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## The influence of psychological capital, perceived organizational support, and self-ability on job creativity and employee performance

Feri Zain<sup>1</sup>, Siti Mujanah<sup>2</sup>, M. Shihab Ridwan<sup>3</sup>

Magister Management, Universitas 17 Agustus 1945, Indonesia

E-mail: [ferizain509@gmail.com](mailto:ferizain509@gmail.com)

E-mail: [Sitimujanah@untag-sby.ac.id](mailto:Sitimujanah@untag-sby.ac.id)

E-mail: [shihab@untag-sby.ac.id](mailto:shihab@untag-sby.ac.id)

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### Abstract

The purpose of this study is to explore the influence of psychological capital, perceived organizational support, and self-ability on job creativity and employee performance. The method used is quantitative which focuses on hypothesis testing. The respondents who were sampled in this study were permanent employees of Bank Rakyat Indonesia Sumenep Regency Branch as many as 84 employees, using saturated sampling techniques. Then, the data analysis technique used is the structural equation model partial least square (SEM-PLS) The findings of this study reveal that psychological capital, perceived organizational support, and self-ability have a positive and significant effect on job creativity and employee performance. In addition, job creativity in this study was also found to be able to influence employee performance positively and significantly.

**Keywords:** Psychological capital, perceived organizational support, self-ability, job creativity, employee performance

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### INTRODUCTION

The influence of globalization is very large in the business world, especially the development of business in the banking sector is very dynamic, where rapid competition indicates that banking is a fairly prospective business. Banking companies are required to increase their excellence in all areas in achieving maximum performance. Performance is an outcome resulting from the functioning of certain employees over a certain period of time. According to Juniarti et al. (2021:25) performance is an illustration of the level of achievement of the implementation of a policy activity in realizing goals, objectives, missions, vision and organization. Good or bad performance is declared successful if the desired goal can be achieved properly according to expectations or targets.

A company or organization certainly has supporting factors both from the establishment process, the development process, and the process of maintaining consistency. One of the important supporting factors for a company is human resources. It is human resources that move other resources so that they have use value for the company. Human resources can be a reliable force for companies. So good human resource management is very necessary for the company in order to

achieve company goals. employees who work in an agency or company are required to be able to complete their duties and responsibilities effectively and efficiently because the performance of their human resources is able to make a positive contribution and benefit the agency or company.

Human resources are very valuable assets in an organization and have an important and strategic role in the organization. Performance in a company can be influenced by various factors, including individuals from the psychological human resources in the organization (psychological capital), support from the organization itself, (perceived organizational support) and self-ability, in achieving a creativity and effective employee performance. Such factors can affect the behavior of the organization in an enterprise.

Psychological capital is the ability of employees to do work (efficacy), have hope to achieve goals (hope), optimistic about a career in the long term (optimism), and have resilience in facing task loads (resilience). Employees who have good psychological capital are company assets that must be maintained, maintained, and developed because employees like this will be easy to do crafting. The company has a role in managing the abilities of employees. These capabilities must be controlled properly and simultaneously taking into account the company's business conditions (Setyawan, 2019).

The definition of psychological capital is proposed by Luthans (2007) in Tovan (2020) according to him psychological capital is a positive development of a person and is characterized by: (1) having self-confidence (self efficacy) to face challenging tasks and give sufficient effort to succeed in these tasks; (2) make positive attributions (optimism) about success in the present and future; (3) not giving up easily in achieving goals and when necessary diverting the path to achieve goals (hope); and (4) when faced with problems and obstacles can survive and return (resiliency), even more, to achieve success.

Organizational support (perceived organizational support) provided to employees will certainly have a positive impact and become a desire of every employee because the perceived organizational support will show that employees will feel cared for and acknowledged for their existence in the organization. refers to the perception of employees regarding the extent to which the organization assesses their contributions and cares about their well-being. If the employee considers that the support of the organization he receives is high, then the employee will unite membership as a member of the organization into their self-identity and then develop more positive relationships and perceptions of the organization. Organizational support to employees can be demonstrated by means of, that is, fairness for employees, support from the organization to the well-being of employees, appreciation from the organization to employees and comfortable and safe working environment conditions for employees.

