


Sustainable emotional lightness in the workplace: Correlates between positive psychological capital at work and perception of general health in post-social isolation workers in Brazil

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ABSTRACT

The present research aims to evaluate the relationship between positive psychological capital at work and the general health of workers in public and private organizations post-social isolation in the city of Natal-RN. This is field research, descriptive and correlational. 205 workers participated and responded to a questionnaire with sociodemographic and work characteristics, a scale of positive psychological capital at work and a general health questionnaire. The following results were observed: there was a significant relationship between positive psychology capital (in its total score) and its respective dimensions (Optimism, Resilience, Self-efficacy and Hope) and general health, as well as with the dimensions of depression and social dysfunction. In the Anova test, it was observed that the higher the positive psychological capital score, the higher the general health score. It is highlighted, based on these findings, that psychological capital acts as an important psychological construct in the general health of workers, thus denoting the need for psychological development at work as a protective factor in maintaining the professional's mental health.

Keywords: Positive psychology, Mental health, General health, Public and private organizations.

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INTRODUCTION

Studies regarding organizational management lately, despite being inserted in the context of the world of work based on a global perspective, whether for evaluation and intervention in the structure and process of the work environment; according to Paula et al. (2021; cf. Bendassolli, 2011), changes in meaning and purpose in this area have influenced worker behavior in a very individual way, namely: competitiveness attitude, innovation, work self-determination, employability, etc. These conditions, which, according to the authors, contribute to the development of strategies for identifying and retaining talent.

In this way, changes that have emerged or will emerge (for example, technological advances, the aging of the population, new management perspectives, etc.), can interfere with the structure and functionality of the organization, regarding the execution of activities and tasks carried out by the resource. human resources aimed at developing multifunctional work teams, especially those with a greater possibility of implementing an organizational policy focused on occupational health (Zanelli, Borges-Andrade & Bastos, 2004; Zanelli, 2010; Costa, 2013).

Therefore, scholars in the area of evaluation of the organizational management system and dynamics have focused on the organization-work-management triad much more from the perspective of subjectivity in the world of work, seeking to evaluate something beyond analysis, understanding and maintenance. of labor internality, has aimed, in multi-method research, at evaluating the health-illness binomial at work and the importance of the worker's emotional events in their creativity and productivity (cf. Mendes, 2008; Borges-Andrade, Abbad & Mourão, 2006; Leite & Nogueira, 2017; Ahrens, 2017; Fontoura & Tenório, 2020).

According to Formiga, Freire, Batista and Estevam (2017), in the last ten years, the world of work has sought to invest more in human resources, having organizational capital as the most important, than in financial capital and accumulation of goods in order to promote assessment and intervention of the emotional health of organizations.

In the special context of the world of work in the last three years, the determinants of general health in the organizational environment have been inserted in a multi-determinant way, as it is not only the social, economic, technological and organizational aspects that influence the organization of a occupational health, but diseases and, especially, pandemics, have become the focus of attention and work action as a causal factor of damage or harm to workers' health (BRASIL, 2018; Paula et al., 2021).

This condition is associated with the requirement to comply with the principle of the Declaration of the Constitution of the World Health Organization (WHO), which attributes health to a state of complete physical, mental and social well-being and not merely the absence of disease. or disability” (WHO/WHO, 2021/1946). Paula *et al.* (2021), relate this situation to the scenario that



emerged in mid-March 2020, when the World Health Organization (WHO) declared the Covid-19 pandemic, beginning what may be considered a new historical period (WHO/WHO, 2021).

According to Bastos and Borges-Andrade (2002), ten years earlier, even if the pandemic situation had occurred, a restructuring in the relationships between the work function, professionals and organizations was already required, precisely due to the fear of being infected by a potentially fatal, rapidly spreading virus, whose origins, nature and course were and are still little known, a condition which affected the psychological well-being of many people (Asmundson & Taylor, 2020; Carvalho *et al.* , 2020), causing symptoms of depression, anxiety and stress in both workers and the general population (Wang *et al.*, 2020; Zhang *et al.* , 2020).

Given this new experience perceived during the pandemic, there is a gap in terms of harmony between internal needs and external requirements of workers in the fight against Covid-19 (Dal'bosco *et al.* , 2020); condition which directs the worker in the search and structuring of knowledge, in the face of the post-pandemic scenario, to develop intervention proposals aimed at protecting and adapting workers to new work and coping processes, managing them, psychological resources for decision making about difficulties at work, especially those who work directly with the public (Almeida Torres, Chagas, Moreira, Barreto & Rodrigues, 2013).

A study developed by Formiga, Freire, Grangeiro, Paula, Almeida, Tomé and Fernandes (2020), as well as that of Formiga, Pereira and Estevam (2020), indicated that organizations that invest in the perception of organizational support are more likely to develop and maintain foundations for an organizational environment with healthy and productive social experiences, relationships and interactions; In this context, it is believed that there is a need to evaluate how much an organization that offers emotional support to employees is capable of influencing their health.

It is noteworthy that, in the area of human and social sciences applied to organizations and the world of work, the theoretical perspective of Positive Psychology applied to the work environment has assumed great importance in the lives of workers and organizational systems, given the development of mechanisms psychological work practices that invest in maximizing the worker's positive psychological capabilities, providing healthy human tools to face everyday conflicts in the organizational world (Boehs & Silva, 2017; Seligman & Csikszentmihalyi, 2000; Vasquez & Hutz, 2021).

Of the many variables that make up the study of positive psychology (which range from analyzes of the constructs of wisdom, transcendence, courage, etc.) and its theoretical and empirical investments (Seligman & Csikszentmihalyi, 2000; Paludo & Koller, 2007; Barros, Martín & Pinto, 2010; Fernandes *et. al.*, 2021) whether with workers or not, having observed promising effects in studies. Specifically, the variables of positive organizational and work psychology have also presented important results regarding the condition that the worker needs to invest in it as well; thus,



whether focusing on the perspective of basic research (concentrates on correlational and descriptive studies) and/or applied (referring to problem solving in the areas of clinical, educational and social psychology, among others) (cf. Bertoldi, 2013; Joye, 2013) or exclusively, from a practical perspective, responsible for evaluating healthy work management in organizations, developing socio-emotional skills at work, career design in organizations, etc. (Palma et al., 2007; Vasquez & Hutz, 2021), this area of Psychology has been important in Brazilian professional practice, as a protective factor against worker illness.

