



## The Relationship Between Social Support And Psychological Well-Being In UPTD Mojosari Health Center Employees

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### Abstract

**Background of study:** Psychological well-being is a major concern for employees at UPTD Puskesmas Mojosari, particularly those facing high job demands. Social support plays an important role in this context.

**Aims and scope of paper:** This study aims to identify the relationship between social support and psychological well-being among these employees. Using a quantitative approach, the study involved 44 respondents from all UPTD Mojosari Health Center employees, selected through a total sampling technique.

**Methods:** Data were collected using questionnaires that measured both social support and psychological well-being.

**Result:** The results indicated that a significant portion of respondents experienced low social support, which was associated with low psychological well-being. Analysis using Spearman's rho test revealed a significant correlation ( $p < 0.05$ ) between social support and psychological well-being. This finding suggests that higher levels of social support are linked to better psychological well-being among employees.

**Conclusion:** The implications of this study emphasize the importance of social support in maintaining mental and emotional health in the workplace. Therefore, there is a need to strengthen social support systems to create a healthier and more productive work environment.

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## INTRODUCTION

Social support plays an important role in maintaining individual psychological well-being, especially among health workers who often face stressful work environments (Stephen, 2023). In Indonesia, health workers, especially in health centers, face great challenges due to the imbalance between the number of health workers and population growth (Ningrum, 2024). Data shows that many health centers lack health workers, with only 34.6% of health centers having a full complement of 9 types of health workers (SISDMK, 2025). Hal ini berpotensi mempengaruhi dukungan sosial dan kesejahteraan psikologis mereka. This could potentially affect their social support and psychological well-being.

Previous research shows that social support can reduce stress and improve psychological well-being (Boudrias et al., 2021). Low social support can lead to decreased psychological well-being, which negatively impacts job satisfaction, performance, and job commitment (Abawa, 2024). Various studies in other countries also show the prevalence of low psychological well-being among health workers, including in Indonesia, where 46.7% of employees experience low psychological well-being and 45.61% experience low social support (Kurniawati et al., 2022), (Yusronuddin, 2022), (Dewi & Kusuma, 2024).

Although many studies have shown the relationship between social support and psychological well-being, there is a lack of specific data on health center workers in Indonesia. Previous studies have mostly focused on health workers in other countries or in larger health

facilities, thus not providing a clear picture of the conditions of Puskesmas health workers who face unique challenges.

Low social support can result in adverse impacts such as increased stress, decreased mental health, and feelings of alienation, which directly affect an individual's psychological well-being (Lakey, 2020). Given the challenges that health center workers face, it is important to understand how social support can affect their psychological well-being. This study aims to fill data gaps and provide deeper insights into the relationship between social support and psychological well-being among UPTD Puskesmas Mojosari employees.

The purpose of this study is to explore the relationship between social support and psychological well-being of UPTD Puskesmas Mojosari employees. The hypothesis proposed is that there is a positive relationship between the social support received by employees and their level of psychological well-being, where higher social support will contribute to better psychological well-being.

## METHOD

This study used a quantitative approach with a cross-sectional design to examine the relationship between social support and psychological well-being in UPTD Puskesmas Mojosari employees. The population of this study included all UPTD Puskesmas Mojosari employees totaling 44 people. The sampling technique used was total sampling, in which all members of the population were sampled due to the relatively small population (less than 100 individuals). Thus, the sample of this study consisted of 44 employees of UPTD Puskesmas Mojosari Mojokerto Regency. The two main variables studied were social support as an independent variable. The measurement used the Indonesian version of The Multidimensional Scale of Perceived Social Support (MSPSS) which was adopted and tested for validity and reliability by (Sulistiani et al., 2022), consisting of 12 favorable statement items. The measurement scale for social support is ordinal, with criteria of low ( $X < 36$ ), medium ( $36 \leq X < 60$ ), and high ( $X \geq 60$ ). The instrument showed good validity (RMSEA: 0.058, CFI: 0.968, TLI: 0.954) and high reliability (Cronbach's alpha: 0.85). Psychological well-being as the dependent variable was measured using the Indonesian version of the Ryff Scale of Psychological well-being which was adopted and tested for validity and reliability by (Aryani & Fadhilah Umar, 2022), consisting of 18 statements (10 favorable and 8 unfavorable). The measurement scale for psychological well-being was also ordinal, with criteria of low ( $X < 54$ ), medium ( $54 \leq X < 90$ ), and high ( $X \geq 90$ ). The instruments also demonstrated adequate validity (RMSEA: 0.028, GFI: 0.971) and acceptable reliability (Cronbach's alpha: 0.755). Scoring for both instruments used a scale of 1 to 7, where 1 was for "Strongly Disagree" on favorable statements and 7 on unfavorable statements, and vice versa.

