
THE EFFECTIVENESS OF PSYCHOLOGICAL CAPITAL TRAINING TO IMPROVE THE OPTIMISM ATTITUDE IN MANDIRI ENTERPRISES: LITERATURE REVIEW

Tsafitri Rinti Taddaga¹, Abdul Muhid²

^{1,2}UIN Sunan Ampel Surabaya, Indonesia.

Email: safitri4040@gmail.com¹, abdulmuhid@uinsby.ac.id²

ABSTRACT

A pandemic due to the coronavirus (covid-19) outbreak has caused many negative impacts, one of which is in the form of massive losses in the economic sector. Business actors are under pressure from a significant decline in income; as a result, many of them experience a decrease in optimism about the sustainability of their business. However, there are several ways to increase optimism, one of which is psychological capital training. This study aims to look at psycap training in increasing the optimism of business actors in dealing with the coronavirus pandemic. This study uses a literature review method with the data source in the form of research data that has been done previously. The results of the literature review show that psychological capital training can increase one's optimism so that it can use to increase the optimism of business actors.

Keywords: Optimism, Psychological Capital (Psycap), Business Actor.

INTRODUCTION

In 2020 there was a deadly outbreak due to the coronavirus. Initially, this virus was spreading in the Wuhan area, China. This virus then spread to other countries. This coronavirus then causes a disease called Covid-19; this virus attacks the respiratory organs and spreads very quickly in humans (Walakula, 2020). The World Health Organization (WHO), which is responsible as a world health agency, has determined the status of a pandemic by spreading this virus to various countries. This virus itself entered around March in Indonesia, with two positive people being found. This virus then spread quickly in other areas, so the government decided to make new regulations, such as the rules for implementing PSBB (Large-Scale Social Restrictions) and implementing the WFH (work from home) program. In addition, the government is also touting a social distancing campaign or keeping a distance, #StayAtHome and promoting the use of masks and washing hands (Budiyanti, 2020). The spread of this virus impacts the weakening of the Indonesian economy. The tourism, trade, and investors/investment sectors face the most severe impacts. The existence of government regulations regarding "lockdown" activities that prevent people from being allowed to engage in outdoor activities has triggered

significant changes in people's buying and selling activities. Places often visited by many people, such as tourist sites, schools, and shopping areas, have been closed for several months. The community buying and selling process has drastically reduced, and people are starting to switch to online shops that are more easily accessible without leaving the house (Ihza, 2020).

Many business actors experience losses due to business closures, making their income free fall. Azimah et al. (2020) found that the impact of Covid-19 on traders in 3 markets in the Wonogiri and Klaten areas experienced a decrease in income by up to 50% since the outbreak of this virus. In the Blado Village area itself, the impact of Covid-19 also caused a decrease in MSME income by 50 after the government held the "New Normal" program; MSME income increased to around 65% -70%, although it still needed a long process to return to its original state (Putri et al., 2020). Another example of the impact of COVID-19 on business actors can see in the income of vegetable traders at the Padang Bulan market. The traders had to suffer a loss of 50% because there were no buyers. Even though traders experienced losses, they decided to keep trading because they had to fulfill their daily needs (Sinaga & Purba, 2020). Even though activities outside the home are now allowed again with the "New Normal," many people choose to make purchases through e-commerce. Business actors whose businesses go offline also get a significant loss because there are no buyers. This incident has an impact on causing anxiety in business actors, both anxiety due to the outbreak of the epidemic and anxiety due to economic difficulties that occur.

The pressures received from their businesses that threaten loss and even bankruptcy make business actors have high anxiety and stress (Komara et al., 2020). To deal with this situation dominated by pressure and anxiety, it is necessary to make efforts to improve the welfare of business actors. One of them is by increasing their optimism. An optimistic attitude alone can help to increase the individual's immune. Increasing the body's immunity will reduce the risk of getting COVID-19 (Jati, 2020). Optimism helps business people to stay positive. Because with a sense of optimism, business actors can have hope that their business will be fine (Kusumaningrum et al., 2020).