In this research, only the construct of positive psychological capital will be considered, which has been useful in this area of study and intervention, as a theoretical framework in the findings on the benefits expanded by Positive Psychology and its proposal for modeling Positive Organizational Behavior. Therefore, Positive Psychological Capital, or simply *Psycap*, is a construct developed by Fred Luthans and his collaborators, starting in 2002 (Luthans, et al., 2006; Luthans, 2002; Luthans & Avolio, 2014), which has its theoretical reference in Positive Psychology and which covers the assessment of self-efficacy, hope, optimism and resilience of individuals in organizations.

The use of these constructs is due to the condition that in contemporary studies on organizations and work, the importance of evaluating the behavior and attitudes of employees in the work environment has been highlighted; in particular, the variables that highlight the importance of socio-emotional assessment and diagnosis in organizations with a view to organizational performance and competitiveness, aiming at retaining talent associated with the control and maintenance of behaviors and emotions that can balance experiences with work events that interfere in the work system (Semnhoras, 2022).

In organizational studies, it has been observed the number of constructs capable of evaluating the management of human capital aiming to promote health, commitment and involvement of its employees, etc., in the work environment, for example: analyzing workers' perceptions regarding recognition and valorization involved in worker protection practices, inhibition and control of organizational physical and emotional illness (Siqueira, 2014; Jovanelli, 2020; Vazquez & Hutz, 2021; Fernandes et al., 2021; Nóbrega, Fernandes & Formiga, 2023).

In view of the highlights expressed, there is an investment in the theme of evaluating space and positive organizational dynamics in the work environment, which will probably have its origins in both the structure and functionality of organizational norms aimed at employees, aiming not only at understanding the dynamics of work, but also the application of a type of positive culture in organizations, which can influence the work system in organizational management (Pais, 2014; Boehs & Silva, 2017; Formiga, Pereira & Estevam, 2019; Vazquez & Hutz, 2021).

It is possible that the work process and cooperative dynamics associated with services and organizational labor standards for a healthy work environment, when without consistency or strength



of bond in organizational affectivity, is capable of generating an exacerbatedly unproductive individualism, even under many demands of work, which can thus make the employee sick, due to his lack of greater investment in emotional factors in the organizational environment; Based on these conceptions, we have the following objective.

In the last ten years they have warned that in the world of work, the worker and the organization have experienced a complex period in the labor system; the speed of events and constant changes pressure people to respond ever faster and more intensely to the demands of organizations, where an economic and rational logic predominates focusing on a financial return on their investments, sustainability and profit (cf. Chanlat, 1999; Silva & Quelelas, 2006; Sicsú & Castelar, 2009).

This has contributed to workers becoming ill and, consequently, the organizations themselves, as a system, are also suffering. Faced with such situations, often occurring in a two-way manner, this economic logic does not include in its field of development and productivity, the personal and/or 'subjective' aspects, inherent to the process of professional development in work environments (Oliveira et al., 2021).

Studies on organizational and work psychology have highlighted how fundamental people have been to success and productivity (De Geus, 1998; Boehs & Silva, 2017; Vasquez & Hutz, 2021), precisely because they assume characteristics of "learning companies", since, in the conception of De Geus (1998; Scorsolini-Comin, Inocente & Miura, 2011; Franco et al., 2021; Franco & Formiga, 2022) these institutions are focused on developing the valuation of their professionals , much more people than investment 'currencies' or financial assets.

In this context, Kotter and Serra (1999; Takeuchi & Nonaka, 2008), when highlighting that organizational change is no longer, at the end of the 90s, a condition of professional expectation, but rather, it is already something real in the dynamics of the work; This fact, according to the authors, one of the biggest mistakes that occur in managers is isolating the experiences of change and not fully involving employees in the process, as this does not contribute to the development and maintenance of organizational success, precisely because do not generate commitment and engagement in professionals in this process of change, thus inhibiting the creation of innovation and innovative attitudes in companies (Fandiño et al., 2019). It is believed that it is only through this condition that it would be possible not only to learn, but also to generate knowledge, inventions, etc. capable of transforming the work environment and its functionalities for better work dynamics.

In this context, according to Siqueira (2002), the study of the structure and functioning of organizations and the behavior of groups and individuals within companies, institutions, industries, etc., has still shown results in the way of evaluating and intervening in the organizational system. ,



therefore, it is still an emerging science based on different disciplines (for example, Psychology, Sociology, Anthropology, Economics, etc.).

Therefore, Organizational Behavior has brought, from its studies, since the 1970s, a theoretical and empirical repercussion to the world of work. Even based on a publication over 50 years old, the reflection by Payne, Pheysey, and Pugh (1971) is still very current: for these authors, the interest, in the area of human and social science, whether general or applied, in measures of human and professional events in organizations has contributed greatly to the evaluation, diagnosis and development of conceptual and interventional models for the analysis of Organizational Behavior both at the level of individuals and work teams and even for the evaluation of the system of organizational sectors (cf. Bengue , 2014; Robbins & Judge, 2014).

Updating this proposal, in the area of Psychology, the theme of Positive Psychology applied in organization and work has proposed psychological tools for the development and organization of emotional mechanisms for workers, justifying that they are all able to invest in maximizing the psychological capabilities that orient towards a healthy workspace capable of facing functional difficulties and people in the dynamics of the organizational environment (Boehs & Silva, 2017; Hutz, 2014).

This theoretical perspective applied to the area of organization and work, was responsible for the emergence of the concept of positive organizational behavior (COP) (Luthans, 2002). According to Ferraro, Pfeffer and Sutton (2005), this theoretical (and practical) direction criticized the main current theories for the world of work, as they highlighted an interventionist exclusivism only in the negative characteristics of jobs.

