
Psychological Capital and Career Advancement of Hospitality and Tourism Industry in Sabah

Melvin Mojikon¹, Manuel Melvin Mojikon², Lee Chia Kuang³

¹ Department of Commerce, Politeknik Kota Kinabalu, Kota Kinabalu, Sabah, Malaysia
E-mail: melvin@polikk.edu.my

² Faculty of Industrial Management, Universiti Malaysia Pahang Al-Sultan Abdullah, Gambang, Kuantan, Pahang Darul Makmur, Malaysia
E-mail: manmmojikon@gmail.com

³ Faculty of Industrial Management, Universiti Malaysia Pahang Al-Sultan Abdullah, Gambang, Kuantan, Pahang Darul Makmur, Malaysia
E-mail: chia@umpsa.edu.my

Abstract

Psychological capital is a constructive psychological state characterized by four synergistic resources: hope, involving goal-oriented determination; efficacy, reflecting confidence in task mastery; resilience, the capacity to recover from setbacks; and optimism, maintaining a positive outlook for future success. Within the hospitality and tourism industry in Sabah a vital pillar of the regional economy these internal resources are increasingly recognized as essential drivers for professional sustainability in a rapidly evolving business landscape. However, despite the industry's economic importance, there remains a significant gap in empirical evidence exploring how these psychological dimensions specifically influence the career advancement of local employees. This study adopted a quantitative approach, utilizing proportionate stratified random sampling to gather data from 287 employees across five key divisions in Sabah. Data analysis performed via SmartPLS 4.0 using Partial Least Squares-Structural Equation Modeling (PLS-SEM) revealed that hope, efficacy, resilience, and optimism all maintain a significant positive relationship with career advancement, with optimism emerging as the most influential predictor. These findings underscore the critical need to integrate psychological resource development into human capital strategies to reshape the global knowledge economy and ensure the long-term competitiveness of Sabah's hospitality and tourism workforce.

Keywords: Psychological capital; Career advancement; Hospitality and tourism industry