Optimism is an act based on positive thinking that spreads a positive attitude. During the COVID-19 pandemic, every individual should have an optimistic attitude to deal with the pressure and anxiety (Partono & Rosada, 2020). According to Umboh et al. (2020), optimism itself influence by external/environmental and internal factors. Their experiences can influence optimism in business actors. Business actors who have much experience can have high optimism as well. However, the experiences received are associated with positive experiences. With positive experiences, business actors can have hope for their business development (Ucbasaran et al., 2007).

Gow & Rodhiah (2019) revealed that business actors who have a high sense of optimism would increase their perseverance in work. So that by diligently working, his business can develop well. Thus this optimistic attitude has many benefits during a pandemic like now. However, some business actors have low optimism because of this pandemic. As released by tirto.id in early 2020, which reported on the pessimism that hit the world economy, including business actors, because of the uncertainty throughout the pandemic (Pramisti, 2020). According to Soetjipto, about 19% of the 52 business actors feel pessimistic about

the continuation of their business. This condition shows that, although some business actors have a stable optimistic attitude, there are also pessimistic business actors. This pessimistic attitude is due to business actors assessing the pandemic as causing the situation to become uncertain, so they think their businesses will go bankrupt (Soetjipto, 2020).

To increase optimism in these business actors, appropriate training is needed. For this reason, psychological capital training can increase optimism in business actors. This psychology capital has four dimensions: hope, resilience, self-efficacy, and optimism (Rosalina & Siswanti, 2018). Because of this optimism dimension, psychological capital training is very suitable because the purpose of the training is to increase the optimism of business actors. Furthermore, Putri (2017) found that psychological capital training can increase one's optimism. Meanwhile, another dimension of psychological capital, namely self-efficacy, has also been shown to influence one's optimistic attitude (Hara & Baidun, 2017). So from the things above, psychology capital training is suitable to increase or increase optimism.

From the explanation above, the researcher wants to theoretically test the effectiveness of psychological capital training to increase optimism. Furthermore, what are the aspects of optimism and psychological capital. So this study will discuss and examine psychological capital and an optimistic attitude.

METHOD

The method used in this study is a literature review method by using a literature search. Literature review research is used by collecting previously existing scientific articles. The articles used are research articles that were published between 2011 to 2021. The information contained in previous research articles becomes research data and is used to answer research questions. These data are then concluded and analyzed again in this study.

Table 1. Reference Source

Title	Authors	Sources
Analisis Dampak <i>Covid-19</i> Terhadap Sosial Ekonomi Pedagang Di Pasar Klaten Dan Wonogiri.	Azimah, R. N., Khasanah, I. N., Pratama, R., Azizah, Z., Febriantoro, W., Purnomo, S. R. S	One Search
Dampak Virus Corona Terhadap Sektor Perdagangan dan Pariwisata Indonesia.	Budiyanti, E	Google Scholar
Motivasi Berwirausaha pada Masa Pandemi <i>Covid-19</i>	Kusasih, I. A. K. R., Mutmainah, H., Kholis, N.	Google Scholar
Business Optimism in <i>Covid-19</i> Pandemic Period in Indonesia.	Kusumaningrum, D. A., Ramon, H. Marya, Y	Research Gate

Efektivitas Pelatihan <i>Psychological capital</i> Untuk Meningkatkan Sikap Optimis Pada Pengusaha UMKM dalam Melakukan Ekspor	Putri, A. H.	repository.u m.ac.id
<i>Pelatihan How to Become Superhero</i> untuk Meningkatkan <i>Psychological capital</i> dan Job Performance.	Fani, I. M. P., & Parahyanti, E.	jameb.stimla sharanjaya.a c.id
Pelatihan HERO untuk Meningkatkan Kesejahteraan Psikologis Remaja Panti Asuhan.	Alfinuha, S., Hadi, B. H., & Sinambela, F. C.	Researchgat e
Hukum Ekonomi Indonesia (II).	Hartono, S. R.	Buku

RESULTS AND DISCUSSION

Business Actor

The definition of a business actor written in Law no. 8 of 1999 concerning "Consumer Protection," which reads:

"Every person or business entity, whether in the form of a legal entity or a business entity that is established and domiciled or carries out activities within the jurisdiction of the Unitary State of the Republic of Indonesia, either alone or jointly through an agreement to carry out business activities in various economic fields."

