

The Effect of Social Support on Work-Life Balance-Mediated Subjective Well-Being and the Role of Self-Efficacy as a Moderating Variable

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Abstract

The purpose of this study was to determine the effect of social support on subjective well-being mediated by work-life balance and the role of self-efficacy as a moderating variable. This study uses a quantitative research design and the type of research used is to explain the causal relationship between research variables through testing previously formulated hypotheses. The population in this study were all employees of PT. Widatra Bhakti, totaling 300 employees. The determination of the number of samples in this study used the Slovin formula, which amounted to 75 respondents. The sampling technique used was probability sampling with the technique taken, namely simple random sampling. The research design used to analyze and interpret the data was inferential statistical analysis, namely SEM-PLS using SmartPLS 4. The results showed that there was no significant effect between social support and subjective well-being. There was a significant effect between social support and work-life balance. There was a significant effect between work-life balance and subjective well-being. There was no significant effect between self-efficacy and subjective well-being. There was a significant effect between social support and subjective well-being which was fully mediated by work-life balance. There was a significant effect between social support and subjective well-being which was purely moderated by self-efficacy.

1. INTRODUCTION

Happiness can refer to many meanings such as pleasure, life satisfaction, positive emotions, meaningful life, or it can also feel meaningful (contentment). Some researchers use the term well-being as a term for happiness itself. The concept of well-being itself refers to optimal psychological experience and function. A high level of subjective well-being is indicated by cognitive assessment of high life satisfaction, and emotional assessment is characterized by high positive effects (Diener et al., 2015). The concept that is widely used in research with this view is the concept of psychological well-being. The hedonic approach views well-being as structured on subjective happiness and focuses on experiences that bring pleasure. The hedonic view pays attention to the pleasant versus unpleasant experiences that are obtained from the assessment of the good and bad things

in a person's life. The concept used with this view is usually the concept of subjective well-being. A person's well-being is not only measured physically, socially and materially. In addition, well-being is also measured from the level of a person's psychological health. Thus, there are two views on psychological well-being, namely subjective well-being and psychological well-being. While subjective well-being focuses on individual happiness, psychological well-being believes that an individual's well-being is not solely seen from his happiness but also the individual's ability to develop his or her potential (Employee et al., 2016).

The Central Statistics Agency (BPS) has been following the development of international discourse related to subjective well-being measurement by carrying out a series of research and development activities for measuring happiness levels since 2012. Subjective well-being in general encompasses a broader concept, defined as a good mental state, including positive and negative evaluations taken during life and affective reactions to those experiences.

The 2021 Happiness Index has increased when compared to 2017. The 2021 Happiness Index increased by 0.8 points, from 70.69 to 71.49 on a scale of 0-100. The method of measuring the 2021 Happiness Index is measured by a new method, where the contribution of 2017 is the base year of the measure of happiness. This is due to the development of the Happiness Index framework from one Dimension of Life Satisfaction in 2014 to three dimensions in 2017 and 2021, where there was an addition of the Dimension of Feelings and the Dimension of Life Meaning to the measure of the Happiness Index.

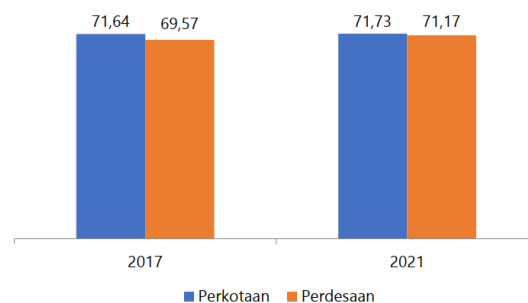


Figure 1. Happiness Index by Regional Classification, in Indonesia in 2017 and 2021

Urban residents have a higher Happiness Index value compared to rural ones. This condition has consistently occurred in 2017 and 2021. In 2021, the Happiness Index of urban residents was 0.56 points higher than rural areas, while in 2017 the achievement of the Happiness Index of urban residents was 2.07 points higher than rural areas. The difference in the index value shows that the gap between urban and rural areas in 2021 is smaller than in 2017. This happens because the increase in the Happiness Index of rural residents is higher when compared to the increase in the Happiness Index of urban residents. The increase in the urban population index increased slightly by 0.09 points while the rural population increased by 1.6 points.

