



Coworker Support and Subjective Well-Being Among Working Mothers

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Abstract. A working mother is a great figure who is able to carry out many roles in her life, where she has to act as a wife as well as a mother at home and act as a worker at work. The amount of workload experienced by a mother can affect her subjective well-being. As a worker, the support of co-worker is very important because it can affect the life satisfaction of working mothers. This study aims to determine the relationship between co-worker support and subjective well-being of working mothers. The subjects in this study amounted to 95 people who have characteristics of a woman who is married and have children, work in the formal sector, and age range between 21 to 60 years. The data collection method in this study used two scales, namely the Subjective Well-Being Scale and the Coworker Social Support Scale. The data analysis technique in this study used the Spearman-rho correlation from Charles Spearman. The results of the data analysis showed that the correlation coefficient (rxy) of = 0.406 with $p = 0,001$. These results indicate that there is a significant positive relationship between co-worker support and subjective well-being. This research is expected to provide an overview of subjective well-being in working mothers and its relationship with coworker support.

Keywords: coworker support · subjective well-being · working mother

1 Introduction

Social changes at this time are essential in changing women's societal roles and functions (Indraddin & Irwan, 2016). The role of women in the past was only in the house, in contrast to the current conditions, where many women played a role in economic and public activities (Tuwu, 2018). This change causes the number of women entering the workforce to increase (McDonough, Worts, McMunn, & Sacker, 2013). The Central Bureau of Statistics shows that the addition of the labor force participation rate for women in Indonesia has increased from August 2016 to February 2022. In August 2016, there were 50.77% which experienced an increase of 1.90% compared to 2015. This increase in numbers continues to rise every year. In August 2017, Indonesia's TPAK was 50.89%. In August 2018, it was 51.80%; in August 2019, it was 51.81%; in August 2020, it was 53.13%; in August 2021, it was 53.34% and data the latest in February 2022 to 54.27% (Central Bureau of Statistic, 2022).

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Manalu, Rosyani, and Nainggolan (2014) state that the increasing number of working women in Indonesia is based on economic reasons, namely the husband's low income, many dependents in the family, and various kinds of personal needs of women. The second reason is social, closely related to social status, the desire to compete and develop one's abilities and interests, and to fill free time (Manalu et al., 2014).

The workforce consists of workers in the formal sector and the informal sector. Mustafa (2008) explains that formal sector workers are protected by legal entities that have written work agreements, have regular working hours, and the work sector is structured. Meanwhile, informal workers still need to be legally incorporated, their working hours are irregular, and their work sector needs to be structured. The formal workers are civil servants, hospital employees, and company employees. Meanwhile, informal workers include homeworkers, domestic workers, and street vendors.

In this study, researchers will focus more on mothers who work in the formal sector. Dwiyanti and Rahardjo (2016) explained that the burden felt by women who work in the formal sector is higher than that of women who work in the informal sector. The burden in question is the rules regarding strict working hours, challenging work assignments, and the existence of work completion targets. This burden will be felt even greater because patriarchal culture still influences Indonesia and is embedded in people's subconscious.

Patriarchal culture is also shown in Marriage Law No. 1 of 1974 article 31, paragraph (3), which explicitly states that the husband is the head of the family and the wife is the housewife. Moreover, article 34 states that the husband is obliged to protect his wife, and the wife is obliged to manage the household as well as possible. So women who work, besides being burdened with work at their workplace, are also burdened with household chores. This concept then becomes a burden for working mothers because housework is considered the domain of women, so their burdens and responsibilities increase (Poduval & Poduval, 2009). The many demands and workload and greater responsibility related to work and household often cause working mothers to experience stress and anxiety (Asnani, Pandey, & Sawhney, 2004). Schiffrin and Nelson (2008) revealed that this high-stress level strongly correlates with subjective well-being. Individuals with higher levels of stress have fewer happy feelings than individuals with lower levels of stress.

