

# The Role of Social Support for Hardiness Personality in Female Lecturers

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**Abstract**—Social support is one of the factor that can affect personality hardiness. The purpose of this research is to empirically examine the role of social support for hardiness personality in female lecturers. The populations in this study were all female lecturers at the University of X. The research subjects were 40 female lecturers at the University of X, had a family, were permanent employees and had worked for at least one year. The selection of research subjects was carried out by simple random sampling technique. The method of collecting data uses the hardiness scale and social support scale. Data analysis was done using Pearson's product moment test. The results showed that there was a significant positive correlation between social support and hardiness personality at  $r_{xy} = 0.343$  with  $p = 0.030$  ( $p < 0.05$ ). The higher the social support the higher the hardiness personality of the lecturer can be. Conversely, the lower social support, the lower hardiness personality of the lecturer. The contribution of social support to hardiness personality is 0.118; this shows that social support gives a role of 11.8% in influencing hardiness personality. Thus there is still 88.2% influenced of other variables that not examined in this study.

**Keywords**—*female lecturers, hardiness, social support*

## I. INTRODUCTION

Humans become a factor that plays a role in an organization to achieve results that are in accordance with organizational goals [1]. According to Buble and Kružić [2] an organization needs to develop its human resources, because humans have a role as planners, actors, and determinants to realize organizational goals. The problem that usually arises in an organization lies in how to maintain human resources in order to work in accordance with existing demands, and always be passionate in every job [3]. In this modern era competition between organizations is very high, both profit and non-profit organizations. Changes that are increasingly fast and high competition at this time require employees to be able to complete the maximum demands in their work in order to achieve the goals and productivity of the organization. If human resources cannot cope with the demands that exist in their work, it can lead to the emergence of stress in work. If

the stress of the employee cannot be managed properly it can cause a negative impact on the organization. One personality identified as being able to neutralize stressors associated with work is hardiness [4]. Hardiness personality is one of the personalities that must be owned by employees in the current era.

Hardiness is a factor that is able to protect employees from the effects of stress they face [5]. According to Svavarsdottir and Rayens [6] hardiness is very important for every employee, because employees with hardiness personality will adapt more easily to environments that are full of pressure from time to time. Meanwhile, according to Maddi [7] employees who have hardiness will be able to manage the stressors they face. Individuals who have hardiness characteristics have the ability to fight stress by changing negative stressors into a positive challenge [8].

The impact of low hardiness personality will lead to counterproductive behaviors where employee commitment and control of work are low [7]. According to Riggio [9] the low hardiness in individuals can be associated with high stress levels. Supported by the opinion of Schultz and Schultz [10], it is stated that employees with low personality hardiness will be easier to experience stress when faced with threatening pressures. According to Hystad, Eid, and Brevik [11] employees with low hardiness personality who have high job demands will have an impact on the psychological and physical health of employees and higher absence among other employees.

Hardiness is a series of personalities that motivate individuals to be stronger, resilient, stable, and optimistic in the face of stress [12]. According to Pourafkari [13] the concept of hardiness refers to a combination of self-control, commitment, and self-confidence in facing internal and external pressures. Meanwhile according to Taylor, Peplau, and Sears [14] hardiness is a variable of personality in the form of feelings of commitment, positive response to challenges, and feelings of internal control that help a person to deal with negative effects effectively. The importance of employees having such a hardiness personality is that it is

necessary to pay attention to the factors that can affect the hardiness itself.

There are so many factors that affect the hardiness personality of employees and one of the factors that influence hardiness personality is social support [15]. Jung and Lee [16] added that social support received by individuals plays a role in forming individual hardiness to deal with various stressors. According to Cieślak, Widerszal-Bazyl and Łuszczyńska-Cieślak [17] the level of individual hardiness is influenced by how effectively individuals manage the social support they receive and the benefits of social support will contribute to psychological well-being and physical health. This is supported by the findings of Weiss, Robinson, Fung, Tint, Chalmers, and Lunsky [18] which say that the quality of the support offered will affect the level of individual hardiness.

Social support is defined as an understanding received from others that he is loved, cared for, valued and is part of the communication network and mutual need [19]. DiMatteo [20] defines social support as support or assistance that comes from other people such as family, friends, and coworkers. Social support refers to comfort, care, appreciation, or assistance received by someone from another person or group [21]. Social support is assistance from other people who are very meaningful such as family, friends, or colleagues who refer to emotional, information, material or behavior [22].

The purpose of this study was to determine the role of social support for hardiness of lecturers at the University of X in Yogyakarta.

## II. RESEARCH METHOD

### A. Population and Sample

The populations in this study were all female lecturers at the University of X. The samples in this study were 40 female lecturers at the University of X. The sampling technique was randomized, with simple random sampling technique. The criteria as a population in this study are those who:

- is a female lecturer who already has a family.
- is permanent lecturer at the University of X because the lecturer has passed the training period and has sufficient understanding of his job description.
- have worked at least 1 year because in that period the lecturer can adjust to the conditions and environmental conditions at the University of X, internalize the norms and rules that exist in the University of X and understand the values of the goals of University X.

