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Psychological Capital Questionnaire

Self & Rater Forms, Scoring Key

Research Permission

By Fred Luthans, Bruce J. Avolio & James B. Avey

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Sample items:

Self-Rater Form :

I feel confident analyzing a long-term problem to find a solution.

If I should find myself in a jam at work, I could think of many ways to get out of it.

When I have a setback at work, I have trouble recovering from it, moving on.

Other Rater Form:

This person feels confident analyzing a long-term problem to find a solution.

If this person should find him/herself in a jam at work, he/she could think of many ways to get out of it.

When this person has a setback at work, he/she has trouble recovering from it, moving on.

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Sincerely,

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Psychological Capital Questionnaire (PCQ)

Fred L. Luthans, Ph.D., Bruce J. Avolio, Ph.D., & James A. Avey, Ph.D.

Psychological capital (PsyCap) is a positive state-like capacity that has undergone extensive theory-building and research. In the book by Luthans, Youssef, and Avolio on *Psychological Capital* (Oxford University Press, 2007), it is defined as "an individual's positive psychological state of development and is characterized by: (1) having confidence (self efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering toward goals and, when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing back and even beyond (resilience) to attain success." Thus, the PsyCap consists of **efficacy, optimism, hope and resilience** and when combined has been shown to represent a second-order, core factor that predicts performance and satisfaction better than each of the four factors that make it up (Luthans, Avolio, et al.,2007).

Published research on PsyCap has found that it is related to multiple performance outcomes in the workplace, lower employee absenteeism, less employee cynicism and intentions to quit, and higher job satisfaction, commitment, and organizational citizenship behaviors. Research has also found PsyCap can be enhanced by a supportive work climate. In terms of being state-like, PsyCap has been developed by short training sessions in both classroom and field settings and electronically through the internet.

The PCQ-24, a measure of PsyCap, has undergone extensive psychometric analyses and support from samples representing service, manufacturing, education, high-tech, military and cross-cultural sectors. Each of the four components in PsyCap are measured by 6 items. The resulting score represents an individual's level of positive PsyCap.

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Psychological Capital Questionnaire (PCQ)
Self-Rater Version

Name: _____ Date: _____

Organization ID #: _____Person ID #: _____

Instructions: Below are statements that describe how you may think about yourself **right now**. Use the following scale to indicate your level of agreement or disagreement with each statement.

Strongly Disagree	**Disagree**	**Somewhat Disagree**	**Somewhat Agree**	**Agree**	**Strongly Agree**
1	2	3	4	5	6

1.	I feel confident analyzing a long-term problem to find a solution.	1	2	3	4	5	6
2.	I feel confident in representing my work area in meetings with management.	1	2	3	4	5	6
3.	I feel confident contributing to discussions about the organization's strategy.	1	2	3	4	5	6
4.	I feel confident helping to set targets/goals in my work area.	1	2	3	4	5	6
5.	I feel confident contacting people outside the organization (e.g., suppliers, customers) to discuss problems.	1	2	3	4	5	6
6.	I feel confident presenting information to a group of colleagues.	1	2	3	4	5	6
7.	If I should find myself in a jam at work, I could think of many ways to get out of it.	1	2	3	4	5	6
8.	At the present time, I am energetically pursuing my work goals.	1	2	3	4	5	6
9.	There are lots of ways around any problem.	1	2	3	4	5	6
10.	Right now I see myself as being pretty successful at work.	1	2	3	4	5	6
11.	I can think of many ways to reach my current work goals.	1	2	3	4	5	6
12.	At this time, I am meeting the work goals that I have set for myself.	1	2	3	4	5	6
13.	When I have a setback at work, I have trouble recovering from it, moving on.	1	2	3	4	5	6
14.	I usually manage difficulties one way or another at work.	1	2	3	4	5	6
15.	I can be "on my own," so to speak, at work if I have to.	1	2	3	4	5	6
16.	I usually take stressful things at work in stride.	1	2	3	4	5	6
17.	I can get through difficult times at work because I've experienced difficulty before.	1	2	3	4	5	6

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Psychological Capital Questionnaire (PCQ)
Self-Rater Version

Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1	2	3	4	5	6

18.	I feel I can handle many things at a time at this job.	1	2	3	4	5	6
19.	When things are uncertain for me at work, I usually expect the best.	1	2	3	4	5	6
20.	If something can go wrong for me work-wise, it will.	1	2	3	4	5	6
21.	I always look on the bright side of things regarding my job.	1	2	3	4	5	6
22.	I'm optimistic about what will happen to me in the future as it pertains to work.	1	2	3	4	5	6
23.	In this job, things never work out the way I want them to.	1	2	3	4	5	6
24.	I approach this job as if "every cloud has a silver lining."	1	2	3	4	5	6

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Psychological Capital Questionnaire (PCQ)
Other Rater Version

Name of the Person or Position being Rated: _____

Date: _____

Organization ID #: _____Person ID #: _____

Instructions: Below are statements that describe how you may think about the person listed above **right now**. Use the following scale to indicate your level of agreement or disagreement with each statement.