Subjective well-being is a person's subjective evaluation of his life, affectively and cognitively (Diener, 2000). Furthermore, Diener explained that the affective component is divided into high positive affect and low negative affect and the cognitive component is life satisfaction. Individuals can be said to have high subjective well-being when they feel much positive affect and a slight negative effect, get involved in exciting activities, have lots of pleasant experiences and feel little pain, also feel satisfied with their lives (Diener, 2000).

Based on research by Afiatin, Istianda, Wintoro, Ulfa, and Bulu (2016) shows that 73% of working mothers have a moderate level of happiness in Yogyakarta, Sleman, and Bantul. Meanwhile, another study from (Novitasari, Qudsy, Ambarito, and Yudhani (2018) regarding a comparative study related to subjective well-being in working mothers in Indonesia and China resulted in average subjective well-being of working mothers in China of 34.88, while in Indonesia 37.68. The latest research also reinforces these results in 2019 conducted by researchers from the University of Manchester and the University

of Essex by analyzing data from more than 6,000 people. As a result, the overall level of biomarkers associated with chronic stress is 40% higher in mothers of two children who work full-time compared to working women without children (Trueman, 2019). This shows the low level of subjective well-being among working mothers.

Working mothers should have high subjective well-being because subjective well-being is important in life (Diener & Scollon, 2003). Individuals with high levels of subjective well-being will feel healthier, live longer, increase productivity, have higher income, have good organizational skills, and increase interest in social activities and relationships (De Neve, Diener, Tay, & Xuerab, 2013). Individuals with low subjective well-being can influence unhealthy living habits and destructive behavior that can exacerbate health problems. Even a mild level of psychological distress can increase the risk of death. Low subjective well-being also impacts other aspects; individuals become less productive, less able to work together in an organization, lack self-control, have no planning for the future, and are less concerned about the surrounding environment (De Neve et al., 2013).

According to Diener (2009), social support is one of the factors needed to make subjective well-being high. Social support can be obtained from many sources, such as spouses, friends, coworkers, family, doctors, or community organizations (Sarafino & Smith, 2011). Because the subjects in this study were working mothers, coworkers were one of the factors the subject encountered almost every day. Coworker support is a form of social support defined by Sarafino & Smith (2011) as comfort, attention, appreciation, or assistance that individuals receive from coworkers. It was further explained that there are several aspects of social support. *Emotional or esteem support* conveys empathy, caring, concern, positive regard, and encouragement toward the person. *Tangible or instrumental support* involves direct assistance, as when people give or lend the person money or help out with chores in times of stress. *Informational support* includes giving advice, directions, suggestions, or feedback about how the person is doing. *Companionship support* refers to the availability of others to spend time with the person, thereby giving a feeling of membership in a group of people who share interests and social activities.

Social support from coworker is one of the critical factors that can affect the subjective well-being of working mothers. This is based on a statement from The Great Place to Work which suggests that employees will feel happy when they trust the people where they work, are proud of what they do, and feel comfortable with their coworker (Fisher, 2010). Diener & Seligman (2002) said that individuals with high social relations would also have a high subjective well-being tendency. High social support will make individuals believe that they are loved, and valued, feel safe and comfortable, tend to be able to solve problems, and have a common adverse effect (Samputri & Sakti, 2015). Conversely, individuals with poor social relations tend to have low levels of subjective well-being. This low social support will make individuals feel more stressed, high blood pressure, causing heart disease, which can lead to death (Sarafino & Smith, 2011).

In this study, social support will be focused on coworker support received by working mothers. Coworker support in the form of positive work-related communication can reduce the tension experienced by individuals (Beehr, Jex, Stacy, & Murray, 2000). This is important to study because the social relations that occur between coworker are a key that contributes to job satisfaction, productivity, and employee welfare (Hodson,

2015). In addition, research by Rudi (2013) on women with multiple roles showed that coworker support can affect work stress, which will affect negative affect in subjective well-being. Ducharme & Martin (2000) also added that high coworker support, especially in the aspect of emotional support and instruments, has a significant effect on job satisfaction, which is a component of the area of life satisfaction in subjective well-being.