Maximum performance can be obtained if there is positive support from the organization for employees. Positive support from the company supports employees to have a positive response and see themselves as responsible for providing a reply to the company with positive things as well, for example through maximum work performance so that good relationships are established. In addition to the support of organization, of course, psychological empowerment is

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needed. If employees feel comfortable in their profession they will appreciate the meaning of the profession, just as if employees understand that their profession has an impact on other individuals, they can provide maximum work performance. The same applies to members of companies that have control and authority to terminate policies, they generally feel satisfaction in living outside their profession. Because employees trust their capacity to perform a task, they have no doubt at all about their personal or work which has an impact on improving work performance.

Self-ability is a talent that a person has to perform physical or mental tasks, a person's self-esteem is closely related to the competencies or skills possessed by individuals, in organizations or companies will greatly increase human resources to have good and dexterous abilities in carrying out tasks and problems that are their responsibility, as well as time efficiency.

Job creativity is an important key for companies in competing in an uncertain business environment. Creativity is the main aspect needed by employees to develop ideas in solving the problems faced, so that the development of creativity in employees is needed by the company. Employee creativity has a relationship with the identity of the employee's creative role in the workplace, the requirements for work creativity and organizational expectations regarding employee creativity. The identity of the employee's creative role, the requirements of work creativity and organizational expectations regarding employee creativity also require confidence from within the employee to be able to produce creative results, because creativity cannot arise spontaneously but is influenced by several factors such as the lack of the individual himself psychological capital, one's own abilities and support from internal parties of the company or organization (perceived organizational support).

Job creativity for an employee is a very important factor because employee job creativity is also related to employee performance, so that if work creativity is higher, it will have a positive impact on the company in competing. Therefore, Bank BRI Sumenep, requires a professional workforce with good performance. This can certainly be influenced by psychological capital, perceived organizational support, self-ability and job creativity. This study aims to explore the influence of psychological capital, perceived organized support, and self-ability on job creativity and employee performance, which was carried out on employees in one of the banks in Sumenep Regency, namely Bank Rakyat Indonesia.

## **METHOD**

In this study, a research design was made to find out how to conduct research. The design in this study is quantitative, where all plans about the quantification relationship between variables, both dependent and independent variables, in this study what is studied are causal relationships. Therefore, all preparations in this study are set forth in a research plan that is quantitative in nature. Then in this study the object of the study was carried out on permanent

employees of Bank Rakyat Indonesia Sumenep Regency Branch, with a total population of 84 employees. In this study, all permanent employees were designated as samples using the saturated sample technique.

The variables studied and used in this study were psychological capital, perceived organizational support, self-ability, job creativity, and employee performance as dependent variables. The measurement of psychological capital variables was measured using four indicators popularized by Loi (2014) in Setyawan (2019) including; hope, optimism, resilience, and self-efficacy. Then, for the perceived organizational support variable is measured using several indicators such as; The organization is able to appreciate the contribution that employees make, the organization cares about the welfare of employees, the great attention shown by the organization, and the integrity of the employees who are noticed oleh the organization (Simarmata, 2020). In addition, job creativity is measured using indicators popularized by Guilford in Basrowi (2016) namely; flexibility( flexibility), originality (originality), decomposition (elaboration), and redefinition (redefinition). Finally, for employee performance variables, measurements were used initiated by Mangkunegara (2016), including; quality of work, quantity of work, responsibility, initiative and cooperation.

In this study, it was carried out by distributing questionnaires to employees through a google form which was previously coordinated with the management of BRI Sumenep, then the researcher asked for permission and asked for help from the HC (human capital) to distribute the questionnaire to all permanent employees of BRI Sumenep Regency Branch. Each statement item on the questionnaire used five points of the likert scale to categorize the respondents' answers, categorizing them such as; answer 1 (strongly disagree) to answer 5 (strongly agree). Then, after the data is obtained (collected) it is processed using SEM-PLS.

