketplaces.

In the food and beverage industry, human resources or human resources are the most critical assets in running a company, and this is because humans are the main factor in determining the company's path and goals. H.R. should be managed regularly, starting from employee recruitment, selection, and placement to employee training to produce a harmonious work environment so that it can affect the company's future success. However, human resources that have been appropriately managed cannot be separated from various problems. In this case, the problems that usually occur are low employee discipline, low employee innovation, and a lack of training employees (Pratiwi, 2016).

From the results of interviews that researchers have held with several food and beverage business owners in Malang City, it shows that with the increasing competition in the food and beverage industry in their business environment has an impact on decreasing profits, decreasing the number of visitors, and often happening in and out of employees, to overcome this the need for quality human resources in the organization to come up with bright ideas that It is innovative to maintain the business. Employees are found to have a pessimistic feeling about realizing relationships with work friends to carry out cooperation; besides, some employees have not been able to solve problems effectively in the work environment.

With the development of the food and beverage industry conditions, of course, involving the role of parties in it, employees play an important role in achieving organizational innovation because employees who generate new ideas and propose new approaches so that organizations can achieve innovation through investment in their human resources because innovation can be achieved through innovative work behaviors or *innovative work behavior* (IWB) (Alireza, 2019).

Based on the above problems, it can be known that human resources in an organization cannot innovate against bad influences and hinder the organization's development from achieving its goals. This statement agrees with Yuan and Woodman (2010), who stated that innovative behavior is an essential factor for the success of an organization or company in the work environment. Companies must prepare superior human resources and withstand competition pressures to achieve success (Aditya & Ardana, 2016).

Roger (2013) says innovation is ideas or ideas, manifestations, and materials newly created by a person, something that is planned and brings more efficient development to a particular problem. Another opinion according to experts, namely Janssen (2000) innovative behavior is an effort that is deliberately carried out in order to find new ideas that are more useful and beneficial to an individual or group. Meanwhile, according to De Jong (2010) innovative behavior is an activity. Individuals who have the goal of publishing new ideas or valuable new ideas, starting from the process, the product, and at the same time the procedure.

According to Janssen (2000), innovative behavior has three stages that begin with (1) idea generation, namely the initial stage of finding or coming up with new ideas, (2) idea promotion, namely the stage of promotion to the party concerned or who has the potential to realize the idea, at this stage individuals are looking for friends, sponsors, *backers*, or build coalitions to provide the power to bring the idea to life. The next stage, namely (3) *idea realization* at this stage is expected to produce a *prototype* of an innovation which will then be realized to realize new ideas.

An organization that wants to realize innovative work behavior in its employees must learn the importance of the factors that play a role in it to create these behaviors. Internal factors that originate from within the individual have a significant role in becoming a factor of innovative work behavior. West and Farr (1989) believe that there is much that innovative behavior can learn from individuals. One aspect that supports innovative behavior in individuals can be understood from a psychological perspective, namely internal factors (West & Farr, 1989).

Based on the definition of innovative work behavior according to several experts, researchers conclude that *innovative work behavior* is behavior that introduces new ideas or ideas related to processes, methods, or products that are beneficial to individuals or companies, or organizations. There are various factors that influence the innovative

behavior of individuals. One of the internal factors influencing innovative behavior is the condition human psychology includes self-efficacy, hope, optimism, and resilience.

Luthans, Youssef, and Avolio (2007) proposed a new concept that reflects the psychological perspective of *psychological capital* sourced from humans. They can be invested in and developed to be superior in sustainable competition with individuals. Luthans, Youssef, and Avolio (2007) define *psychological capital* as a positive capacity that belongs to the individual and helps support the individual to grow and develop, which is symbolized by: (1) *self-efficacy (confidence)* to complete work, (2) having a positive desire (*optimism*) Regarding success now and in the coming period, (3) perseverance in hoping (*hope*) to achieve success, and (4) being steadfast when facing various problems (*resiliency*) to achieve success.

Psychological capital has a significant influence on the development of a business and also affects a person making a change (Dewi, 2013). Therefore, human resources in the company or organization must have sufficient psychological capital to cause innovative behaviors that can trigger changes in a positive direction in the company or organization. Thus the hypothesis (H1) that wants to be tested in this study is the relationship between psychological capital and innovative behavior in *food and beverage* employees in Malang City

Problem of Study

The purpose of this research is to examine the relationship between psychological capital and innovative work behavior in food and beverages employees. The main question of this research is whether there is a relationship between between psychological capital and innovative work behavior in food and beverages employees?

Method

Research Model

This study used a descriptive correlational analysis design that examines whether whether there is a relationship between between psychological capital and innovative work behavior in food and beverages employees.

Participants

The population in this study was employees who worked in the food and *food and beverages* in Malang City sector. The number of populations in this study is unknown, so researchers used Roscoe's proprietary precepts (Azwar, 2013). The number of samples is more than 30 and not more than 500 people with a total of 200 employees. Sampling in this study used *non-probability sampling* techniques covering *accidental sampling*.

