

THE ROLE OF JOB DEMANDS, PSYCHOLOGICAL CAPITAL AND SUPERVISORY ON EMPLOYEE PERFORMANCE

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Abstract

This research aims to examine the role of job demands, psychological capital and supervisory on employee performance that result an intervention program to be proposed to management. Job demands is physical, psychological, social, or organizational aspects of the job that require sustained physical and/or psychological effort associated with certain physiological and/or psychological costs. Then psychological capital is development of positive sense that is characterized by self-efficacy, hope, optimism and resilience. Supervisory is Supervisor ability to handle tasks and responsibilities to manage employees and organization activities through leading experience, problem solving and being role model to their work team. Research subjects are employees of PT. X in Tangerang, respondents of this research is amounted to 141 person in office division. The research method used was quantitative research with non experimental methods with a likert scale. The data was collected using a questionnaire filled out by the respondents directly. Based on the results of data analysis using multiple regression techniques, it is known that job demands, psychological capital and supervisory have a significant role on employee performance ($R^2=0.345$, $p=0.000$). But based on each of variables, psychological capital have a significant role on work performance ($R^2=0.296$, $p=0.000$). The four dimensions of psychological capital, - are self efficacy, hope, optimism and resilience, give significant influence in performance. Evidence shows that employee has high score on psychological capital aspects. Based on this research, men have higher psychological capital compare to women. In order to maintain or improve employee's psychological capital in handling task, it is important to focus the selection and recruitment process to evaluate this capital of the candidate using Behavioral Event Interview.

Key words: Job Demands, Psychological Capital, Supervisory, Employee Performance.