## **RESULTS AND DISCUSSION**

In this study, the data analysis technique used to test validity, reliability, and hypothesis testing was used partial least square. There are two tests inside the partial least square, namely the outer model and inner model testing. Evaluation of the outer model aims to determine the validity and reliability of the measuring instrument in the research model. This is done to find out how well the questionnaire item measures the nature and concept of the measured variable and find out the consistency of the questionnaire item in measuring the same variable in different times and places. Outer model analysis can be seen from the convergent validity, construct validity, discriminant validity, and composite reliability values. The results of the outer model test can be seen below.

### **Outer Model**

#### **1. Convergent Validity**

Convergent validity tests in PLS can be performed by looking at the value of each loading factor. The value of the loading factor describes the magnitude of the correlation between each measurement item (indicator on the questionnaire) and the latent variable (its construct). An indicator item is said to have met convergent validity if the loading score on each path between the component

(latent variable) and the manifest variable should be  $> 0.5$  (Ghazali, 2011). The results of the loading factor can be shown in the table as follows:

**Table 1.** *Loading Factor*

<b>Item</b>	<b>Nilai Loading Factors</b>	<b>Ketetapan</b>	<b>Keterangan</b>
JC1	0.644	0,5	Valid
JC2	0.850	0,5	Valid
JC3	0.858	0,5	Valid
JC4	0.846	0,5	Valid
JC5	0.807	0,5	Valid
<b>JC6</b>	<b>0.478</b>	0,5	Tidak Valid
JC7	0.548	0,5	Valid
<b>JC8</b>	<b>0.497</b>	0,5	Tidak Valid
KIN1	0.802	0,5	Valid
<b>KIN10</b>	<b>0.310</b>	0,5	Tidak Valid
KIN2	0.916	0,5	Valid
KIN3	0.798	0,5	Valid
KIN4	0.605	0,5	Valid
KIN5	0.741	0,5	Valid
KIN6	0.591	0,5	Valid
<b>KIN7</b>	<b>0.278</b>	0,5	Tidak Valid
<b>KIN8</b>	<b>0.407</b>	0,5	Tidak Valid
<b>KIN9</b>	<b>0.290</b>	0,5	Tidak Valid
<b>POS1</b>	<b>0.483</b>	0,5	Tidak Valid
<b>POS2</b>	<b>0.403</b>	0,5	Tidak Valid
POS3	0.789	0,5	Valid
POS4	0.844	0,5	Valid
POS5	0.907	0,5	Valid
POS6	0.783	0,5	Valid
POS7	0.869	0,5	Valid
POS8	0.819	0,5	Valid
Psy1	0.774	0,5	Valid
Psy2	0.849	0,5	Valid
Psy3	0.912	0,5	Valid
Psy4	0.927	0,5	Valid
Psy5	0.910	0,5	Valid
Psy6	0.882	0,5	Valid
Psy7	0.797	0,5	Valid
Psy8	0.901	0,5	Valid
SA1	0.670	0,5	Valid
SA10	0.854	0,5	Valid
SA2	0.804	0,5	Valid
SA3	0.758	0,5	Valid
SA4	0.692	0,5	Valid

SA5	0.758	0,5	Valid
SA6	0.304	0,5	Tidak Valid
SA7	0.796	0,5	Valid
SA8	0.733	0,5	Valid
SA9	0.853	0,5	Valid

The table above has shown that most of the loading factor values on each indicator have a value of  $> 0.5$ . This shows that the indicators in this study have been declared statistically valid and can be used in research constructs. However, there are two measurements of the job creativity variables, namely JC6 and JC 8, and four measurements of employee performance, namely KIN10, KIN7, KIN8, and KIN9, then there is also one measurement of the self-ability variable which has a value of  $< 0.5$  so that it needs to be eliminated or declared invalid and cannot be used for subsequent analysis in compiling constructs (latent variables). In the process of eliminating such invalid indicators, it does not have to be that all indicators with a value of  $< 0.5$  are immediately eliminated, but are selected from the indicators that have the smallest loading factor value first (Muzakki and Christina, 2021; Hair et al., 2014; Abdillah and Jogiyanto, 2016). After removing several measurements, then reprocessing, there is one measurement of the job creativity variable which also has a value of  $< 0.5$ , namely JC7. So, the item also needs to be removed. After eliminating these indicators, now the loading factor value of each variable has met the rules of thumbs set by Ghazali (2011) which is  $> 0.5$  to be declared valid and can be used to measure the construct in research.