When approaching positive psychology in the organization, the priority is to invest in the quality of productive health in the organization and its workers; such highlight, the important role of this theory in the health of the organization-worker binomial, with mental health as its main highlight and which was already predictable and suggested by the WHO (WHO, 2021/1946), when it attributed the necessary existence of a complete state Health is the condition of physical, mental and social well-being and does not just consider not being sick but promoting general well-being. Therefore, the present project, based on the countless psychological variables covered in the area of positive psychology, will specifically address positive psychological capital and spirituality at work, which, it is believed, will be important as a protective factor. worker's emotional health.

It was at the end of the 20th century that this new current of study emerged; Martin Seligman, considered the pioneer of this foundation, directed the study of psychology towards a different approach, focusing on the measurement and evaluation of health, personal fulfillment and human well-being. The main objective was to evaluate the virtues and the most positive aspects of life,



encouraging self-realization and encouraging people to have a healthier and happier life (Seligman & Csikszentmihalyi, 2000; Seligman, 2003; Seligman, Steen, Park & Peterson, 2005).

Positive psychology emerged with the purpose of exploring enriching feelings and seeking a scientific understanding of human strengths and experiences, with a focus on happiness. Happiness is understood as the predominance of positive experiences over negative ones, with positive affective feelings more often than negative ones (Scorsolini-Comin & Santos, 2010).

Associated with this movement, two currents of study emerged that support positivity and strengthening in organizations: Positive Organizational Scholarship (POS), with an interest in developing positive learning about organizations, and Positive Organizational Behavior (*Positive Organizational Behavior* - POB) (Seligman, Steen, Park & Peterson 2005; Luthans, Youssef & Avolio, 2007). These currents, although complementary, have different deontologies, since POS argues that behaviors are the result of stable and consequent psychological characteristics, which are part of character and positive virtues. On the other hand, COP argues that characteristics should be seen primarily as a consequence of positive psychological states (Pina e Cunha, Rego & Lopes, 2013).

Positive Organizational Research focuses its studies on the macro-organizational level, exploring constructs that may or may not be open to development and which may or may not be related to work performance, such as compassion and virtuousness. Positive Organizational Behavior focuses on the micro-individual level, no longer in the organization itself, but in the workplace, focusing on the positive strengths and capabilities of individuals (Luthans et al., 2007; Boehs & Silva, 2017; Vasquez & Hutz, 2021) .

Thus, Luthans and Youssef (2004) mention that COP stimulates the development of positive psychological strengths, influencing the improvement of individual performance in the organizational context. It can be measured, developed and managed to increase productivity and functional success at work. This new field of study has provided space for the investigation of positive and virtuous aspects of individuals and communities.

COP arises from the application of positive psychology in the organizational context, when Luthans (2002) realizes that exploring positive psychological capabilities has significant impacts on organizational performance. From this perspective, based on the theory of the aforementioned author, positive organizational behavior can be understood as the study and application of psychologically oriented capabilities and strengths in a positive way, which can be measured, developed and effectively managed to improve work performance. , through the development of human resources and performance management in organizations (Boehs & Silva, 2017; Vasquez & Hutz, 2021).

With this, Seligman (2003) began to develop a perspective that focused on the evaluation of the person and their subjective experience, individual characteristics and personal strengths (for



example: virtues, institutions and communities), which, aimed at evaluating the good -be; specifically, Paludo and Koller (2007) state that subjective well-being, positive experiences, positive emotions, aspects of happiness, hope and optimism are related to the subjective experience of individuals. When it comes to individual characteristics, studies are focused on the capacity for affection, forgiveness, spirituality, talent, wisdom. And when related to the functioning of groups, studies focus on civic virtues and institutions that promote changes in individuals, making them better citizens, more responsible and ethical at work. The investigation of these factors has proven effective in preventing problems related to human behavior, which is the focus of positive psychology and its various areas of application.

According to Cole, Daly and Mak (2009), other individual characteristics, such as self-esteem, emotional stability, emotional intelligence, optimism, self-efficacy, hope, creativity, wisdom and subjective well-being, seem to improve the commitment and motivation of individuals at work, relating to positive organizational behavior (COP).

In this sense, COP is considered a concept that drives psychological capabilities, which, when measured in individuals, have positive repercussions on organizational performance (Luthans & Youssef, 2004). For Luthans, Youssef and Avolio (2007), there are four positive psychological capabilities that are positively related to positive organizational behavior (COP): self-confidence, hope, optimism and resilience. These four psychological capabilities, when combined, form the construct of positive psychological capital (PsyCap) (cf. Palma, Cunha & Lopes, 2007; Avey, Wernsing & Luthans, Avey & Patera, 2008; Formiga, Pereira & Estevam, 2020).

Of the numerous psychological constructs studied in this area (for example, quality of life, hope, subjective well-being and self-efficacy) (Snyder & Lopez, 2009; Hutz, 2014), which, applied in different areas of Psychology, especially, in organizational psychology (Boehs & Silva, 2017), psychological capital has been one of these constructs that has included a significant number of studies. In a search on *Google Scholar*, approximately 28,000 files covered the topic; but, in relation to the organizational area, an average of 330 productions were observed aimed at the context of positive psychological capital; Therefore, it has been a research topic of great theoretical and applied investment.

It was Luthans, Luthans and Luthans (2004; Martinez & Paraguay, 2003), who defined psychological capital, considering a state of positive psychological development, which is related to the results and performance of the worker in their work space, and must present a adherence with commitment, satisfaction, perseverance, happiness, encompassing, precisely, the so-called positive organizational behavior.

Luthans and Youssef (2004) established practical criteria, which they considered necessary for a worker and his organization; for the authors, it is not enough to recognize the existence of these



variables in the work environment, but they must also be externalized as psychological capital (i.e., emotional investment) in the work system. The authors established four basic factors: optimism – making positive attributions about the present and future; self-efficacy – being confident and self-effective; hope – persevere in achieving your goals; resilience – overcoming problems and being able to return to your normal emotional state (Pereira, Formiga & Estevam, 2019, p. 19).