Working mothers have intense interactions with co-workers, which sparked researcher's interest in examining the relationship between co-worker support and subjective well-being in working mothers. This research is essential because there is rarely a research linking social support from co-workers with subjective well-being. In addition, the research subjects chosen were also more specific to working mothers, where the demands, workload, and responsibilities received were more significant than those of unmarried and childless female workers.

Based on the description that has been presented, the researcher proposes a hypothesis that will be tested for the truth, namely that there is a positive relationship between co-worker support and subjective well-being in working mothers.

2 Method

A. Sample

There were 95 subjects in this study with the characteristics of women who were married and had children aged 0–12 years, worked in the formal sector and ranged in age from 21 to 60 years. Researchers use the google form to help spread the scale on subjects who meet the criteria. The scale distribution was carried out from 20 June 2022 to 1 July 2022.

B. Data collection

The data collection method in this study used two scales, namely the Subjective Well-Being Scale and the Coworker Support Scale. The Subjective Well-Being scale that will be used in this study is a scale that has been compiled by Akhtar (2019) based on aspects of Diener (2009) which refers to the Satisfaction With Life Scale (SWLS) and the Positive And Negative Affect Schedule (PANAS) scale. Statistical calculations show that the Subjective Well-Being Scale has a reliability of 0.863, and the results of the differential power test show that there are 25 valid items with an item-total coefficient (rix) ranging from 0.251 to 0.575.

The Coworker Social Support Scale in this study is compiled by Argiansyah (2020) based on aspects of social support by Sarafino and Smith (2011). Statistical calculations show that the Coworker Support Scale has a reliability of 0.959, and the results of the differential power test show that there are 20 valid items with an item-total coefficient (rix) ranging from 0.536 to 0.857.

C Data analysis

This study's data analysis method used the Spearman correlation analysis technique. The non-parametric test was chosen because after the prerequisite test was carried out,

the result was that one of the scales in this study, namely the social support scale of coworkers, was not normally distributed.

3 Result

Based on the data that has been collected, the research subject data can be seen in Table 1.

Based on the description of the research data above, it is known that the age of the subjects in this study was mostly 31–35 years with a total of 31 subjects. For the type of work itself, it was found that there were more subjects with this type of work as teachers with a total of 27 subjects and based on the number of children, 39 subjects had 1 child. Based on the analysis that has been done, there is descriptive data from this study. Description of data in research can be seen in Table 2.

Table 1. DATA OF RESPONDENTS

Age	Number of Respondents
21–25 years old	5 subject
26–30 years old	26 subject
31–35 years old	31 subject
36–40 years old	12 subject
41–45 years old	14 subject
46–50 years old	4 subject
≥51 years old	3 subject
Type of Job	Number of Respondents
Civil Servant (PNS)	18 subject
Teacher	27 subject
Lecturer	4 subject
Midwife	4 subject
Honorary staff	21 subject
Banker	4 subject
Employee	17 subject
Number of Children	Number of Respondents
1 child	39 subject
2 children	37 subject
3 children	10 subject
4 children	8 subject
6 children	1 subject
Total Respondents	95 Subject

Table 2. RESEARCH DATA DESCRIPTION

Variable	Hypothetical data			Empirical data					
	N	Min	Maks	Mean	SD	Min	Maks	Mean	SD
Subjective Well-Being	95	25	125	75	16,6	58	78	67,98	4,515
Coworker Support	95	20	80	50	10	87	120	96,35	7,980

Based on the description of the research data above, it is possible to categorize the data for each research variable. The categorization of subject data is based on the empirical data of each variable. Categorization on the subjective well-being scale and the scale of co-worker support can be seen in Table 3 and Table 4.

Based on the categorization in the table above, 2.1% of all subjects were obtained by working mothers with high subjective well-being and working mothers with a subjective well-being level of 97.9%. At the same time, the low category did not found in this study. Thus, the average subject in this study has a moderate level of subjective well-being.