### B. Measuring Instrument

Hardiness personality is revealed by the hardiness personality scale compiled by researchers based on hardiness aspects proposed by Kobasa [23] and Kobasa [24], namely commitment, control, and challenge. The scaling model used for hardiness scale is a semantic differential scale model.

Meanwhile, social support was revealed by the scale of social support compiled by researchers based on aspects of House and Khan [25], namely emotional support, information support, instrumental support and positive assessment / appreciation support. The scaling model used in the social support scale is the Likert scaling model.

### C. Validity and reliability of Measuring Instrument

The results of a trial analysis of 12 hardiness personality scale items obtained the reliability coefficient ( $\alpha$ ) of 0.924 with a corrected item-total correlation index range in the range 0.476 to 0.832. Valid and reliable items will be used for research in a number of 12 items.

The results of the trial analysis of 32 items for the social support scale obtained reliability coefficient ( $\alpha$ ) of 0.911 with the corrected item-total correlation range moving from 0.313 to 0.697. Valid and reliable items that are used for research are 32 items.

### D. Data Analysis

In this study, the method used to analyze the data is the parametric statistical method through product moment test techniques, a statistical analysis technique to determine the role of social support for hardiness. Data analysis was performed using SPSS 19.0 for Windows. Before testing hypotheses, assumption tests were carried out including normality test and linearity test.

## III. ANALYSIS AND RESULT

### A. Prerequisite Test

Based on the results of the normality test at tabel I. the normality index (K-SZ) obtained on the hardiness personality variable is 0.728 with a significance level (p) of 0.664 ( $p > 0.05$ ), while in the social support variable the normality index (K-SZ ) amounting to 1.233 with a significance level (p) of 0.096 ( $p > 0.05$ ). It can be concluded that the data of the two variables are normally distributed or the distribution of sample data can represent the population.

TABLE I. NORMALITY TEST

No	Variable	Score K-SZ	Significance (p)	Explanation
1	Hardines	0.728	0.664	Normally distributed
2	Social support	1.233	0.096	Normally distributed

Based on the results of linearity test in table II, F Linearity was obtained at 4.473 with a significance level (p) of 0.048 ( $p < 0.05$ ), it can be concluded that there is a straight line that connects social support variables with hardiness personality.

TABLE II. LINEARITY TEST

Variable	F Linearity	Significance (p)	Criteria	Explanation
Social support towards hardiness personality	4.473	0.048	$P < 0.05$	Linear

### B. Hypothesis Test

Based on the results of product moment analysis, it is known that the correlation coefficient (rxy) between social support and hardiness personality is 0.343 with a significance

level (p) of 0.030 (p <0.05), which means there is a significant positive relationship between social support and personality hardiness in female lecturer at University of X.

TABLE III. HYPOTHESIS TEST

Variable	Person-Correlation (r <sub>xy</sub> )	Significance (p)	Criteria	Explanation
Social support and hardiness	0.343	0.030	P<0.05	Hipotesis Accepted

IV. DISCUSSION

The results of this study indicate that there is a significant relationship between social support and hardiness personality. The results of research by Weiss, Robinson, Fung, Tint, Chalmers, and Lunsy [18] also found a positive correlation between social support and hardiness. According to Wallace, Bisconti, and Bergeman [15] individuals who are able to utilize social support appropriately can be a defense force from stressful pressures and other negative experiences, so that they will form hardiness personality. Social support received by individuals can reduce many of the burdens faced by individuals and their impact will also increase individual hardiness [26].

Social support to employees can come from family, colleagues, and superiors. Colleagues and superiors who can give trust to employees in work, care for employees if they face problems and difficulties in work, and can empathize with their duties and work will make the employee feel comfortable, loved, and cared for by his supervisor. Employees who feel this in their work environment will make employees work more optimally, easily attracted to various forms of work and sincerely engage in any work that is being done and not easily give up to work pressure.

Another form of employer and co-worker social support is by providing advice, instructions, suggestions or feedback on all work problems faced by employees. This support can give direction to action and aspirations to behave in facing problems. Thus the employee views all changes in his work as something that is reasonable and can anticipate the change as a very useful stimulus and view change as an exciting challenge. Employees will be able to easily eliminate or reduce work situations that cause stress because stress is not considered a threat but as a challenge.

Supervisor or supervision works as a source of help in terms of supervision, individual needs, finding solutions to problems faced by employees so that they can help each employee in controlling himself. Employees who have strong self-control will always be more optimistic in dealing with problems than people who control themselves low. Self-control will strengthen resistance to stress and in solving problems, good self-control will be able to change every activity in the work environment into something that is consistent with planned life goals.

Supervisors and coworkers support through expressions of respect or positive praise for employees, provide encouragement to move forward, and positive comparisons with others, for example by comparing them with others who are worse off so employees will always be more optimistic in

dealing with problems and view change as an exciting challenge.

The determinant coefficient or effective contribution of the social support variable to hardiness is 0.118; this indicates that social support gives a role of 11.8%. Thus there is still 88.2% influence of other factors or other variables not identified in the study.

V. CONCLUSION

Based on this study there is a significant positive relationship between social support and hardiness personality. The higher the social support, the better the hardiness personality and conversely the lower the social support, the lower the hardiness personality. Social support contributed 11.8%, thus there were still 88.2% influence of other factors or other variables not identified in the study.

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