Thus, according to Avey *et al.* (2010), in the existence of an association between the factors, there is probably a greater probability that the worker and organization will be more successful and productive, as it will be able to generate greater investment in the workforce and emotions, in self-determination and perseverance in performance meeting the organization's requirements.

In general terms, Psychological Capital (PsyCap) is the central element of Positive Organizational Behavior (COP) and has its theoretical bases based on Positive Psychology developed by Seligman and Csikszentmihalyi (2000). This approach directs the focus to individuals' strengths and positive capabilities. The studies of Positive Psychology and Positive Organizational Behavior are relatively recent, with their base articles and initial point of guidance for the study on this topic being published in the early 2000s and 2002.

Self-efficacy, Hope, Optimism and Resilience, also known by the acronym HERO (*Hope, Self-Efficacy, Resilience, Optimism*), act synergistically, forming a unique component. They operate interactively in the motivating search for desired organizational results (Luthans, Avey, & Patera, 2008). Luthans and Youssef (2004) explains that they chose to use the word "capital" in their construct with the aim of reinforcing the idea that people are very important human resources for organizations. Thus, the term "Psychological Capital" suggests, in the management area, that by investing in people, companies are "capitalizing" their resources and increasing their assets.

The authors justify the statement presented above, referencing the work of Barney (1991) on sustainable competitive advantage. It is through employees that organizations achieve success, as they are rare, inimitable, and valuable resources. They are the people who shape strategies, serve customers and are creative. Therefore, the best capital that organizations have are people (cf. Luthans, Youssef-Morgan, & Avolio, 2015; cf. Silva, 2017).

In an attempt to contextualize the theories that involve the term of accounting-economic origin, Luthans and Youssef (2004) highlight that the administrative strategies used to increase the profitability of organizations have already been concentrated in other approaches, which also make use of the word "capital" . Some examples include the accumulation of financial capital, advanced technology and information ownership, known as Structural Capital (within the concept of Intellectual Capital); the development of tacit and explicit knowledge, stimulating what is called Human Capital; and the importance of relationships and contact networks, called Social Capital.



In the conception of Luthans and Youssef (2004), in Positive Organizational Behavior (COP), Psycap encompasses the three expressions of Capital (Intellectual, Human and Social), as it treats the human being, considering their cognitive, affective and indivisible social. Psycap's approach allows companies to know, measure and manage their human resources beyond the aspect of "who the person is", focusing on the potential of "who they can become". This is, according to Luthans and Youssef (2004), the strategic difference of organizations.

By knowing, developing and managing the human potential of their employees through Psychological Capital, companies can develop sustainable competitive advantages, with individuals oriented towards positive results.

Pereira, Formiga and Estevam (2019) and Estevam et al. (2022), proved this condition; As for the first authors, they observed, in a survey with workers at a hospital in the city of Natal-RN before the Covid-19 pandemic, that the higher the average score in the perception of organizational support, the higher the score in positive psychological capital. (especially in the dimensions of optimism, self-efficacy, hope and resilience), the score in the construct of general health of these professionals is also higher; in the second study, evaluating the mental health (anxiety, depression and stress) of workers in public and private companies, they also observed that organizational support and positive psychological capital had higher influence scores on a lower score in anxiety, depression and stress in workers. Therefore, both studies not only refer to the importance of the organization as a whole, but also how much the employee himself is able to invest in it, developing emotional protection factors.

In a context very similar to the studies mentioned above, the research by Luthans and Youssef (2007), Avey, Luthans and Jensen (2009), Luthans et al. (2010) and Sun et al. (2012) reveal that the existence of a positive relationship between high performance, job satisfaction, motivation, functional commitment and a high Psycap; a negative relationship between employee stress, intention to resign, turnover and cynicism in the workplace and Psycap was also observed. These results were corroborated in studies by Pereira, Formiga and Estevam (2019) and Estevam et al. (2022). Therefore, the present study is interested in verifying the relationship between positive psychological capital and general health in the perception of post-pandemic workers in Brazil.

METHOD

SURVEY MODEL

This is a descriptive, exploratory and correlational study, which includes a quantitative approach involving health professionals in the State of Rio Grande do Norte post-COVID-19 social isolation.



SEARCH LOCATION

The study was developed with professionals in different areas of activity in the State of Rio Grande do Norte, from public and private institutions. Electronically through Google forms during the post-social isolation of the new coronavirus COVID-19 pandemic .

Research Participants

With regard to the research sample, the GPower 3.1 statistical package was used, with the objective of evaluating the significance of the 'n' sample for the present study; It should be noted that the respective statistical program is software used to calculate statistical power (namely: hypothesis testing), which emphasizes both 'n' necessary for research and the type of calculation to be carried out (Faul , Erdfelder, Lang, & Buchner, 2007).

≥ 0.50) and a hypothetical power standard ($\pi \geq 0.80$) were considered . With this, it was observed that an 'n' of 202 respondents was sufficient to carry out the study, with the following supporting indicators: $t \geq 1.98$; $\pi = 0.98$; $p < 0.05$.

Regarding inclusion criteria, the following were considered: being employed for more than one year and active in their work sector, whether in the Single Legal Regime – RJU, or in the Consolidations of Labor Laws – CLT and having between 20 or 40 hours of work.

INSTRUMENTS FOR DATA COLLECTION

The following instruments were used to carry out the research:

Positive Psychological Capital at Work Scale (ECPW) – This is an instrument developed by Luthans, Youssef and Avolio (2007); In this study, the reduced form was used for 12 items, developed by Viseu, Jesus, Rus, Nunes, Lobo and Cara-Linda (2012) for the Portuguese context. The scale is composed of items that describe for respondents a positive psychological state with the aim of facing and employing the effort necessary to achieve success in challenging tasks.

