

UNIVERSITI TEKNOLOGI MARA

**PSYCHOLOGICAL CAPITAL
AND
ADAPTIVE PERFORMANCE
BEHAVIOUR
AMONG YOUNG
MALAYSIAN PROFESSIONALS
IN THE SERVICE SECTORS**

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ABSTRACT

Adaptive Performance Behaviour receive much attention. The new workplace demands require flexible employees; employees who can tolerate uncertainties and those who can perform successfully in dynamic and competitive environment. The relevance of psychological capital in adaptive performance behaviour is examined among young professionals in Malaysia's service sector. Adaptive performance behaviour is of great relevance in firms with volatile business models and management occasioned by technological or market evolution and environmental changes. The examination also peruses how psychological capital can enhance adaptive performance behaviour through employee engagement. However, employee engagement as a mediator was not significant for this research. The data is collected from 173 young professionals in the Malaysian service sectors via survey questionnaires adapted from related literature and interviews with practitioners. Purposive sampling techniques involving the researcher choosing sampling units based on existing, scientific knowledge or the researcher's professional judgement is employed. The sampling frame comprise young professionals within the service sectors as forecast by Department of Statistics a total of 9.3 million in 2020. The data collected is analysed using the structural equation modelling via Smart PLS. The underpinning Self Determination Theory (hereinafter referred to as SDT) is used as it offers well-supported conceptualization which proposes that motivation is best represented by conceptually distinct, yet complementary, types of behavioural regulations experienced by individuals to varying degrees.

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