Based on the categorization in Table 4, it was found that 74.7% of working mothers received high social support from co-workers, 24.2% of working mothers received moderate social support from co-workers, while those who received social support from low co-workers as much as 1.1%. Thus, the average subject in this study has high coworker support.

Table 3. CATEGORIZATION OF SUBJECTIVE WELL-BEING

Category	Formula	Score	N	Percentage
High	$X > (\mu + 1\sigma)$	$X \geq 41,6$	2	2,1%
Average	$\mu - 1\sigma \leq X < \mu + 1\sigma$	$8,4 \leq X < 41,6$	93	97,9%
Low	$X < (\mu - 1\sigma)$	$X < 8,4$	0	0%
		Total	95	100%

Table 4. CATEGORIZATION OF COWORKER SUPPORT

Category	Formula	Score	N	Percentage
High	$X > (\mu + 1\sigma)$	$X \geq 60$	71	74,7%
Average	$\mu - 1\sigma \leq X < \mu + 1\sigma$	$40 \leq X < 60$	23	24,2%
Low	$X < (\mu - 1\sigma)$	$X < 40$	1	1,1%
		Total	95	100%

The hypothesis test in this study used the Spearman correlation analysis test. This analysis aims to determine the relationship between the two variables and how much influence they have. This study aims to determine the relationship between coworker support and subjective well-being in working mothers. The results of Spearman correlation analysis show a correlation coefficient (r_{xy}) is 0.406, with a significance level of 0.000 ($p < 0.050$), which indicating a positive relationship between coworker support and subjective well- being in working mothers.

4 Discussion

Based on the data analysis from this study, the significance value obtained proves that the hypothesis is accepted. This means that coworker support is significantly related to subjective well- being in working mothers. The higher coworker support, the higher the subjective well-being of working mothers. Conversely, the lower the coworker support, the lower the subjective well- being of working mothers tends to be.

The results of this study support research conducted by Samputri dan Sakti (2015), which states that there is a significant positive relationship between social support and subjective well-being. The existence of a relationship between co-worker support and subjective well-being means that every aspect of co-worker support contributes to subjective well-being in working mothers. Coworker support is part of social support that makes individuals feel loved and valued and part of a social network (Sarafino & Smith, 2011).

Coworker support consists of four aspects: emotional or esteem support, tangible or instrumental support, informational support, and companionship support.

The emotional or esteem aspect of support is support in the form of expressions of empathy, caring, attention, positive appreciation, and motivation for someone (Sarafino & Smith, 2011). Based on research data, working mothers feel they get encouragement from co-workers when they fail to complete work demands. In addition, mothers have colleagues who are willing to listen to the complaints they experience and still accept and forgive when they make mistakes in doing something. This follows what was said by Tews, Michel, dan Ellingson (2013) that emotional support is when individuals have confidence that their co- workers are also good listeners, participate in giving attention, praise, and acknowledge the abilities that individuals have. Emotional support or appreciation will make working mothers feel valuable, get motivated to solve problems and reduce anxiety when experiencing difficulties and problems. This is supported by Sarason dan Sarason (2013), who explains that emotional support will protect individuals indirectly from the harmful effects caused by stress by strengthening a sense of mastery and self-esteem. Self-esteem itself is said Diener dan Diener (1995), is one of the variables that can affect life satisfaction. Perceived life satisfaction indicates that the individual has reflected on his life and provided an overall assessment of several life domains, such as work and health, which have been compared with the standards each individual has for a good life (Diener, Oishi, & Tay, 2018).