According to the authors, the scale is made up of four factors, with three items related to self-efficacy (AE 1 = I feel confident in representing my work area in meetings with management; AE 2 = I feel confident in contributing to discussions about the strategy of my company/institution and AE 3 = I feel confident in presenting information to a group of colleagues), four hope (HOPE 1 = If I feel that I am blocked at work, I think of many ways to solve it; HOPE 2 = At this moment, I think that I am quite successful at work; ESPER 3 = I can think of many ways to achieve my current work goals and ESPER 4 = At this point, I am achieving the work goals I set for myself) three resilience (RESILI 1 = I can only count on myself at work if I have to; RESILI 2 = I usually deal with stressful issues easily and RESILI 3 = I can deal with difficult times at work because I have been through difficulties before) and two to optimism (OTIMI 1 = I see always the good side of things about my work and



OTIMI 2 = I am optimistic about what will happen to me in the future regarding work). The subject must respond on a six-point Likert scale, the degree of agreement with each item, ranging from 1 = Strongly disagree to 6 – Strongly agree.

In the study developed by Formiga, Viseu and Jesus (2014), for the Brazilian context, through confirmatory factor analysis, with the aim of validating such a measure for the aforementioned context with samples of workers from public and private organizations, reliable psychometric indicators were observed ($\chi^2/df = 1.32$, RMR = 0.05, GFI = 0.98, AGFI = 0.95, CFI = 0.99, TLI = 0.99 and RMSEA = 0.03), which confirm the tetrafactorial structure of the ECPP, previously proposed by Luthans, Youssef and Avolio (2007) and Viseu et al. (2012) in Portugal.

General Health Questionnaire (QSG-12) – This instrument is a reduced version of the QSG-60, by Goldberg and Williams and adapted to Brazil by Pasquali, Gouveia, Andriola, Miranda and Ramos (1994). It consists of 12 items (QSG 1 = You have been able to concentrate well on what you do; QSG 2 = You have felt that you are playing a useful role in life; QSG 3 = You have felt capable of making decisions; QSG 4 = You you have performed your normal day-to-day activities with satisfaction; QSG 5 = You feel reasonably happy, considering all the circumstances; and under pressure; QSG 8 = Have you had the feeling that you cannot overcome difficulties; QSG 11 = Have you been feeling unhappy? Are you a useless person? and QSG 12 = Have you often lost sleep because of your worries?) which assess how much the person has experienced the symptoms described, and must be answered on a four-point scale. For negative items (for example, —Have you been feeling unhappy and depressed) responses range from 1 (absolutely not) to 4 (much more than usual); for positive items (for example, “Have you felt able to make decisions?") responses range from 1 (more than usual) to 4 (much less than usual). In this sense, the negative items were inverted, with a lower score indicating a better level of psychological well-being. The lower the score, therefore, the better the participant's health condition.

Sociodemographic (gender, age, race, marital status, having children) and professional (professional qualification, weekly workload, employment in public and/or private, family income) questionnaire, as well as indicating whether in the last twelve months you have been working leave for any health reason.

ETHICAL PROCEDURES

All procedures adopted in this research followed the guidelines set out in Resolution 466/12 of the CNS and Resolution 016/2000 of the Federal Council of Psychology and having been submitted to the ethics council at Plataforma Brasil, it was approved under the CAAE: 48983621.8.0000.5296 .



RESEARCH ADMINISTRATION AND DATA ANALYSIS

After approval by the Ethics Committee, the instruments were sent to respondents through an electronic form available online on the GoogleDocs page for a period of thirty days. When requesting nurses' participation, respondents were informed that the objective of the study would be to evaluate the professionals' perception of the work environment and its influence on their general health. They were asked to participate voluntarily, with a virtual signature of the Free and Informed Consent Form (TCLE).

Professionals who were interested and gave their consent to participate to be part of the study sample were informed that their answers would be personal and without interference from the research administrator, thus, when answering the instrument, there would be no right or wrong answers. and they will be treated according to what the subject thought when reading the questions presented and indicated their answer in the instrument presented.

Also, the anonymity of the responses was ensured, as well as that the questions answered were treated in their response set and not in the particularity of each subject's response. Despite finding the necessary instructions so that the questionnaire can be answered, the researcher (with previous experience in research) made himself available to clarify any doubts that arose; an average time of five minutes was enough for the activity to be completed.

Regarding data analysis, the statistical package *SPSSWIN*, version 25.0, was used to tabulate the data and perform descriptive statistical analyzes (mean and standard deviation) and calculations relating to Cronbach's alpha, Pearson's correlation, t-test by *Student* and Manova.

RESULTS

In this section, the descriptive results of the characterization of the participants, the internal consistency of the measures used, the correlation between the variables and the average scores of the constructs of psychological capital at work and general health are presented.

The study sample was composed of 202 professionals in different areas of work, in the State of Rio Grande do Norte, with 91% residing in the city of Natal and the others, residing in other Brazilian States (Brasília, Ceará, Minas Gerais, Maranhão, between others); The decision was made not to present the percentage of these states, as they did not reach 5% of the sample. In relation to age, it ranged from 26 to 84 years (Mean = 46.13, SD = 9.65), 69% of the sample were women, 62% had an economic income of 3 to 5 minimum wages.

In relation to professional training, 37% were from the health sector (for example: Nurses, Physiotherapists, Psychologists, Doctors, Dentists, nursing and radiology technicians, etc.), the other professions (Lawyers, Military, etc.) did not present the percentage above 5% of the sample, deciding not to highlight it in the results; With regard to length of service, it ranged from 1 to 47 years, with



the highest percentage being observed for those between five and ten years of service (34%), 64% work during the day and 65% are from public institution.

Considering the sociodemographic characteristics, the analysis was carried out regarding multicollinearity between the variables and multivariate outliers; Regarding the first analysis, correlations were observed that corresponded to the parameters defined by Tabachnick and Fidell (2001) [$r \geq 0.90$, varying from 0.16 to 0.59], with no high degree of correlation, a condition which , allows you to generate models with low error; As for the second analysis, the Kolmogorov-Smirnov (KS) normality test was carried out, intended for the analysis of samples greater than 100 subjects, having observed sample normality (KS = 1.38) of the sample at $p < 0,19$. In this way, the aforementioned sample is normal, and it can be stated that the study findings are likely to be close to the observed reality.

Initially, discriminative analyzes were carried out (Mean and SD) and item normality indicators (Skewness – SK and Kurtosis – Ku) of the scale items; in table 1, it is highlighted that for all items, the means and standard deviations were within the expected distribution of responses, namely: SK ranged from -1.41 to 1.12 and Ku ranged from -1.28 to 1.94.

