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Recursos laborais, *engagement* e desempenho dos trabalhadores: Um estudo numa  
empresa da área da grande distribuição

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## **Recursos laborais, *engagement* e desempenho dos trabalhadores: Um estudo numa empresa da área da grande distribuição**

### **Resumo**

A mudança no paradigma da gestão das empresas para uma maior preocupação com o seu capital humano tem permitido o surgimento de novas formas de encarar o sucesso organizacional. É ao ter por base esse pressuposto que o presente estudo pretende analisar as relações entre o *engagement* no trabalho e os recursos laborais e as implicações que os mesmos têm para o desempenho dos trabalhadores. Para isso, contámos com a participação de 101 trabalhadores duma empresa multinacional da área da grande distribuição de equipamentos para o lar, que preencheram os questionários e anexaram aos mesmos os resultados das suas avaliações de desempenho formais. Os resultados obtidos reforçam a importância dos recursos laborais no surgimento do *engagement* no local de trabalho e levam-nos a reflectir sobre a adequabilidade dos sistemas formais de avaliação do desempenho. As implicações deste estudo são discutidas à luz da sua relevância para a gestão de recursos humanos.

*Palavras-Chave:* *engagement* no trabalho; recursos laborais; desempenho dos trabalhadores; avaliação de desempenho

## **Job resources, work engagement and workers' performance: A study in a retail company**

### **Abstract**

The change in company management's paradigm to a greater concern for its human capital has allowed the raising of new ways for facing organisational success. Based on that assumption, the present study intends to analyse the relations between work engagement and job resources and their implications in workers' performance. For that, we reckoned on the participation of 101 workers from a multinational retail company in the field of household equipment that had taken the surveys

and annexed to them the results from their formal performance appraisals. The obtained results represent a reinforcement to the importance of job resources in the emergence of engagement at the workplace and make us ponder on the appropriateness of formal performance appraisal systems. The implications of this study are then discussed in light of its relevance to human resources management.

*Key words:* work engagement; job resources; workers' performance; performance appraisal

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