The article reveals and explains that business actors include all forms of business, both those with legal entities and those not established in Indonesia (Bakary, 2015). In addition, it also explains the meaning of "business actors" which can include MSMEs, companies, corporations, BUMN, cooperatives, traders, importers, distributors, and the like, both individuals and business entities that are established and have activities in the Indonesian region (Hartono, 2007).

Optimistic attitude

Optimism is an attitude to think well. Seligman revealed that optimism believes that bad events only occur temporarily and will not significantly affect the situation (Annafi & Liftia, 2012). In comparison, Lopez & Synder (Kurniawan, 2019) argues that optimism is a form of hope where individuals hope that everything that happens in the future will result in goodness or success. So it can be concluded that optimism is a belief that there will be good and bad conditions that will only happen temporarily in the future. Kurniawan (2019) revealed that there are three dimensions of optimism according to Seligman:

Permanance. It is a mindset about how long the event will last. Permanance divides into two, namely Permanance good and Permanance bad.

Pervasiveness. Pervasiveness is a mindset about the occurrence of an event caused by its scope. Pervasiveness is divided into two: Pervasiveness good mindset about the scope of good and the Pervasiveness bad mindset about the scope of bad events.

Personalization. Personalization is a mindset about the cause of an event. Personalization is also divided into two: personalization is good for good events, and personalization bad for bad events.

Optimism can influence by two things, namely internal factors, and external/environmental factors. Factors that influence from within such as:

Self-efficacy. Self-efficacy has a positive effect on increasing optimism. When the individual's self-efficacy is at a high level, optimism also increases (Hara & Baidun, 2017).

Self-esteem. Self-esteem also influences optimism. Sidabalok et al. (2019) found that if a person has high self-esteem, that person's optimism will also be high.

Motivation. Motivation can reduce pessimism which is the opposite of optimism. This condition shows that motivation can reduce a person's pessimism to increase his optimism. (Kusasih et al., 2020)

The internal factors above are some examples of internal factors that can affect the ups and downs of optimism.

In addition to the above factors, there are also factors from outside of the environment that can affect optimism. Factors obtained from outside the self can be social support, socioeconomic, home environment, and others. This factor can significantly affect individuals' optimism; for example, social support factors from the environment can positively affect a person's optimism. This condition can mean that the higher the social support, the higher the level of optimism. (Hara & Baidun, 2017). In this case, social support can affect up to 32% of optimism (N. Sari & Mariana, 2020). Furthermore, Pratiwi et al. (2019) found that social support from family affects the optimistic attitude of people affected by disasters. Someone who receives social support from family and friends has a more assertive, optimistic attitude (R. P. Sari & Thamrin, 2020).

Meanwhile, Vinacle (Kurniawan, 2019) explains several factors that can affect optimistic and pessimistic thoughts in individuals:

Ethnocentric. This factor is related to the characteristics of a group or a species that are not the same, which are the characteristics of the different groups or species—examples: social status, religion, family, ethnicity, gender, culture, and beliefs.

Egocentric. It is a factor related to the individual as a unique creature that is different from one another. This factor is in the form of aspects of personality which will not be precisely the same.

Scheier & Carver (Kurniawan, 2019) revealed that humans who have high optimism have the following characteristics:

- a) Respond to expectations with positive thoughts where he will be sure of the advantages he has.
- b) Working hard in overcoming pressure and challenges accompanied by prayer also has faith in factors that can support success, such as luck.
- c) Individuals tend to have dreams of achieving the desired goals and do not wait for success to give by others. Instead, they tend to struggle hard to achieve their dreams.
- d) Individuals tend to think of everything themselves and do not think about the possibility of failure before trying.
- e) Individuals think the best possible and understand to consider choosing the right path to success.