With the normality of the sample and because there are previous studies in Brazil (cf. Pasquali, Gouveia, Andriola, Miranda & Ramos, 1994; Formiga, Viseu & Jesus, 2014; Formiga et al., 2019; Formiga, Pereira & Estevam, 2020) that confirmed the factorial organization of the scales used. An internal consistency analysis of the scales was carried out; based on the findings of these authors on the psychometric quality of the measures, it was considered that the scales should present alphas above 0.70 (cf. Pasquali, 2011; Formiga, Pereira & Estevam, 2020).

Considering the aforementioned statistical analyses, in table 1 it was observed that the alphas for the psychological measures administered were both consistent and significant, which, in the general evaluation of the constructs, it can be said that they measure the theoretical and empirical proposal of the variables CCPT and SG and their aforementioned dimensions, for study participants.

Table 1: Cronbach's alpha scores (α) of the scales administered.

Constructs/ Variables	Cronbach 's alpha			ICC (CI 95%)
	α_{general}	V $\alpha_{\text{Deleted item}}$	F Friedman	
CPPT	0.88*	0.85-0.91	25.16*	0.88* (0.86-0.90)
AE	0.83*	0.81-0.87	31.28*	0.83* (0.80-0.87)
WAIT	0.82*	0.80-0.85	39.25*	0.82* (0.81-0.85)
RESIL	0.79*	0.72-0.80	16.14*	0.79* (0.75-0.83)
OPTIM	0.85	0.82-0.89	35.12*	0.85* (0.80-0.87)
General health	0.79	0.75-0.83	39.19	0.79 (0.78-0.85)
Depression	0.81	0.79-0.86	28.67	0.81 (0.80-0.87)
Social dysfunction	0.83	0.80-0.85	31.27	0.83 (0.81-0.89)

Grades: CPPT = Positive Psychological Capital at Work, AE = Self-Efficacy, ESPER = Hope, RESIL = Resilience, OTIM = Optimism. V α = Alpha variation when the item is deleted; F = Friedman test; ICC = Intraclass correlation. * $p < 0.001$.

Considering the alpha scores in table 2, the scales not only revealed indicators that converged with the expected psychometric standard but were also significant. The results of the confidence interval in the Intraclass Correlation Coefficient (ICC) are in similar ranges to those observed in *Cronbach's alpha* (α), a condition which guarantees the reliability of the measured measure. In this way, it is noteworthy that for research participants, their responses on the scales, according to the theoretical and empirical perspective of the study, present alphas close to those previously observed by the aforementioned authors (cf. Pasquali, Gouveia, Andriola, Miranda & Ramos, 1994; Formiga, Viseu & Jesus, 2014);

The scales administered to evaluate each construct denoted both their consistency of applicability and their quality in measuring the construct in a sample of professionals collected in the State of Rio Grande do Norte for the aforementioned dissertation.

With the measures used being confirmed, which lead to their administration to a sample of workers and confidence in the assessment of the constructs; In this part of the results, we sought to meet the main objective of the study (verifying the relationship between positive psychological capital and general health in workers). To meet this objective, Pearson's correlation was calculated between the variables, which were initially considered their total score, observing the following results (see table 2): CPPT (Positive psychological capital in work) was positively related to general health (i.e., workers' perception of their health condition in the work environment).

But they also highlight that the CCPT dimensions, which were both positively related, with correlational scores above 0.30, and were significant at $p < 0.01$. In the same table 3, the correlational

scores of the CCPT and its dimensions with the dimensions of general health are presented. It is possible to observe the existence of negative correlations between these variables, a condition that allows us to affirm that CPPT acts as a protective factor.

It should be noted that the measure of general health suggests that higher scores (average or scores) highlight the existence of favorable health for the participant; The same reasoning can be highlighted for negative analyses, as the higher the negative score, the lower the trace of depression and social dysfunction in the worker will probably be.

Table 2: Correlational scores between positive psychological capital and general health in workers

Variables	General health	Depression	Social Dysfunction
CPPT	0.57*	-0.39*	-0.43*
Self-efficacy	0.51*	-0.43*	-0.49*
Optimism	0.49*	-0.41*	-0.53*
Hope	0.57*	-0.46*	-0.41*
Resilience	0.42*	-0.32*	-0.39*

Grades: CPPT = Positive Psychological Capital at Work; * $p < 0.001$.

Based on these results, a descriptive analysis was carried out to verify the score levels in the variables evaluated in the study; the mean and standard deviation were calculated (see table 3). It was observed that the average scores were close to the median (this indicator refers to the possibility of cutting in the middle of the total scores of the variables and can be understood based on the following reasoning: the level of the score that is below the median is considered a low level and those above this criterion will be considered a high level). In this way, it is highlighted that the respondents in the study are at levels close to the threshold of what these variables propose.

Table 3: Average scores of the variables used in the study.

Statistic	QSG	capital Psychological Positive	Dimensions of Positive Psychological Capital			
			AE	WAIT	RESIL	OPTIM
Average	35.16	62.13	19.25	21.16	16.23	12.04
Standard deviation	12.31	15.13	4.69	5.12	3.16	1.32
Median	33.00	59.00	18.00	20.00	14.00	10.00
Minimum	23.00	29.00	9.00	9.00	3.00	4.00
Maximum	46.00	75.00	24.00	28.00	19.00	14.00

Notes: QSG = General health; AE = Self-efficacy; Esper = Hope; Resil = Resilience; Optim = Optimism

Based on these results, an analysis of variance (ANOVA) was carried out, with the objective of evaluating the average score of the subjects' responses in the CPPT as a function of the general health variable, which were considered as a total score. In table 4, the result between CPPT and General Health stands out, observing that the average scores were higher at the high level of CPPT

and General Health (GS) ($F_{(4,192)} = 7.63, p < 0.01$). In these results, the importance of better development and maintenance of positive psychological capital will probably influence the general health of workers. Through these same analyzes it was observed that, based on the Scheffé test, the result of the interaction between CCPT versus SG, the average scores were different, that is, the higher the CCPT, the higher the SG for the respondents ($c > b > a$).