Data Collection Tools

The data of this research were collected by an online Likert scale. The participants are asked to state the suitability or discrepancy with the contents of the statements. In addition, validity indicates the extent to which a quantification can measure the purpose rather than the tool to measure it so that it can measure with precise, meticulous, and by its function (Azwar, 2010). After testing instruments, results found subsequently in *the Pearson* correlation coefficient *Product moment* with SPSS support. In this study, items were declared passed if the total item correlation was more significant than 0.244 with a significance level of 5%, while if the total item correlation value was smaller than 0.244, the item was considered dead and needed to be eliminated. Reliability is related to the consistency and meaning of the measurement accuracy of the measuring instrument so that the measuring instrument can be trusted (Azwar, 2010). Based on the reliability test results, a PCQ-24 scale was obtained with an alpha Cronbach coefficient of 0.854 and an IWB scale with an *alpha Cronbach* coefficient of 0.887.

Psychological Capital Scale

This scale was compiled based on the development of psychological capital using the *psychological capital questionnaire* (PCQ24) scale developed by Luthans, Youssef, and Avolio (2007). This aspect measures four components: *self-efficacy*, *hope*, *resiliency*, and *optimism*. Based on the reliability test results, a PCQ-24 scale was obtained with an alpha Cronbach coefficient of 0.854.

Innovative Work Behavior Scale

This scale was compiled based on *innovative work behavior (IWB) scale* developed by Janssen (2000), this aspect measures the *components of idea generation, idea promotion, and idea realization*. Based on the reliability test results an IWB scale with an *alpha Cronbach* coefficient of 0.887.

Data Analysis

In this study, the data analysis used was descriptive analysis and hypothesis testing using the *IBM SPSS statistical* program; descriptive analysis found minimum value scores, maximum values, moderate values, and standard deviations, which were further divided into three categories: low, medium, and high. Next, a normality test is carried out to determine the distribution of data on normal or not distributed variables, a linearity test to determine the relationship between the variables studied, and a correlation test using *Pearson product-moment*.

Results

Table 1 Data description of the research subject

Descriptions	Types	Number	Percentage
Gender	Male	167	81.0
	Female	37	18.0
Ages	18-25 Years Old	83	41.5
	26-32 Years Old	117	58.0
Work Tenure	Less than 1 Year	127	63.0
	1-3 Years	58	2.0
	4-6 Years	15	7.5

Based on the data described by the research above, it can be concluded that the study involved 200 *food and beverage* employees. There are more male subjects than female subjects. Ages between 26 and 32 years dominate the subjects of this study. It is known that 127 subjects during this study have worked in the field for less than one year, 58 subjects worked for 1-3 years, and 15 subjects worked for 3-6 years. Researchers also categorized subjects into three categories: low, medium, and high.

Table 2. Subject category based on total value of psychological capital

Category	Frequency	Percentage
Low	0	0.0
Moderate	80	40.0
High	120	60.0
Total	200	100.0

Table 3. Subject category based on total value of innovative behavior

Category	Frequency	Percentage
Low	0	0.0
Moderate	19	9.5
High	181	90.5
Total	200	100.0

The normality test is used to find the distribution of data on free variables and customarily distributed bound variables or not. The data distribution is declared normal if $p > 0.05$. The opposite is if $p < 0.05$, then the data distribution is declared abnormal. The technique used for the normality test is *the Kolmogorov-Smirnov test of normality*. Normality tests are carried out based on existing hypothetical data.

Table 4. Normality Test Result

<i>p</i>	Sig.	Conclusion
0.17	>0.05	Normal

The linearity test is used to determine the form of the relationship between innovative behavioral variables and psychological capital are linear. The data declared linear if linearity test results indicate $p > 0.05$. It was found that innovative variable behavior and psychological capital have a value of significance 0.327 is more significant than 0.05, meaning the data is linear.

Table 5. Linearity Test Result

<i>p</i>	Sig.	Conclusion
0.327	>0.05	Linear

The hypothetical test was carried out based on the results of the normality test and the linearity test which showed that the two variables in this study, namely innovative behavior, and psychological capital, had fulfilled the normality and linear assumptions. The hypothesis formulated in this study is that there is a positive relationship between innovative behavior and psychological capital in Malang City employees working in the field of *food and beverages*.

Table 6. Hypothesis Testing result

<i>p</i>	Sig.	Conclusion
0.728	<0.05	H0 rejected

Based on the results of the correlation test that has been carried out, the results of $r = 0.728$ with $p = 0.000$ ($p < 0.05$) showed a solid relationship between psychological capital variables and innovative behavior in employees. With this value, it can be concluded that H0 is rejected, so the researcher's hypothesis that states that there is a relationship between psychological capital and innovative behavior in employees in the field of *food and beverages* in Malang City are proven to be proven.

Discussion and Conclusion

This study aims to determine whether or not there is a relationship between psychological capital and innovative behavior in Malang City employees working in the *food and beverage* sector. Based on the results of research on the relationship between psychological capital and innovative work behavior, it was found that there was a significant relationship between the two variables, with a correlation value of 0.728. These results, it shows that one of the factors that contribute to innovative behavior in the workplace is psychological capital. The higher the psychological capital owned by the employee, the higher the innovative behavior, as well as the opposite; the lower the level of psychological capital, the lower the innovative behavior.