Psychological capital is the utilization of the positive potentials possessed by humans. Psychological capital (Psycap) has four dimensions: hope, optimism, resilience, and self-efficacy. Psycap can be regarded as a resource or capital that an individual should own to survive or survive in life or under pressure. The Psycap concept was researched by Luthans, Youssef & Avolio and disseminated in 2007. However, the core concept of using four dimensions as a resource has been carried out and existed before Luthans' research (Haryadi & Baidun, 2016). This psycap training can use to improve and develop individual abilities (Alfinuha et al., 2019). Fani & Parahyanti (2019) explained that Psycap could make individuals understand their strengths and capacities to develop. The presence of Psycap in a person can be characterized by:

- a) Have confidence in making decisions.
- b) Have a positive attribution to success.
- c) Determined to achieve the goal.
- d) Survive and rise in adversity and failure.
- e) Psychological Capital Dimensions

Psychological capital is divided into several dimensions. According to Lunthas, these dimensions can be broken down into (Putri, 2017):

Self-Efficacy. Which is a sense of self-confidence to take any action to achieve goals and bring success in the future. This situation can be influenced by: the successful individual, the success of others who trigger the desire to succeed, and the existence of a motivating figure for the individual to continue pursuing his goals.

Optimism. Which is characterized by a positive attitude and thinking that always thinks about good things in the future. This includes letting go of failure, appreciating one's weaknesses and strengths, and getting the opportunity to do or pursue goals again.

Hopes. Represents resistance to obstacles and is willing and able to create opportunities for success. Includes: setting goals and objectives, explaining steps to achieve them, and making alternatives to achieve goals.

Resilience. When problems come, able to make the right decisions and persevere and keep spirits up in the face of challenging problems. This situation includes using experience to make decisions, the ability not to be easily carried away by emotions and limiting oneself

from the source of the problem, building good relationships with honesty, mutual support, and quality, being responsible, creative, and behaving with a conscience.

Psychological capital to increase optimism

Psycap training can increase optimism because the training aims to increase the psychological capital of individuals. According to Luthans, this psychological capital has four dimensions: hope, optimism, resilience, and self-efficacy (Putri, 2017). Psycap uses the methods used to enhance the four dimensions. Among them are self-talk, behavioral modeling, imagery tasks, and games. Luthans, who said about psychological capital, revealed that self-talk could make individuals avoid pessimism; therefore, it is used in psychological capital intervention training.

Behavioral modeling and imagery tasks are also used in the psychological capital intervention. The purpose of behavioral modeling and imagery tasks is to develop emotionally intelligent thinking habits so that they have hope and are not easily depressed by their circumstances. This condition can be done by showing role models who work through pressure and learn from them. It could also be by making the role model into a case study material to hone cognitive. This method also increases the dimensions of psychological capital. In other words, it can increase an optimistic attitude (Putri, 2017).

In psychological capital, training can also use the game method. The method can be used as a material to reduce boredom and provide material about Psycap more interestingly. By providing this more interesting material, the material will be more readily accepted. Furthermore, psychological capital can develop an optimistic explanatory style with the aforementioned methods. Explanatory style is an individual's way of expressing a positive or negative event or event. Individuals can have a high explanatory sense of optimism (Putri, 2017).

The explanation of optimism has explained that self-efficacy is part of the factors that can influence increasing one's optimism. The more a person has high self-efficacy, the more his optimism will be affected and increase (Haryadi & Baidun, 2016). self-efficacy is also one of the dimensions of psychological capital. The psycap training explained that the purpose of the training is to improve its dimensions in it. So increasing self-efficacy through psycap training will further increase his optimistic attitude (Putri, 2017). Thus, psychological capital training can increase optimism. It can conclude that this training can increase the optimism of business actors who feel pessimistic about their business development during this pandemic.