Table 4: average scores for the comparison between the variables CPPT and General health in workers

CPPT	Health General	Average	dp	95% CI overall	
				Low	High
Low	Low	1.12	0.19	1.09	2.16
	Moderate	1.50	0.26		
	High	1.98	0.27		
Moderate	Low	1.15	0.12	1.12	2.12
	Moderate	1.97	0.25		
	High	2.01	0.19		
High	Low	1.27 th	0.27	1.15	2.76
	Moderate	1.79 ^b	0.18		
	High	2.72^c	0.16		

Based on these results, a Student's t test was performed to verify the variation in scores in the CPPT and general health variables depending on gender (Male and Female). In table 5, it can be seen that there was no difference between the means for men and women in the construct of general health; but, in the CCPT, women had higher scores than men.

Table 5: difference between organizational support and general health scores depending on sex

Constructs	Sex	Average	dp	Statistic	
				t	p<
General health	Masculine	35.26	2.79	0.89	0.27
	Feminine	34.69	2.64		
CPPT	Masculine	18.28	5.06	3.56	0.05
	Feminine	29.56	6.94		

In table 6 it is possible to observe the result of the Anova, in which the work sector was associated with organizational support and general health; it was observed that the significant differences were for the average scores in the public organization, both for perception of organizational support and general health.

Table 6: Differences between gender, work sector and research location in organizational support function.

Constructs	Sector	Average	dp	Statistic	
				F	p<
General health	Public	32.30	2, 12	3.81	0.01
	Private	27.33	2.97		
	Both	25.91	2, 81		
CPPT	Public	25.88	7, 60	3.23	0.01
	Private	21.43	5.70		
	Both	19.63	4.64		

Note: F = Freadman, dp = Standard Deviation.

An Anova was also carried out to evaluate the differences between the average scores depending on the length of service. In table 7, it is noted that regardless of length of service, the general health scores did not reveal significant differences; in the CPP, workers with shorter service time had higher scores in this construct.

Table 7: Differences between gender, work sector and research location in role of positive psychological capital and general health

Construct	Service time	Average	dp	Statistic	
				F	p<
General health	1-7 years	28.12	2.03	0.81	0.35
	8-15 years	29.17	2.86		
	17- 42 years old	28.56	2.07		
CPPT	1-7 years	33.21	5.12	3.62	0.01
	8-15 years	29.65	4.21		
	17- 42 years old	27.13	6.68		

DISCUSSION

The main objective of this dissertation was to verify the relationship between positive psychological capital at work (CPPT) and the general health (GS) of workers after social isolation. In general, both this objective and the specific ones were proven, thus corroborating the hypotheses raised.

Despite prioritizing the central objective, we initially sought to assess the psychometric indicators of the CPPT psychological measure regarding their internal consistency in a sample of workers from public and private organizations. But, what is the interest in carrying out this stage, since there are other studies, prior to the one developed in this dissertation? (cf. Pasquali, Gouveia, Andriola, Miranda & Ramos, 1994; Formiga, Viseu & Jesus, 2014; Formiga et. al., 2019; Formiga, Pereira & Estevam, 2020); the fact is that, by consulting the databases of Brazilian and South American scientific production (eg, *scielo.br*, *index.psi*, *scielo.org*, *newpsi.bvs-psi.org.br*, *periodicos.capes.gov.br*), did not find studies that dealt with this topic and its related scales with



workers in the post-social isolation period. Therefore, we decided to check whether these measures were suitable for evaluating the CCPT and SG in the current context.

In this way, based on the internal consistency indicators (Cronbach's alpha and Intraclass Interval - ICC), expressed in table 2, both measures were able to measure the constructs proposed by the aforementioned authors (namely: Luthans, Youssef, & Avolio, 2007; Formiga, Viseu, & Jesus, 2014 ; Therefore, it is noteworthy that in a sample of workers in the post-social isolation period, participants expressed their position on the response scale in an honest and credible way in relation to the variables presented.

Therefore, CPPT and SG in workers could be evaluated, contributing to the verification of the psychological and functional state of workers in public and private organizations and evaluation of the organization and level of investment in emotions with a view to healthy work behavior; this condition allows that in other future studies, a sample similar to this dissertation, the instruments can be administered, hypothesizing results close to the findings in this study; Thus, it is possible to affirm that not only was it a consistent instrument, but that, taking the results as empirical guidance, it corroborates the factorial organization established by the aforementioned theorists and what the authors 'predicted'.

In very specific theoretical terms, this scale is not only reliable for a sample of post-social isolation workers, corresponding to the definitions and factorization of the construct administered for the present study; This statistical analysis used also guaranteed a psychosocial assessment of the variables with regard to the experience of these workers in the aforementioned social and political health context and their impact on the work system and work environment experienced by them, mainly when the involvement they they needed to reorganize with a view to an emotionally adequate work space and taking into account their well-being.

Finally, with regard to the condition of the scale, when comparing such results with the research previously highlighted in this dissertation , [respectively, Pasquali, Gouveia, Andriola, Miranda and Ramos (1994), Luthans, Youssef and Avolio (2007), Formiga, Viseu and Jesus (2014) and Pereira, Formiga and Estevam (2019)], all indicators presented scores above 0.70 and very close to those observed by these authors, a condition which suggests a standard of psychological assessment regarding definition of these variables (cf. Pasquali, 2011; Hutz, Bandeira & Trentini, 2015), when associated with the psychometric criteria observed in the dissertation .

Regarding the relationship between the constructs, they revealed the extent to which the worker's emotional development, especially when referring to investment in their psychological health, which can contribute positively to interpersonal relationships and the harmony of the work environment; such results corroborate the findings of Formiga *et al* (2019), Pereira, Formiga and Estevam (2019) and Estevam *et al.* (2022) when evaluating positive psychological capital associated



with other variables, respectively, emotional disorder, organizational support and general health in nurses and emotional disorder during social isolation, they observed that the higher the average score in psychological capital and, in particular, , in the dimensions of this construct (Self-efficacy, Optimism, Hope and Resilience), the lower the score in emotional disorder and the higher the score in the perception of organizational support of workers.