This study examines the influence of social support on subjective well-being mediated by work-life balance and the role of self-efficacy as a moderation variable in employees of PT. Widatra Bhakti in Pasuruan. Many factors can affect subjective well-

being, including social support (Argyle, 2001). In his research, it is stated that emotional support is included in social support that significantly affects subjective well-being, when individuals get emotional support from the people closest to them, the individual will feel more comfortable and feel loved so that it can improve the subjective well-being of the individual. Marketing workers or customer seekers with targets such as target booking per unit made over the phone, can ask their friends or family to call just so that their number is recorded as a customer who has booked. With social support, it will be able to help individuals solve the problems they face (Rizqi & Ediati, 2020).

The results of Sardi & Ayriza's (2020) research stated that there is a positive effect of peer social support on subjective well-being. The results of Umammi (2020) research stated that there is a significant relationship between social support and subjective well-being. Meanwhile, the results of Luzvinda & Saleh's (2020) research stated that social support does not have a significant effect on welfare. The results of Nurhabiba's (2020) research show that there is a significant influence between social support and work-life balance. The results of Rohimah & Mulyani's (2023) research show that there is a very significant relationship between social support and work-life balance. Meanwhile, the results of Harnum's (2020) research explained that social support has a insignificant influence on work-life balance.

Work-life balance itself affects subjective well-being. This is in accordance with what was expressed by Ramos et al. (2015) who in their research on the relationship between work-life balance and quality of life proved that a good work-life balance can improve the quality of life so that subjective satisfaction and well-being of the individual appears. Furthermore, an employee needs to have a belief that he is able to face situations and overcome challenges by creating high motivation, confidence to be able to solve challenges, a positive response to failure, and strategies in adapting to his job. A suitable psychological concept to overcome this problem is to develop self-efficacy. Self-efficacy refers to a person's belief that he or she is able to control the situation and achieve positive results (Berns, 2012).

Self-efficacy is positively correlated with subjective well-being. Such as research conducted by Agustin & Afriyeni (2016) which shows that self-efficacy has a significant effect on subjective well-being. The results of Yusni & Fikry's (2022) research show that self-efficacy and subjective well-being have a positive correlation relationship. Meanwhile, the results of hypothesis testing in the study of Putri & Suprapti (2014) showed that there was no relationship between self-efficacy and subjective well-being.

Employees who have a low level of self-efficacy will tend to feel that the task given is a burden, making it difficult for employees to achieve the expected level of performance. But on the other hand, if employees have a high level of self-efficacy, they are employees who are able to fulfill the tasks given, so that they can affect their performance, therefore self-efficacy is very necessary in optimizing employee performance. The existence of self-efficacy in employees will cause confidence in their ability to complete the work given by their superiors on time. Based on this explanation, self-efficacy in the study was placed as a moderation variable for the effect of social support on subjective well-being.

2. LITERATURE REVIEW

Social Support

In living life, of course, we need social support from the people around us by building good relationships as well, this cannot be separated from humans who are called social beings. Social support is the presence of others who can make individuals feel comfortable, cared for, appreciated as well as help available if needed from others. According to King (2017), social support is information or feedback from others that shows that a person is loved, cared for, appreciated, respected and involved in a network of communication and obligations that arise from returns. Social support is as verbal or non-verbal information, advice, real help or behavior provided by the people closest to him or in his social environment (Irwan, 2017).

Work-Life Balance

Work-life balance is a state when a person is able to share roles and feel satisfaction in these roles which is shown by the low level of work-family conflict and the high level of work-family facilitation or work-family enrichment (Handayani, 2013). Work-life balance is how one can create and maintain a supportive work and a healthy environment, in order to allow one to have a balance between work and personal responsibilities. So that it can strengthen loyalty and performance productivity (Meenakshi et al., 2013).