CONCLUSION

The rampant coronavirus has caused some business actors to experience a decrease in their optimistic attitude. At the beginning of the spread, there was a government recommendation to limit activities outside, not gather or congregate with many people. The closure of several tourist attractions and shopping areas caused many business actors to

suffer heavy losses. After implementing the New Normal, the economic conditions of business actors have not been able to be said to have improved, causing pessimism to arise among business actors. To increase the optimism of these business actors, several efforts are needed, one of which is by participating in psychological capital training. From the previous discussion, it can seem that this training can increase one's optimism. In psychological capital, there are several dimensions, such as hope, optimism, resilience, and self-efficacy. This training aims to improve these four dimensions so that this training will affect the optimism of the participants who receive the training.

The author is aware that this literature review still has many shortcomings, so in terms of criticism and suggestions are still very much needed. In addition, this research still requires further research because, in this study, there are limitations in finding data to prove the truth.

REFERENCES

- Alfinuha, S., Hadi, B. H., & Sinambela, F. C. (2019). Pelatihan HERO untuk Meningkatkan Kesejahteraan Psikologis Remaja Panti Asuhan. *Jurnal Psikologi Teori dan Terapan*, 10(1), 60-73.
- Annafi, M., & Liftiah, L. (2018). Optimisme untuk Sembuh Penyalahguna Napza (Studi Deskriptif di Pusat Rehabilitasi Rumah Damai Semarang). *Intuisi: Jurnal Psikologi Ilmiah*, 4(1), 19-24.
- Azimah, R. N., Khasanah, I. N., Pratama, R., Azizah, Z., Febriantoro, W., & Purnomo, S. R. S. (2020). Analisis Dampak Covid-19 Terhadap Sosial Ekonomi Pedagang Di Pasar Klaten Dan Wonogiri. *EMPATI Jurnal Ilmu Kesejahteraan Sosial*, 9. <https://doi.org/10.15408/empati.v9i1.16485>
- Bakary, G. C. (2015). Pertanggungjawaban Pelaku Usaha Terhadap Konsumen Pangan Jajanan Anak Di Luar Lingkungan Sekolah Dasar Di Kabupaten Sleman. *Universitas Atma Jaya Yogyakarta*.
- Budiyanti, E. (2020). Dampak Virus Corona Terhadap Sektor Perdagangan dan Pariwisata Indonesia. *Pusat Penelitian DPR RI, XII*.
- Fani, I. M. P., & Parahyanti, E. (2019). Pelatihan How To Become A Superhero untuk Meningkatkan Psychological Capital dan Job Performance pada Karyawan Instansi TCA. *Jurnal Aplikasi Manajemen, Ekonomi dan Bisnis*, 4(1), 18-29.
- Gow, J. P., & Rodhiah, R. Pengaruh Optimisme Kewirausahaan Yang Dimoderasi Oleh Gaya Kognitif Terhadap Ketekunan Kewirausahaan UKM Bidang Kuliner Di Jakarta Barat. *Jurnal Manajerial Dan Kewirausahaan*, 1(3), 515-523.
- Hara, S., & Baidun, A. (2017). Efikasi Diri Untuk Meningkatkan Optimisme Terhadap Pencapaian Karir Karyawan Pkwt Perusahaan X. *TAZKIYA Journal of Psychology*, 22.
- Hartono, S. R. (2007). *Hukum Ekonomi Indonesia (II)*. Bayumedia Publishing.
- Ihza, K. N. (2020). Dampak Covid-19 Terhadap Usaha Mikro Kecil Dan Menengah (UMKM) (Studi Kasus UMKM Ikhwa Comp Desa Watesprojo, Kemlagi, Mojokerto). *Jurnal Inovasi Penelitian*, 1.