## 2. Construct Validity

Construct validity is validity that shows the extent to which a test measures the theoretical construct on which the test is compiled. Constructs are said to have good construct validity if the average variance extracted (AVE) value must be  $> 0.5$  (Abdillah and Jogiyanto, 2016). The results of testing construct validity using SmartPLS are obtained as follows:

**Tabel 2.** *Average Variance Extracted (AVE)*

<i>Variables</i>	<i>Average Variance Extracted (AVE)</i>
<i>Job Creativity</i>	0.732
<i>Kinerja Karyawan</i>	0.557
<i>Percieved Organizational Support</i>	0.705
<i>Psychological Capital</i>	0.757
<i>Self-ability</i>	0.598

Based on the table above, it can be seen that the AVE value in each variable in this research analysis model already has a good construct validity value, namely the AVE value is greater than 0.5.

## 3. Discriminant Validity

Discriminant validity is a test performed to see if each indicator that makes up a latent variable has a higher loading value compared to indicators for other latent variables. In the discriminant test, the validity of the parameters used is to compare the roots of the AVE of a construct must be higher than the correlation between these latent variables, or by looking at the cross loading value (Abdillah and Jogiyanto, 2016). Here are the cross loading values of each indicator:

Tabel 3. Nilai *Cross Loading*

Item	<i>Job Creativity</i>	<i>Kinerja</i>	<i>POS</i>	<i>Psy Cap</i>	<i>Self ability</i>
JC1	0.761	-0.035	0.587	0.361	0.720
JC2	0.900	0.071	0.575	0.356	0.762
JC3	0.888	0.120	0.567	0.358	0.689
JC4	0.841	0.125	0.513	0.352	0.570
JC5	0.881	0.023	0.523	0.367	0.614
KIN1	0.130	0.824	0.351	0.208	0.111
KIN2	0.073	0.920	0.255	0.073	0.051
KIN3	0.003	0.781	0.100	-0.106	-0.026
KIN4	0.045	0.554	-0.090	-0.360	-0.039
KIN5	-0.033	0.718	-0.032	-0.260	-0.099
KIN6	0.016	0.619	0.171	0.072	0.022
POS3	0.619	0.178	0.785	0.402	0.643
POS4	0.542	0.246	0.846	0.526	0.547
POS5	0.503	0.254	0.918	0.645	0.643
POS6	0.499	0.174	0.796	0.561	0.578
POS7	0.590	0.183	0.868	0.486	0.728
POS8	0.511	0.159	0.820	0.541	0.665
Psy1	0.286	-0.001	0.395	0.774	0.367
Psy2	0.452	-0.055	0.534	0.855	0.520
Psy3	0.384	0.045	0.575	0.913	0.503
Psy4	0.412	-0.031	0.597	0.926	0.529
Psy5	0.297	-0.010	0.548	0.909	0.416
Psy6	0.254	0.083	0.544	0.878	0.372
Psy7	0.361	0.100	0.520	0.792	0.407
Psy8	0.394	0.007	0.592	0.902	0.457
SA1	0.563	0.008	0.578	0.486	0.661
SA10	0.732	-0.064	0.646	0.450	0.871
SA2	0.638	0.112	0.624	0.449	0.791
SA3	0.572	0.114	0.597	0.468	0.744
SA4	0.514	0.056	0.533	0.442	0.686
SA5	0.598	0.104	0.589	0.430	0.742
SA7	0.613	-0.023	0.592	0.318	0.816
SA8	0.694	0.027	0.511	0.269	0.752
SA9	0.703	-0.072	0.610	0.378	0.870

The table above shows that the value of each indicator in a construct is higher compared to other constructs and collects on that one construct. So in this study it can be said to have good discriminant validity.