Self-efficacy

Luthans (2011), explains that self-efficacy refers to an individual's beliefs (or confidences) regarding his or her ability to mobilize the motivations, cognitive resources, and actions necessary to successfully perform tasks in a given context. This statement is also strengthened by Santrock (2015) that self-efficacy is related to individual beliefs which make him able to control situations and conditions and manifest something positive.

Subjective Well-Being

According to Pasha (2006), happiness is the art or ability of a person to enjoy what he has, or what he has. Happiness is fascination with everything beautiful and turning away from gloom. Happiness is the ability to achieve all sides of beauty. Happiness is not just having, but happiness is the ability to use what we have well. According to Pasha, happiness is determined by one's own mind. Happiness is something that is felt by humans in their souls in the form of peace of soul, peace of mind, spaciousness of chest and peace of conscience. Happiness is something that grows from within humans, but does not come from outside. If it is likened to a plant, then the root of happiness is a clear soul and heart.

3. RESEARCH METHODS

The purpose of the research is to test and explain directly or indirectly. Referring to the purpose of this study which has been explained in the previous chapter, namely to analyze the influence of social support on subjective well-being mediated by work-life balance and the role of self-efficacy as a moderation variable, the type of research

used is to explain the causal relationship between research variables through testing hypotheses that have been formulated previously.

The subject of this study is an employee of PT. Widatra Bhakti in Pasuruan. The objects of this research are social support, work-life balance, self-efficacy, and subjective well-being. The population in this study is all employees of PT. Widatra Bhakti which totals 300 employees. In this study, the sampling technique used is probability sampling with the technique taken, namely simple random sampling. The sample taken in this study was 75 respondents. In this case, the quantitative data required is data from respondents in the form of scores from questionnaire answers to the variables studied. The data used in this study are primary data and secondary data.

The methods or methods used to analyze and interpret data are descriptive statistical analysis and inferential statistical analysis. The purpose of descriptive statistical analysis is to provide an overview of each of the research variables based on the understanding of observation and observation units and to classify the average categorization value. The research design used to analyze and interpret the data is inferential statistical analysis, using SmartPLS 4.0 which is used to measure quantitative data and hypothesis testing, namely by using the Partial Least Square (PLS) equation model, which is a multivariate technique that analyzes a series of dependency relationships between latent variables. The Partial Least Square (PLS) model consists of structural equations and measurement equations.

4. RESULTS AND DISCUSSION

Results

In accordance with the hypothesis that has been formulated, in this study, the analysis of inferential statistical data was measured using PLS (Partial Least Square) with the help of SmartPLS software version 4, starting from model measurement (outer model), model structure (inner model) and hypothesis testing.

Outer Loading

Outer loading is one of the concepts used in path analysis using the PLS (Partial Least Squares) method in statistical research using SmartPLS. This concept is used to measure the strength of influence between the measurement variable (indicator) and the latent variable (construct). The loading factor value of 0.5-0.6 is quite sufficient, while if it is greater than 0.7, it is said to be high. Based on the test results of the measurement model seen in the following table.