This study was conducted at UPTD Puskesmas Mojosari, East Java, by collecting data through questionnaires for 2 weeks. Data management was carried out using SPSS for Windows version 21.0 software. Data management stages included editing, coding, scoring. Data analysis involved univariate analysis to describe the characteristics of each variable and bivariate analysis to examine the relationship between variables. The statistical test used was the Spearman Rank (Rho) correlation test because of the ordinal scale variables. The relationship was considered significant if the significance value of  $p < 0.05$ . The interpretation of the correlation coefficient is based on the range of values: 0.00 - 0.25 (very weak), 0.25 - 0.5 (moderate), 0.5 - 0.75 (strong), 0.75 - 0.99 (very strong), and 1.00 (perfect).

## RESULTS AND DISCUSSION

### Result:

This chapter describes the results of research on "The Relationship Between Social Support and Psychological Well-Being in UPTD Puskesmas Mojosari Employees". This study used a total sampling technique with 44 employees as respondent.

#### 1. Employee Social Support at Mojosari Health Center Mojokerto Regency

**Tabel 1** Frequency distribution of respondents based on employee social support at Mojosari Health Center in March 2025

Family Support	Friend Support	Significant
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	Other					
	f	%	f	%	f	%
<b>Low</b>	0	0%	20	45,5%	7	15,9%
<b>Medium</b>	29	65,9%	19	43,2%	25	56,8%
<b>High</b>	17	34,1%	5	11,4%	12	27,3%
<b>Total</b>	44	100%	44	100%	44	100%

Source: Primary Data, March 2025

Based on the results of the study, it shows that the friend support indicator has the lowest high score value (11.4%).

## 2. Psychological Well-Being at Mojosari Health Center Mojokerto Regency

**Table 2 Distribution of respondent frequencies based on the psychological well-being of employees at the Mojosari Health Center in March 2025**

	Autonomy		Enviroment al		Personal G		Positive R		Purpose I		Self A	
	f	%	f	%	f	%	f	%	f	%	f	%
<b>Low</b>	0	0%	0	0%	0	0%	9	20,5%	0	0%	1	2,3%
<b>Medium</b>	37	84,1%	35	79,5%	37	84,1%	31	70,5%	39	88,6%	33	75,0%
<b>High</b>	7	15,9%	9	20,5%	7	15,9%	4	9,1%	5	11,4%	10	22,7%
<b>Total</b>	44	100%	44	100%	44	100%	44	100%	44	100%	0	100%

Source: Primary Data, March 2025

Based on the results of the study, it was shown that the positive relationship with others indicator had the lowest high score value (9.1%).

## 3. The Relationship between Social Support and Psychological Well-Being of Employees at the Mojosari Health Center, Mojokerto Regency

**Table 3 Distribution of respondent frequencies based on the relationship between social support and psychological well-being of employees at the Mojosari Health Center in March 2025**

Social Support	Psychological well-being						Total		P value	cc
	Low		Medium		High					
	f	%	f	%	f	%	f	%		
Low	23	52,3%	0	0,0%	0	0,0%	23	52,3%	0,000	0,945
Medium	1	2,3%	14	31,8%	0	0,0%	15	34,1%		
High	0	0,0%	3	6,8%	3	6,8%	6	13,6%		
Total	24	54,5%	17	38,6%	3	6,8%	44	100%		

Source: Primary Data, March 2025

Based on the table above, it shows that (52.3%) of respondents have low social support, with low psychological well-being.

This is evidenced by the results of the analysis of the relationship between social support and psychological well-being in employees at the Mojosari Health Center, Mojokerto Regency using the spearman's rho statistical test, showing that the result of p value = 0.000 < 0.05 then Ho was rejected and H1 was accepted, meaning that there was a relationship between social support and psychological well-being to employees at the Mojosari Health Center, Mojokerto Regency. Meanwhile, the level of correlation closeness is 0.945 which means that it has a very strong relationship level.