#### 4. Composite Reliability

Reliability tests can be seen from the values of Cronbach's alpha and composite reliability. A construct can be said to be reliable, if it has a value of Cronbach's alpha, it must be  $> 0.6$  and the Value of Composite reliability must be

> 0.7 (Abdillah and Jogiyanto, 2016). Here are the values of Cronbach's alpha and Composite reliability of each variable in this study:

**Tabel 4.** *Composite Reliability dan Cronbach's alpha*

<i>Variables</i>	<i>Cronbach's Alpha</i>	<i>Composite Reliability</i>
<i>Job Creativity</i>	0.908	0.932
<i>Kinerja Karyawan</i>	0.848	0.880
<i>Percieved Organizational Support</i>	0.916	0.935
<i>Psychological Capital</i>	0.954	0.961
<i>Self-ability</i>	0.915	0.930

Based on the table above, it can be seen that all constructs in this study have a value of Cronbach's alpha > 0.6 and a Composite value of reliability > 0.7, so it can be said that all constructs are reliable. This can be interpreted to mean that each of the constructs in the research model has an internal consistency in the reliability test of the instrument.

### **Inner Model**

Testing of inner models or structural models is carried out to predict causal relationships between variables or hypothesis testing. The results of hypothesis testing in this study can be seen in the following table:

**Tabel 5.** *Hasil Pengujian Hipotesis*

<b>Hipotesis</b>	<b>Original Sample</b>	<b>T Statistics</b>	<b>P Values</b>	<b>Keterangan</b>
<i>Psychological Capital</i> → <i>Job Creativity</i>	0.341	2.409	0.033	Diterima
<i>Psychological Capital</i> → <i>Kinerja Karyawan</i>	0.689	2.664	0.007	Diterima
<i>POS</i> → <i>Job Creativity</i>	0.605	2.801	0.024	Diterima
<i>POS</i> → <i>Kinerja Karyawan</i>	0.596	2.121	0.034	Diterima
<i>Self ability</i> → <i>Job Creativity</i>	0.757	6.398	0.000	Diterima
<i>Self ability</i> → <i>Kinerja Karyawan</i>	0.666	3.311	0.001	Diterima
<i>Job Creativity</i> → <i>Kinerja Karyawan</i>	0.656	3.276	0.003	Diterima

Looking at the results of the table above, it can be explained that psychological capital has a positive and significant influence on job creativity. This can be seen from the results of the path coefficient which shows a positive, namely 0.341 and the T-statistic value of 2.409 > 1.96 and the p-value of 0.033 < 0.05. Psychological capital has a positive and significant influence on employee performance. This can be seen from the results of the path coefficient which shows positive, namely 0.689 and the T-statistic value of 2.664 > 1.96 and a p-value of 0.007 < 0.05. In addition, perceived organizational support has a positive and significant influence on job creativity. This can be seen from the results of the path coefficient which shows positive, namely 0.605 and the T-statistic value of 2.801 > 1.96 and the p-value of 0.024 < 0.05. Then, in the table it also finds that perceived organizational support has a positive and significant influence on employee performance. This can be seen from the results of the path coefficient which shows positive, namely 0.596 and the T-statistic value of 2.121 > 1.96 and a p-value of 0.034 < 0.05. The next result, self-ability has a positive and significant influence on job creativity. This can be seen from the results of the path coefficient which shows positive, namely 0.757 and the T-statistic value of 6,398



> 1.96 and the p-value of  $0.000 < 0.05$ . Then, self-ability has a positive and significant influence on employee performance. This can be seen from the results of the path coefficient which shows positive, namely 0.666 and the T-statistic value of 3,311 > 1.96 and a p-value of  $0.001 < 0.05$ . The last result is that job creativity has a positive and significant influence on employee performance. This can be seen from the path coefficient results that show positive, namely 0.656 and the T-statistical value of 3,276 > 1.96 and the p-value of  $0.003 < 0.05$ . Thus, referring to these results, it can be concluded that the results of this study support all hypotheses proposed, namely hypothesis one to the seventh hypothesis, which states that psychological capital, perceived organizational support, and self-ability have a positive and significant influence on job creativity and employee performance.