Based on quantitative data, employees who work in the *food and beverages* sector in Malang City have a high level of psychological capital with a category that tends to be high. Psychological capital is defined as the psychological capacity of individuals who have the characteristics of their personal beliefs in taking on challenging tasks (self-efficacy), positive attribution of current and future successes (optimism), aspirations to achieve and find alternative ways to achieve goals (expectations), and abilities to Get back on your feet when faced with a challenging problem (resilience) (Luthans, Youssef, & Avolio, 2007).

A good aspect of self-efficacy will support employees in solving problems in the work environment using an effective resolution to resolve existing problems quickly. Luthans, Youssef & Avolio (2007) say that individuals with high self-efficacy characteristics can develop their personalities independently and carry out tasks effectively. Meanwhile, individuals with low self-efficacy can have doubts, *negative* feedback, and repeated failures. The next aspect is expectations, meaning that the higher the expectations of an employee, the higher the innovative behavior is caused. Hope is the entirety of individual expertise that leads to the realization of the expected goals and is balanced with the motivation to carry out these directions.

Furthermore, resilience is a skill to bounce back from difficulties, conflicts, failures, progress, and responsibility optimization. A person with high resilience can learn and grow from challenges. The last aspect is optimism. Seligman (in Luthans 2007) defines optimism as a method of interpreting positive events as something that occurs as a result of oneself and can occur in various situations, as well as interpreting adverse events as a matter that exists with matters outside of the personal and temporary nature.

This research is to previous research conducted by Rulevy & Parahyanti (2016) found that high psychological capital in the work environment can maximize motivation and foster employee interest in presenting innovative ideas, Another research conducted by Abbas Dan Raja (2015) also explains that individuals who have a higher level of psychological capital will be more likely to behave innovatively or creatively in the workplace. Sukamto (2013) said that a person who has a high psychological capital value would have the ability to direct motivation, cognitive skills, and actions needed to complete tasks to success. In addition, a person can create alternative solutions to achieve the desired goals when faced with problems. Individuals with high psychological capital will see problems with a positive point of view and allowing them to rise from the slump and not give up easily.

In this study, it is known that the results of the categorization of psychological capital scale values show that employees are in the medium and high categories. The description of the research data shows that the subjects in the moderate category are 80 subjects, and the high category is 120 subjects. The results of this categorization show that employees who work in the *food and beverages* sector in Malang City apply the four aspects of psychological capital they have. Employees in Malang city have a high level of trust in themselves to do and complete their work, have a high level of optimism about success in their current and future work, are diligent in hoping for job success, and are steadfast in facing various problems that exist to achieve success.

In this study, it was known that the innovative behaviors that the subject had were on medium and high categories. The description of the research data shows that the subjects in the medium category are 19 subjects, and the high category is 181 subjects. The results of this categorization show that employees who work in the food and beverages sector in Malang city have innovative behaviors when doing their work. Employees with highly innovative behavior can come up with creative ideas to overcome problems in their work and develop innovations that can develop their businesses.

According to the results of the categorization of the two variables, it was found that there were no subjects who had innovative behaviors or psychological capital in low categorization; this shows that employees who work in the field of *food and beverages* in Malang City already have and at the same time have applied innovative behaviors and psychological capital to their work.

In general, psychological capital correlates with innovative behavior at a high level. By analyzing every aspect of psychological capital, self-efficacy acts as an individual's confidence in his abilities because it is to allow individuals to think and generate new ideas (*idea generation*); by having high self-efficacy, individuals also have confidence in expressing their ideas (*idea promotion*), and are brave in implementing or realizing those ideas (*the idea of realization*). The subjects in this study were individuals with positive characteristics who were confident, optimistic, hopeful, and able to recover quickly from the downturn. Individuals with these words show that they are resilient and reliable individuals. Especially in facing problems, they want to try and not give up easily.

The results of this study follow the opinion of Pryce-Jones (2010) that psychological capital can support the maximization of the motivation, perseverance and creative thinking of employees in stressful situations. This is possible because employees with high psychological capital interact better, are more resilient, and have the desire to find a solid motivation to find methods to succeed in the workplace.

The results of the data analysis explained that there is a relationship between psychological capital and innovative behavior in Malang City employees working in the *food and beverages* sector. The results of the data description state that the level of psychological capital and innovative behavior in Malang City employees working in the *food and beverages* sector tends to be high. If employees have a high level of psychological capital, the innovative behavior formed at work will be higher, and vice versa; if the employee has low psychological capital, low innovative behavior can be formed as well; the following research can develop research by observing several factors that can influence and contribute to innovative behavior.

Recommendations

Based on the results of the research that has been completed, there are several recommendation submitted by researchers for related parties and subsequent research. This study's results show that most research subjects have a high level of innovative behavior and psychological capital. It needs to be maintained to complete the task maximum and solve the problems in the work optimally and efficiently. Recommendation for further research are expected to be held on the relationship between psychological capital and innovative behavior in other industrial field

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