- Jati, W. (2020). *Merajut Optimisme Ditengah Covid 19*. Desanta Muliavisitama.
- Komara, B. D., Setiawan, H. C. B., & Kurniawan, A. (2020). Jalan Terjal UMKM dan Pedagang Kecil Bertahan di Tengah Pandemi Covid-19 dan Ancaman Krisis Ekonomi Global. *Jurnal Manajemen Bisnis*, 17(3), 342-359.
- Kurniawan, W. (2019). Relationship Between Think Positive Towards The Optimism of Psychology Student Learning in Islamic University of Riau. *Jurnal Nathiqiyah*, 2(1), 126-147.
- Kusasih, I. A. K. R., Mutmainah, H., & Kholis, N. (2020). Motivasi Berwirausaha pada Masa Pandemi Covid-19. *KANGMAS: Karya Ilmiah Pengabdian Masyarakat*, 1(2), 47-56.
- Kusumaningrum, D. A., Hurdawaty, R., & Yenny, M. (2020). Business Optimism in COVID-19 Pandemic Period in Indonesia. *South Asian Journal of Social Studies and Economics*, 8(3), 13-22.
- Partono, & Rosada, A. (2020). Sikap Optimis Dimasa Pandemi Covid-19. *Al-Insiyroh: Jurnal Studi Keislaman*, 6(2), 112-126.
- Pramisti, N. Q. (2020). *Dampak Virus Corona Pada Ekonomi, Sri Mulyani: Timbulkan Pesimisme*.
- Pratiwi, F. J., Mardhiyah, S. A., & Juniarily, A. (2019). Peran Dukungan Sosial Terhadap Optimisme Pada Cancer Survivor Di Rumah Sakit Islam Khadijah Palembang. *Jurnal Ilmiah Psikologi Terapan*, 7(2), 270-279.
- Putri, A. H. (2017). Efektivitas Pelatihan Psychological capital Untuk Meningkatkan Sikap Optimis Pada Pengusaha UMKM dalam Melakukan Ekspor. *Universitas Negri Malang*.
- Putri, A. P., Sari, D. N., Ananta, H., Marifah, I., Khamami, & Husodo, L. H. (2020). Analisis Dampak Covid-19 Terhadap Pendapatan UMKM (Usaha Mikro Kecil Menengah) Desa Blado, Kabupaten Batang. *Universitas Negeri Semarang*. https://kkn.unnes.ac.id/lapkknunnes/32004_3325032015_6_Desa%20Blado_20200924_061617.pdf
- Rosalina, R., & Siswanti. (2018). Hubungan Antara Psychological capital Dengan Psychological Well-Being Pada Dokter Muda. *Jurnal Empati*, 7(3), 1124-1129.
- Sari, N., & Mariana, R. (2020). Hubungan Antara Dukungan Sosial Dengan Optimisme Pada Perantau Minang Survivor Kerusakan Wamena. *LPPM UPI YPTK Padang*, 13.
- Sari, R. P., & Thamrin, W. P. (2020). Dukungan Sosial dan Optimisme Pada Atlet Bulutangkis. *Jurnal Psikologi*, 13(2), 146-155.
- Sidabalok, R. N., Marpaung, W., & Manurung, Y. S. (2019). Optimisme dan Self Esteem pada Pelajar Sekolah Menengah Atas. *Philanthropy Journal of Psychology*, 3 (1), 48-58.
- Sinaga, R., & Purba, M. R. (2020). Pengaruh Pandemi Virus Corona (Covid-19) Terhadap Pendapatan Pedagang Sayur Dan Buah Di Pasar Tradisional “Pajak Pagi Pasar V” Padang Bulan. *Jurnal Regionomic*, 2(2), 37-48.
- Soetjipto, Dr. HM. N. (2020). *Ketahanan UMKM Jawa Timur Melintasi Pandemi COVID-19*. Penerbit K-Media.

- Ucbasaran, D., Flores, M., & Westhead, P. (2007). Entrepreneurial Optimism and Experience: Does the Nature of Experience Mater? *Frontiers of Entrepreneurship Research*, 27. <http://digitalknowledge.babson.edu/fer/vol27/iss6/4>
- Umboh, M. P., Pali, C., & David, L. E. (2020). Perbedaan tingkat optimisme pada mahasiswa semester awal dan mahasiswa semester akhir strata satu fakultas kedokteran. *Medical Scope Journal (MSJ)*, 1(2), 44-49. <https://doi.org/10.35790/msj.v1i2.27716>
- Walakula, Y. B. (2020). Analisis Eksistensi Pariwisata Indonesia di Tengah Situasi Pandemi Corona Virus Disease (Covid19). *NOUMEN: Jurnal Ilmu Sosial Keagamaan*, 1(1), 47-52.