In this context, the results found in this dissertation converge with the study by Keyes and Haidt (2003) and Pauli, Cerutti and Andréis (2018), which, even though these studies were developed with more than five studies, still have their contribution to the dissertation findings, because, according to the authors, the harmony of a person's emotional and social attributes is capable of providing the development and maintenance of healthy and fulfilling behaviors. This situation has its importance for making the environment and relationships generate events and emotional tools in the worker with a view to the best cognitive condition aimed at evaluating their social and interpersonal action in the face of conflicting situations that require decision making that life and professionalism of workers in a healthy way. In this way, according to Valin et al. (2022; cf. Franco & Formiga, 2022), by acting in this direction, the professional would probably both inhibit risk factors for himself and for the organization and its work agents.

By highlighting the relationship between CPPT and SG, “the dimensions of psychological capital are highlighted, which deal, respectively, with the individual's ability to project and achieve difficult goals based on their determination, the ability to present a positive conduct in behaviors and finally , the individual's ability to stand out from a difficult situation, when analyzed separately (Self-efficacy, Optimism, Hope and Resilience) , contributed to the individual presenting lower and less consistent performance than when analyzed together in the context of their health psychosocial” (Valin et al., 2022, p. 871).

Such reflections correspond to what Luthans et al (2008) and Formiga, Viseu and Jesus (2014; Pereira, Formiga & Estevam, 2019) propose; According to the findings of these authors, it is possible that, when the professional invests in positive psychological capital, he is able to generate protective and synergy factors that influence the development of the dimensions of hope and optimism, which could have their association organization and maintenance of these, in the assimilation of experience in social and professional life, allowing the worker to generate and manage psychological mechanisms to protect their health in general.

The results of this dissertation, by associating the theoretical proposal of positive psychological capital defended by Luthans and Youssef (2004) and Luthans et al (2007), have as its approach the worker's ability not only to develop, but also to evaluate and manifest the four dimensions together (for example: hope, self-efficacy, resilience and optimism), a condition observed in the findings of this work. When observing table 3, the fundamental role of these dimensions in the



professional's health stands out, as the general health construct suggests that the greater the relationship (and this being positive), the greater the health perceived by the respondent; When considering the dimensions of depression and social dysfunction, what was expected also occurred, as the four dimensions were negatively related.

These results have both an empirical and theoretical logic: firstly, it would not make sense that, if there is a positive relationship in general health, there would not be a negative relationship in the specificities of the dimensions of general health; the second logic follows the analytical path of statistics, since in positive relationships there is a convergence between the constructs and, in negative relationships, a divergence. As a result, these workers presented higher scores in the most positive constructs and lower in the negative ones (the latter being considered depression and social dysfunction), allowing them to reflect that they perceived better administration and organization of events and healthy elements for their work. work experience in the post-social isolation period. This can be proven when evaluating table 4, as the average scores were always higher than the median, suggesting that the participants responded positively in the constructs; This condition, which allows us to associate the reflections of Dejours (2007; cf. Clot 2006), for which he highlights in the psychodynamics of work, that the worker, when identifying a 'trigger of suffering at work', most of the time, seeks strategies psychological and social protection with a view to preventing illness caused by stressful work environments.

Based on these results, it is believed that this dissertation offers a good contribution to the studies of positive psychology, especially when applied to the work environment; These contributions, which have their bases in conceptions and evaluations that highlight subjective experiences, individual characteristics and the strengths and virtues of the individual (*read* , worker) that allow him to generate and manage elements for positive organizational behavior (Seligman, 2003; Paludo & Koller, 2007, cited in Valin et al., 2022).

Therefore, based on these findings, it is considered that the hypotheses were warranted and that better positive psychological capital will influence the organization, structure and functionality of these professionals' health. As it has the evaluation criteria and applicability of the variables of positive psychology, which study the positive aspects of life with encouragement for the health and happiness of human beings (Seligman & Csikszentmihalyi, 2000), it is possible that such a theoretical area of Psychology would be useful for the development of social skills related to communication and interpersonal relationship skills (Fidelis, Formiga & Fernandes, 2022).

Based on the results of this dissertation, something is a fact! And this converges with the findings of Valin et al. (2022) and Formiga, Pereira and Estevam (2020), that it is not possible to believe that the problem of occupational health will be resolved unilaterally, that is, that the worker or organization will find solution paths in isolation, but it must be done It is necessary to present



possibilities and develop them so that both (worker and organization) propose HR policies and interventions capable of implementing, if possible, a development and training program for socially desirable organizational behaviors.

FINAL CONSIDERATIONS

Based on these findings, it is believed that not only the central objectives were met, but it also closely corresponds to the author's professional reality. As an employee of a private company in Rio Grande do Norte, during the bidding and reporting periods, a lot had to be done to avoid becoming emotionally ill and even though I was not aware of the CCPT, I recognize in these results that I managed the condition of psychological capital to a great extent. , in particular, hope and optimism and resilience.

Thus, the use of CPPT in the organizational context, mainly to manage self-efficacy, hope, optimism and resilience, in the work environment through HR, would make it possible to develop psychological tools in workers that favor the inhibition of emotional problems in the work environment and, consecutively, in personal life. In this way, positive psychological capital at work could be useful in organizational behavior policy with a view to personal-professional development.

Finally, it is known that a master's degree research cannot be considered complete in the evaluation of the verified phenomenon, therefore, it suggests some future studies seeking to favor the development of complementary studies to the dissertation, namely: a comparison of the CPPT and SG between different professional areas, with the aim of verifying which areas would be capable of generating these mechanisms in the worker; another important study is to evaluate the average variation of these constructs associated with more positive psychology variables, for example, positive leadership, subjective well-being, self-esteem, professional self-concept, etc.; another important study refers to the intra, intercultural and transcultural evaluation of the variables treated in this study.

Finally, it is possible to highlight the importance of this research in the academic area for students in the area of human and social science, including in debates on professional training in the face of socio-labor and emotional challenges found in organizations.



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