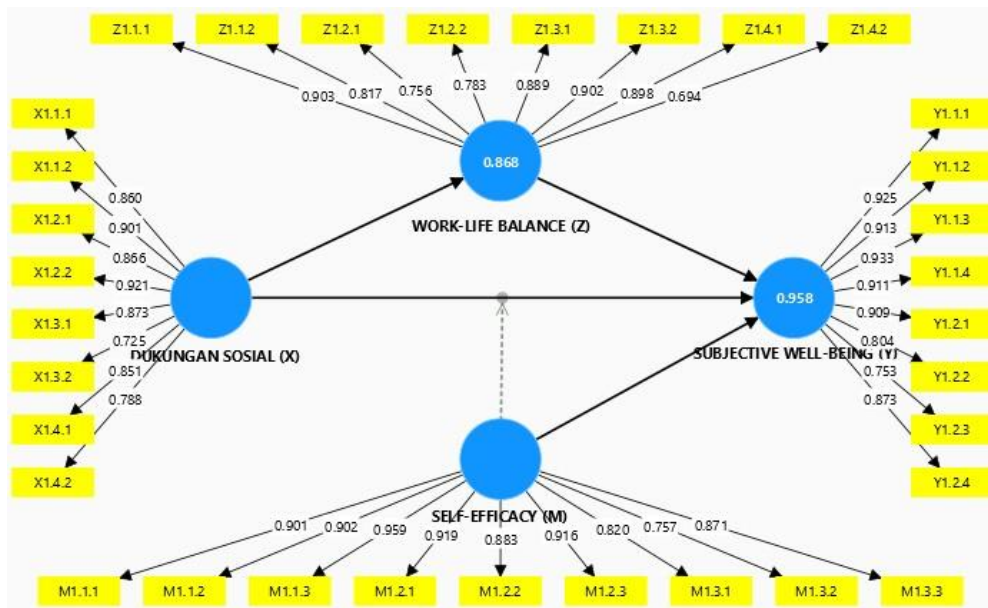


Figure 2. Measurement Model Output

From the table above, it is known that overall the items have a loading factor value of > 0.7 , except for item Z1.4.2 which has a loading factor value of < 0.7 and is still quite sufficient. So it can be concluded that all the loading factor values in table 4.10 show a high relationship between the items and their respective constructs.

R-Square (R^2)

The predictive strength of the structural model can be measured using R-Square. The use of R-Square (R^2) to explain the influence of certain exogenous latent variables on endogenous latent variables whether they have a certain influence. The R-Square value (R^2) with scores of 0.7, 0.33 and 0.19 indicates that the model is strong, moderate and weak (Chin, 1998). The R-Square value (R^2) is loaded in the following table:

Table 1. R-Square (R^2)

	R-square	R-square adjusted
Subjective Well-Being (Y)	0.958	0.955
Work-Life Balance (Z)	0.868	0.866

Sumber: Data primer diolah (2024)

For the endogenous Work-Life Balance variable, the results of the R-Square analysis show that the value obtained is 0.868. This value shows that 86.8% of the exogenous variables of Social Support have an effect on the endogenous variable Work-Life Balance and the rest are influenced by other variables outside the variables in this study. This value shows that the first structural model in this study is included in a strong criterion where the value of 0.868 is above the value of 0.7.

Then for the endogenous variable Subjective Well-Being, the results of the R-Square analysis showed that the value obtained was 0.958. This value shows that 95.8% of the exogenous variables Social Support, Work-Life Balance and Self-Efficacy have an effect on the endogenous variables of Subjective Well-Being and the rest are influenced by other

variables outside the variables in this study. This value also shows that the second structural model in this study is included in a strong criterion where the value of 0.958 is above the value of 0.7.

Internal Consistency Reliability

Internal Consistency Reliability measures how capable an indicator is of measuring its latent constructs. The tool used to assess was Cronbach's alpha and composite reliability.

Table 2. Cronbach's Alpha and Composite Reliability

Variable	Cronbach's alpha	Composite reliability (rho_a)
Social Support (X)	0.944	0.949
Self-Efficacy (M)	0.964	0.966
Subjective Well-Being (Y)	0.957	0.961
Work-Life Balance (Z)	0.936	0.943

Source: Primary data processed (2024)

From the table above, Cronbach's alpha value, Social Support is 0.944, Self-Efficacy is 0.964, Subjective Well-Being is 0.957, and Work-Life Balance is 0.936, all of which are greater than 0.70. Likewise, the Composite reliability value, Social Support is 0.949, Self-Efficacy is 0.966, Subjective Well-Being is 0.961, and Work-Life Balance is 0.943, all of which are greater than 0.60. So it can be said that all indicators are able to measure their latent constructs.