The tangible or instrumental support aspect involves providing direct or genuine assistance (Sarafino & Smith, 2011). Furthermore, Sarafino and Smith (2011) explain that forms of instrumental support can provide financial assistance or assistance to carry

out specific tasks from coworkers when individuals experience pressure. Working mothers in this study felt that colleagues were willing to provide direct assistance in the form of loans for urgent needs, offered loans in the form of work tools if the mother did not bring them, and were willing to take over work responsibilities temporarily if the mother was sick or are dealing with urgent matters. This is in accordance with the explanation of Mossholder, Settoon, dan Henagen (2005) which explains that real support is when a working mother believes that her co-workers will be willing to take the time to help her complete the task as best she can. Providing direct assistance by this co-worker will make it easier for the mother to find coping in dealing with pressure, make the mother feel calmer, and feel that the life she is living now is going better. This is also supported by Pratiwi (2012) who explains that real or instrumental support will help working mothers in carrying out activities so as to be able to reduce feelings of inadequacy felt in carrying out their work. When individuals have confidence in their abilities and successfully cope with various changes that occur in their lives, it will increase subjective well-being (Pavot & Diener, 2004). Individuals with high subjective well-being are shown to feel more positive emotions, such as happy, happy, and proud, and rarely feel negative emotions, such as dissatisfaction, anxiety, and shame (Diener, Suh, & Oishi, 1997).

The informational support aspect is support in the form of information, advice, directions, suggestions, and feedback about what can be done (Sarafino & Smith, 2011). The above statement is supported by research data showing that working mothers feel they have colleagues willing to share helpful information to overcome the demands of the work they face. In addition, co-workers also share essential things that are happening when you do not know about them and help provide directions when you experience difficulties at work. This supports the statement of Semmer, dkk (2008), which states that informative support is obtained by individuals when colleagues help explain a problem or provide valuable suggestions. This support makes it easier for mothers to get the information they need to help facilitate their work which will reduce feelings of helplessness within the mother, reduce anxiety, and cause pleasant feelings such as satisfaction, calm, and peace. Informative support received from co-workers will help working mothers find solutions to their problems to reduce adverse effects such as anxiety, anger, and fear (Diener, Scollon, & Lucas, 2009). Reduced negative affect indicates a high level of subjective well-being, where individuals will more often feel positive emotions, such as joy and happiness, and rarely experience negative emotions, such as anger (Diener, 2009).

Companionship support is support consisting of the availability of coworkers to spend time together, thus making individuals feel welcome and part of an organization with the same interests and social activities (Sarafino & Smith, 2011). Companionship support can be seen from research showing that working mothers feel included in vacations or recreation with co-workers, invite them to do activities they like together, and involve mothers in events outside the company held together with a work colleague. This is supported by Uchino (2004) explanations which says that companionship support can be seen when working mothers feel that they are invited to do various activities with co-workers, such as getting invitations to shop, eat together, watch shows together and other activities carried out together. - together outside working hours. Various activities

carried out with co-workers make mothers feel more positive emotions, such as excitement and joy, as well as feelings of joy because other people value them. In addition, Cohen, Underwood, dan Gottlieb (2000) also explained that providing high levels of companionship support would make working mothers feel more positive affect, help them escape from pressure, heal themselves from demands, and provide suitable time for contemplation. Regarding the problems encountered. Companionship from coworkers will increase positive affect such as making individuals feel accepted as part of the organization in the work environment (Watson, Clark, McIntyre, & Hamaker, 1992). In addition, quality relationships obtained from companionship support will increase employee happiness (Herlina & Loisa, 2018). This is because the presence of friends at work will lead to positive feelings. These positive feelings include pleasant emotions that individuals desire, such as enjoyment, gratitude, and satisfaction (Diener et al., 2016).

The weakness of this study is that the number of research subjects is relatively small to represent all working mothers so that the data obtained is not able to represent the actual condition of the subjects.

5 Conclusion

Based on the results of the research and discussion, it can be concluded that there is a significant relationship between coworker support and subjective well-being in working mothers. Meanwhile, from the results of the categorization, it can be seen that most working mothers have a moderate level of subjective well-being and the support of coworkers tends to be high.

Future researchers should research and explore other factors affecting working mother's subjective well-being apart from coworker support.

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