## Discussion:

### Implications:

In the midst of the increasingly complex challenges of this modern era, social support is very important for everyone's psychological well-being, especially in the workplace which is often full of stress and demands. This study aims to understand more deeply how social support affects the

psychological well-being of employees at UPTD Puskesmas Mojosari. Psychological well-being is not just about the absence of mental problems, but it also includes emotional balance, good relationships with others, and the ability to deal with various pressures in life. All of these aspects are interrelated and play an important role in improving the productivity and quality of life of employees.

The research data shows that the majority of respondents feel that they get low social support. This reflects that their social networks have not functioned optimally as a source of strength and support in dealing with stress at work (Pinheiro et al., 2024). According to (Preda, 2022) Social support can act as an effective protector, helping to reduce the risk of psychological problems by providing a real sense of understanding, acceptance, and help. In addition, research by (Wibowo et al., 2024) suggests that individuals who consistently receive social support tend to be better at managing emotions and more resilient to work pressures in the long run.

### **Research Contribution:**

Based on the mean value of the results of the research support from peers, the lowest score was shown. These findings are in line with observations in the field that show that employees tend to be formal in their daily interactions. This may be exacerbated by labor shortages amid an increasing number of patients, which reduces opportunities to interact informally. This informal interaction is essential for building social support (Jasmine, 2020), as explained by (Cohen & Wills, 2020) in their buffering theory of social support.

### **Limitations:**

In terms of psychological well-being, many respondents showed low scores, which reflected challenges in self-acceptance, building positive relationships, and experiencing personal growth. According to (Ryff & Keyes, 2019) psychological well-being It consists of six important dimensions, namely self-acceptance, positive relationships with others, life goals, mastery of the environment, personal growth, and autonomy. Among these dimensions, the indicator of "positive relationships with others" had the lowest score value. This shows that employees face difficulties in building and maintaining warm and supportive relationships with each other. (Grace et al., 2024) adding that the low quality of these relationships can lead to feelings of alienation, which in turn can worsen their psychological well-being (Lu et al., 2023).

The analysis conducted showed very significant results, with a p-value of 0.000 ( $< 0.05$ ). This confirms that there is a strong link between social support and psychological well-being. The correlation coefficient of 0.945 indicates that the higher the social support received, the better the psychological well-being felt. These findings are in line with research (Sony, 2021), which highlights the importance of social support, especially for healthcare workers who often face high work pressure and risk of burnout (Özyer & Polatci, 2020).

### **Suggestions:**

Based on the results of this study, it is important to make strategic interventions to improve social support in the workplace. Developing teamwork programs that encourage informal interactions (An et al., 2024), such as holding regular team outings or retreats to strengthen relationships between employees and create a more intimate work atmosphere. In addition, potluck or lunch together can also be held to encourage more relaxed social interactions that can strengthen communication between employees (Yi & Lee, 2024), and providing social skills training can be an effective step, this training can include topics such as effective communication, conflict management, and empathy. UPTD Puskesmas Mojosari can work with psychologists or consultants to organize interactive workshops, where employees can practice these skills in simulated situations (Kim et al., 2022). Recommendations from (Mandal, 2022) also emphasize that a socially

supportive work environment can improve employee motivation, well-being, and performance. By increasing social support, it is expected that employees' psychological well-being can improve (Kundi et al., 2020), which in turn will encourage productivity and quality of service at UPTD Puskesmas Mojosari in a sustainable manner.

### CONCLUSION

Based on the findings, it can be concluded that social support among employees at the Mojosari Health Center, Mojokerto Regency, is relatively low, particularly regarding support from peers. This deficiency negatively impacts their psychological well-being, as indicated by low values in positive relationship indicators. The analysis reveals a significant and strong correlation between social support and psychological well-being, where low social support corresponds to lower psychological well-being. Therefore, it is crucial for management to enhance social support through programs that foster interaction and collaboration among employees, ultimately aiming to improve their psychological well-being and work productivity.

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### AUTHOR CONTRIBUTION STATEMENT

- 1) [LA]: Fully responsible for research design, instrument development, data collection, statistical analysis, as well as writing initial drafts and final revisions of thesis.
- 2) [WS]: Provide guidance and direction in designing research methodologies, interpreting results, and conducting critical review and editing of all thesis content.
- 3) [DB]: Provide input and suggestions related to theoretical foundations, assist in the preparation of conceptual frameworks, and review and edit thesis drafts.

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