Convergent Validity

Convergent Validity is determined based on the principle that the measures of a construct should have a high correlation. The convergent validity of a construct with reflective indicators is evaluated with Average Variance Extracted (AVE).

Table 3. Average Variance Extracted (AVE)

Variabel	Average Variance Extracted (AVE)
Social Support (X)	0.723
Self-Efficacy (M)	0.779
Subjective Well-Being (Y)	0.774
Work-Life Balance (Z)	0.695

Source: Primary data processed (2024)

The table above shows the Average Variance Extracted (AVE) value of Social Support of 0.723, Self-Efficacy of 0.779, Subjective Well-Being of 0.774, and Work-Life Balance of 0.695, all of which are greater than 0.50. This means that the construct can explain 50% or more of the variance of the indicator.

Path Coefficients

Measurement of path coefficients to see the magnitude of the influence between constructs.

Table 4. Path Coefficients

Path	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)
Social Support (X) -> Subjective Well-Being (Y)	0.068	0.083	0.093
Social Support (X) -> Work-Life Balance (Z)	0.932	0.931	0.019
Work-Life Balance (Z) -> Subjective Well-Being (Y)	0.947	0.963	0.090
Self-Efficacy (M) -> Subjective Well-Being (Y)	0.055	0.056	0.064
Social Support (X) -> Work-Life Balance (Z) -> Subjective Well-Being (Y)	0.051	0.051	0.060
Self-Efficacy (M) x Social Support (X) -> Subjective Well-Being (Y)	0.039	0.039	0.011

The table above explains the original sample of influence between variables, which is as follows:

- 1) The Social Support Pathway for Subjective Well-Being has an original sample value of 0.068, which means that if Social Support increases by one percent, Subjective Well-Being will also increase by 0.068 percent.
- 2) The Social Support Pathway for Work-Life Balance has an original sample value of 0.932, which means that if Social Support increases by one percent, then Work-Life Balance will also increase by 0.932 percent.
- 3) The Work-Life Balance to Subjective Well-Being path has an original sample value of 0.947, which means that if the Work-Life Balance increases by one percent, then Subjective Well-Being will also increase by 0.947 percent.
- 4) The Self-Efficacy path to Subjective Well-Being has an original sample value of 0.055, which means that if Self-Efficacy increases by one percent, then Subjective Well-Being will also increase by 0.055 percent.
- 5) The Social Support Pathway for Subjective Well-Being with Work-Life Balance as the mediation variable has an original sample value of 0.051, which means that Work-Life Balance has a total mediation effect of 0.051 on the effect of Social Support on Subjective Well-Being because the value is positive.
- 6) The Social Support Pathway for Subjective Well-Being with Self-Efficacy as a moderation variable has an original sample value of 0.039, which means that Self-Efficacy strengthens the influence of Social Support on Subjective Well-Being because the value is positive.

Hypothesis

The hypothesis in this study can be found from the calculation of the model using the PLS bootstrapping technique. From the results of the bootstrapping calculation, the p-values of each influence or path will be obtained. If t-statistics > 1.96 or p-values < 0.05,

then the hypothesis (H1) is supported. On the other hand, if the t-statistics < 1.96 p-values > 0.05, then the hypothesis (H1) is rejected.

Table 5. Hypothesis Test Results

No.	Influence Between Latent Variables	T-Statistics	P-Values
1.	Social Support (X) -> Subjective Well-Being (Y)	0.733	0.464
2.	Social Support (X) -> Work-Life Balance (Z)	48.633	0.000
3.	Work-Life Balance (Z) -> Subjective Well-Being (Y)	10.527	0.000
4.	Self-Efficacy (M) -> Subjective Well-Being (Y)	0.854	0.393
5.	Social Support (X) -> Work-Life Balance (Z) -> Subjective Well-Being (Y)	3.858	0.000
6.	Self-Efficacy (M) x Social Support (X) -> Subjective Well-Being (Y)	3.593	0.000

Based on the data presented in the table above, it can be seen that hypotheses 2, 3, 5, and 6 are acceptable because each influence shows a t-statistical value of > 1.96 and p-values < 0.05. Meanwhile, hypotheses 1 and 4 are not acceptable because the influence shows the t-statistics value < 1.96 and p-values > 0.05.