### **Discussion**

#### **The Effect of Psychological Capital on Job Creativity**

The findings of this study are known that employees have had hope and optimism in solving their problems and work, then employees in certain conditions they also have confidence that they are able to face various work challenges with good psychological conditions (calm). This good employee psychological condition can have positive implications in increasing employee work creativity. This is shown through when employees are able to find alternatives and solutions in solving banking problems. In addition, employees are also able to find new ideas that they can use and apply when they face problems in their work. Then, the thing that is also important is that employees can do it all, namely when the organization / company where they work is currently supporting and open to new ideas and ideas owned by the employee.

The results of this study are relevant to some of the results of previous studies such as research conducted by Hadi and Hafiz Rahman (2018); Nurfaizal in (2018) who stated that psychological capital directly has a positive and significant effect on job creativity. In addition, the results of this study also support the findings of research conducted by Asbari et al. (2021), they revealed that psychological capital provides potential that helps in increasing individual creativity, through psychological capital employees are able to realize problems or challenges that need to be solved. Kemudian, mereka juga akan mampu dan tertarik serta termotivasi untuk mengeksplorasi sifat masalah (apa masalah sebenarnya yang harus dipecahkan tersebut?). Selanjutnya, dengan tingkat psychological capital yang baik maka seorang karyawan dapat mengidentifikasi solusi potensial, pada akhirnya mereka juga dapat mengevaluasi dan mengidentifikasi solusi yang paling tepat dan praktis (Asbari et al., 2021). Dengan demikian, pada penelitian ini ditemukan mendukung dengan hasil temuan sebelumnya (Slåtten et al., 2019).

#### **The Effect of Psychological Capital on Employee Performance**

The results of respondents' responses to this study revealed that so far they have tried their best to be able to complete their work / tasks, therefore employees are expected to always have strong confidence that all the work challenges that come to them can be completed with a high sense of optimism. Then, employees

also have confidence that the work that is already their responsibility must be done well and full of reverence. With that, their performance will be better and continue to improve. Good performance here is shown through employees who can complete work tasks on time, meticulously, and neatly with a good level of quality. The results of this study, relevant to some previous studies such as the study carried out by Kappagoda et al . (2014) and Tovan and Rauf (2020) who stated that psychological capital is a very effective predictor in improving employee performance. In another study, it was also mentioned that maintaining an increase in employee psychological capital can maintain employee work engagement.

#### **The Effect of Percieved Organizational Support on Job Creativity**

In this study based on the description of respondents' answers, it was found that so far the company has appreciated the contribution of karyawa and employees also obtained a fair assessment of the contribution. Then, the organization / company has also provided rewards according to the results of employee achievements during their work, and the other most important thing is the organization's concern for employees by providing assistance to them both emotionally and instrumentally when employees experience problems. Some of these things are believed to have an influence on better employee job creativity.

The results of this study are in line with research conducted by Herawati and Subiyanto (2020) which revealed that percieved organizational support has a positive and significant effect on job creativity. In other study findings, it was also revealed that percieved organizational support has an important role in promoting employee innovative work behavior, work-life balance, and employee job performance (Masyhuri et al., 2021; and Fardianto and Muzakki, 2020).

#### **The Effect of Percieved Organizational Support on Employee Performance**

The results of this study based on the description of respondents' answers revealed that so far employees consider that the company has provided feedback in the form of appropriate rewards for the results of employee work achievements. In addition, employees also consider that their organization/company has taken seriously for attention to the welfare of the employees working in it. Not only that, but the contributions made by employees are also appreciated by the company as long as the contribution has a positive impact on the progress of the company. Thus, employees consider that all of this is a form of support provided by the organization / company, which in turn can support a better level of performance / performance. The higher the support provided by the company to employees, the employees can perceive that it can support their performance. The best performance exists because employees feel happy to be in the right organization where they always get support and attention from the organization.

The results of this study support some of the results of previous studies which also found that percieved organizational support has a positive and significant effect on employee performance, such as the results of research conducted by (Gunawan et al., 2018; and Junça Silva and Lopes, 2021). Then in another study it was also stated that the perceived organizational support can contribute to job satisfaction by conveying to karyawan that support and assistance

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will always be available, so that employees feel happy and satisfied (Bernarto et al., 2020 and Bachtiar et al., 2018).