Strongly Disagree	**Disagree**	**Somewhat Disagree**	**Somewhat Agree**	**Agree**	**Strongly Agree**
1	2	3	4	5	6

1.	This person feels confident analyzing a long-term problem to find a solution.	1	2	3	4	5	6
2.	This person feels confident in representing his/her work area in meetings with management.	1	2	3	4	5	6
3.	This person feels confident contributing to discussions about the organization's strategy.	1	2	3	4	5	6
4.	This person feels confident helping to set targets/goals in his/her work area.	1	2	3	4	5	6
5.	This person feels confident contacting people outside the organization (e.g., suppliers, customers) to discuss problems.	1	2	3	4	5	6
6.	This person feels confident presenting information to a group of colleagues.	1	2	3	4	5	6
7.	If this person should find him/herself in a jam at work, he/she could think of many ways to get out of it.	1	2	3	4	5	6
8.	At the present time, this person is energetically pursuing his/her work goals.	1	2	3	4	5	6
9.	This person feels there are lots of ways around any problem.	1	2	3	4	5	6
10.	Right now this person sees him/herself as being pretty successful at work.	1	2	3	4	5	6
11.	This person can think of many ways to reach his/her current work goals.	1	2	3	4	5	6
12.	At this time, this person is meeting the work goals that he/she has set for him/herself.	1	2	3	4	5	6
13.	When this person has a setback at work, he/she has trouble recovering from it, moving on.	1	2	3	4	5	6
14.	This person usually manages difficulties one way or another at work.	1	2	3	4	5	6

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Psychological Capital Questionnaire (PCQ)
Other Rater Version

Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1	2	3	4	5	6

15.	This person can be “on his/her own,” so to speak, at work if he/she has to.	1	2	3	4	5	6
16.	This person usually takes stressful things at work in stride.	1	2	3	4	5	6
17.	This person can get through difficult times at work because he/she has experienced difficulty before.	1	2	3	4	5	6
18.	This person feels he/she can handle many things at a time at this job.	1	2	3	4	5	6
19.	When things are uncertain for this person at work, he/she usually expects the best.	1	2	3	4	5	6
20.	This person feels if something can go wrong for him/her work-wise, it will.	1	2	3	4	5	6
21.	This person always looks on the bright side of things regarding his/her job.	1	2	3	4	5	6
22.	This person is optimistic about what will happen to him/her in the future as it pertains to work.	1	2	3	4	5	6
23.	This person feels in this job, things never work out the way he/she wants them to.	1	2	3	4	5	6
24.	This person approaches this job as if “every cloud has a silver lining.”	1	2	3	4	5	6

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Psychological Capital Questionnaire (PCQ) Scoring Key

Psychological Capital (PsyCap) Questionnaire (PCQ) Scales:

Scoring for PsyCap is just total points but it should be carefully noted that items 13, 20, and 23 are **Reverse** scored (i.e., for these items a “1” is scored as a “6” and a “6” is scored as a “1”; a 2 is a 5 and a 5 is a 2; and a 3 is a 4 and a 4 is a 3).

Efficacy: items 1-6, scale adapted from Parker, 1998

Hope: items 7-12, adapted from Snyder et al., 1996

Resilience: items 13-18, (13 is reverse scored), adapted from Wagnild and Young, 1993

Optimism: items 19-24 (20 and 23 are reverse scored), adapted from Scheier and Carver, 1985

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Psychological Capital Questionnaire (PCQ-12)
Self-Rater Short Form

Name: _____ Date: _____

Instructions: Below are statements that describe how you may think about yourself **right now**. Use the following scale to indicate your level of agreement or disagreement with each statement.

Strongly Disagree	**Disagree**	**Somewhat Disagree**	**Somewhat Agree**	**Agree**	**Strongly Agree**
1	2	3	4	5	6

1.	I feel confident in representing my work area in meetings with management.	1	2	3	4	5	6
2.	I feel confident contributing to discussions about the organization's strategy.	1	2	3	4	5	6
3.	I feel confident presenting information to a group of colleagues.	1	2	3	4	5	6
4.	If I should find myself in a jam at work, I could think of many ways to get out of it.	1	2	3	4	5	6
5.	Right now I see myself as being pretty successful at work.	1	2	3	4	5	6
6.	I can think of many ways to reach my current work goals.	1	2	3	4	5	6
7.	At this time, I am meeting the work goals that I have set for myself.	1	2	3	4	5	6
8.	I can be "on my own," so to speak, at work if I have to.	1	2	3	4	5	6
9.	I usually take stressful things at work in stride.	1	2	3	4	5	6
10.	I can get through difficult times at work because I've experienced difficulty before.	1	2	3	4	5	6
11.	I always look on the bright side of things regarding my job.	1	2	3	4	5	6
12.	I'm optimistic about what will happen to me in the future as it pertains to work.	1	2	3	4	5	6

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Psychological Capital Questionnaire (PCQ-12)
Self-Rater Short Form Scoring Key

Psychological Capital (PsyCap) Questionnaire (PCQ) Scales:

Each of the four PCQ subscale scores is calculated by taking the mean (average) of all items in the scale. The overall PsyCap score is calculated by taking the mean of all items in the PCQ.

Efficacy: items 1-3

Hope: items 4-7

Resilience: items 8-10

Optimism: items 11-12

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