Mediation Classification Analysis

The next step from the data that has been processed and analyzed by the researcher is to find out the classification of mediation, which is as follows: "the effect of social support on subjective well-being mediated by work-life balance".

The results of the hypothesis test showed that there was a significant influence between social support and subjective well-being mediated by work-life balance. From Table 4.20, it is known that the direct influence of Social Support (X) -> Work-Life Balance (Z) is significant, and the direct influence of Work-Life Balance (Z) -> Subjective Well-Being (Y) is also significant. Meanwhile, the direct effect of Social Support (X) -> Subjective Well-Being (Y) is insignificant. The effect of mediation is classified as full mediation, meaning that significantly independent variables are not able to influence dependent variables without going through mediator variables.

Moderation Classification Analysis

The last step from the data that has been processed and analyzed by the researcher is to find out the classification of moderation, which is as follows: "the effect of social support on subjective well-being moderated by self-efficacy".

The results of the hypothesis test showed that there was a significant influence between social support and subjective well-being moderated by self-efficacy. From Table 4.20, it is known that the direct effect of Social Support (X) -> Subjective Well-Being (Y) is not significant, and the direct effect of Self-Efficacy (M) -> Subjective Well-Being (Y) is also insignificant. Meanwhile, Self-Efficacy (M) significantly moderated the influence of Social Support (X) -> Subjective Well-Being (Y). The influence of mediation is classified as pure moderator, meaning that the moderation variable moderates the relationship between independent variables and dependent variables where the pure moderation

variable interacts with independent variables without being independent variables. Where the result is the influence of variable M on variable Y, where the first estimate does not have a significant influence on variable Y, while the interaction of X*M in the second estimation has a significant effect on variable Y.

Discussion

The Effect of Social Support on Subjective Well-Being

The results of the hypothesis test showed that there was no significant influence between social support and subjective well-being. The results of this study are not in accordance with previous research by Sardi & Ayriza (2020) which stated that there is a positive influence of peer social support on subjective well-being. Likewise, the results of Umammi (2020) research which stated that there is a significant relationship between social support and subjective well-being.

Incompetence means that the effect of social support on subjective well-being is insignificant or ineffectual. This is also supported by previous research by Luzvinda & Saleh (2020) which stated that social support does not have a significant effect on well-being (subjective well-being).

The Effect of Social Support on Work-Life Balance

The results of the hypothesis test showed that there was a significant influence between social support and work-life balance. The results of this study are in accordance with previous research by Nurhabiba (2020) which showed that there is a significant influence between social support and work-life balance. Then the results of Rohimah & Mulyani's (2023) research also show that there is a very significant relationship between social support and work-life balance.

Work-life balance is defined as the ability of an individual to meet the demands of work and be able to commit both at work and in the family, as well as be responsible for his or her activities outside of work (Delecta, 2011). Work-life balance, a concept based on positive psychology, emphasizes efforts to achieve work-life balance by adopting strategies that help individuals manage their various roles. This aims to minimize role conflicts between work and life outside of work, including roles in the family (Linley et al., 2010).

Abendroth & den Dulk (2011) in their research stated that instrumental support (direct help) and emotional support (empathy, care, and attention) in the work environment has been proven to improve work-life balance in workers. This research also indicates that emotional support from family has a positive impact on improving work-life balance.

The Effect of Work-Life Balance on Subjective Well-Being

The results of the hypothesis test showed that there was a significant influence between work-life balance and subjective well-being. The results of this study are in accordance with previous research by Astuti & Nurwidawati (2023) which showed that there is a significant positive relationship between work-life balance and subjective well-being. Likewise, the results of research by Cintantya & Nurtjahjanti (2018) show that

there is a positive and significant relationship between work-life balance and subjective well-being.