#### **The Influence of Self Ability on Job Creativity**

In the results of respondents' answers in this study, it was revealed that so far employees feel able to analogize work problems in accordance with their knowledge and the company's standard operating procedures. Then, employees are also able to implement the knowledge previously provided through training properly and easily. This increases their skills and creativity in working. In addition, their ability and mastery of work and work equipment provided by the company make it easier for them to actualize job creativity in their work environment.

The results of this study support the results of previous studies that revealed that self-ability has a positive and significant effect on job creativity (Marasabessy, 2019). Then in other studies it also mentions that someone who has certain abilities and ideas to produce something then they tend to be easier to achieve a goal (Efendi, 2021).

#### **The Effect of Self Ability On Employee Performance**

In the results of this study, respondents' answers revealed that employees are able to work under pressure such as working overtime to complete job demands. Later, employees also realize that giving decisions for the effectiveness of their work is necessary to consider, so that the decisions taken do not become obstacles in the process of carrying out their work. In addition, employees not only have the ability to correspond to the type of work they currently have, but also dare to convey bright ideas and ideas related to their work.

The results of this study are in line with research conducted by Permatasari and Mujanah (2021) where in their research they found that to optimize employee performance, companies need to optimize self-ability. Self ability is associated with the ability of an individual or employee to complete a job within a certain time (Rachmawati et al. 2018). In order to improve the self-abilities of employees then they need to upgrade their knowledge, then they also need to attend various kinds of training related to their focus on their field of work, all that is to improve their skills in work (Raharjo et al., 2016). In addition, self-ability according to Raharjo et al., (2016) continued in his article that employees tend to have good self-abilities if they already have a fairly good work experience. Thus, all of this is believed to be able to improve the performance of employees wherever they are, including in the workplace in order to fulfill their duties and obligations (Permatasari and Mujanah, 2021).

#### **The Influence of Job Creativity On Employee Performance**

In this finding, the respondents' answers explained that the company has provided great opportunities and is very open if there are new ideas or ideas that want to be applied to the company's environment. Then, from the employee's own side, they revealed that they have the ability to find alternative ideas in solving problems, this gives the meaning that employees have good work creativity that supports the process of solving every problem they face for their work, so that this can have implications for their better performance. This good employee

performance is indicated by employees who are able to complete their job tasks on time, meticulously, and neatly. In addition, they are able to give the best contribution in their work where they can provide the best quality work, even they are also able to complete every job that has been mandated by their superiors to them.

The results of this study are in line with the results of previous research which stated that work creativity is an important aspect in solving a problem because it can encourage the discovery of solutions in every existing problem (Soori and Ferasat, 2016). Another finding that is also relevant to this study is the results of research by Kurniawan and Nugroho (2021) which states that work creativity is considered very important for organizational survival and effectiveness, where all of this can support employee performance and to achieve overall company goals.

## **CONCLUSION**

Based on the results of data processing using partial least square and previous discussions, as well as hypothesis testing that has been carried out, the conclusions in this study are as follows:

1. Psychological capital has proven to have a positive and significant influence on job creativity at the Sumenep Regency branch of Bank Rakyat Indonesia.
2. Psychological capital has proven to have a positive and significant influence on employee performance at the Sumenep Regency branch of Bank Rakyat Indonesia.
3. Percieved organizational support has proven to have a positive and significant influence on job creativity of employees at the Sumenep Regency branch of the Indonesian People's Bank.
4. Percieved organizational support has proven to have a positive and significant influence on employee performance at the Sumenep Regency branch of Bank Rakyat Indonesia.
5. Self Ability is proven to have a positive and significant influence on job creativity of employees at the Sumenep Regency branch of the Indonesian People's Bank.
6. Self ability has proven to have a positive and significant influence on employee performance at the Sumenep Regency branch of Bank Rakyat Indonesia.
7. Job creativity has a positive and significant influence on employee performance at the Sumenep Regency branch of Bank Rakyat Indonesia.

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