One of the concepts from a positive psychology perspective is subjective well-being. In the study of positive psychology, it focuses on the way psychology maximizes the potential of each individual by understanding the positive traits and qualities contained in individuals (Seligman & Csikszentmihalyi, 2000). Subjective well-being has a meaning of satisfaction that is more than job satisfaction itself. According to Izzati & Mulyana (2019), job satisfaction is defined as an assessment of a work situation that is shown by attitudes or behaviors by the individual, while subjective well-being is a continuation of job satisfaction where individuals when experiencing positive experiences of job satisfaction can help the individual to assess their life more positively and feel subjective happiness (Hartanto & Kurniawan, 2015). Every individual needs to pay attention to subjective well-being. Various things can be affected if the individual who works has subjective well-being which has an impact on physical health, creativity level, problem-solving ability, and work engagement level in the workplace (Bryson et al., 2017).

The Effect of Self-Efficacy on Subjective Well-Being

The results of the hypothesis test showed that there was no significant influence between self-efficacy and subjective well-being. The results of this study are not in accordance with the previous research of Agustin & Afriyeni (2016) which showed that self-efficacy has a significant effect on subjective well-being. Likewise, the results of research by Yusni & Fikry (2022) show that self-efficacy and subjective well-being have a positively correlated relationship.

Incompetence means that the effect of self-efficacy on subjective well-being is insignificant or ineffectual. This is also supported by previous research by Putri & Suprapti (2014) which stated that there is no relationship between self-efficacy and subjective well-being.

The Effect of Social Support on Work-Life Balance-Mediated Subjective Well-Being

The results of the hypothesis test showed that there was a significant influence between social support and subjective well-being mediated by work-life balance. The results of this study are in accordance with previous research by Khairina & Sahrah (2020), Anggraini (2022), Gurung et al. (2003) which stated that work-life balance plays a role as a mediator of the influence of social support on subjective well-being.

From the results of this study, it appears from the value of the Path Coefficients that the effect of a (the influence of the Social Support -> Work-Life Balance pathway) is significant (P-Values = 0.000). Then the effect b (the influence of the Work-Life Balance -> Subjective Well-Being pathway) was significant (P-Values = 0.000). Meanwhile, the effect of c (direct influence of Social Support pathway -> Subjective Well-Being) was insignificant (P-Values = 0.464). Thus, it can be said that work-life balance mediates the full influence of social support on subjective well-being.

The Effect of Social Support on Self-Efficacy-Moderated Subjective Well-Being

The results of the hypothesis test showed that there was a significant influence between social support and subjective well-being that was moderated by self-efficacy. The results of this study are in accordance with previous research by Triana (2017), Sofro

& Sujatmoko (2015), Baron & Byrne (2003) which stated that social support has a significant effect on subjective well-being moderated by self-efficacy.

Self-efficacy in this case has the property of moderation "strengthening" because the value of the original sample is positive, which is 0.039. Furthermore, self-efficacy is classified as pure moderator. This means that the moderation variable that moderates the relationship between independent variables and dependent variables where pure moderation variables interact with independent variables without being independent variables. Where the result is the influence of variable M on variable Y, where the first estimate does not have a significant influence on variable Y, while the interaction of X*M in the second estimation has a significant effect on variable Y.

5. CONCLUSION

From the results of data analysis and discussion from the previous chapter, the following conclusions were obtained:

1. There was no significant effect between social support and subjective well-being.
2. There is a significant influence between social support and work-life balance.
3. There is a significant influence between work-life balance and subjective well-being.
4. There was no significant influence between self-efficacy and subjective well-being.
5. There is a significant influence between social support and subjective well-being which is mediated by work-life balance.
6. There is a significant influence between social support and subjective well-being that is moderated purely self-efficacy.

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