

Mental Health as a Moderating Variable on The Influence of Self-Compassion and Work Environment on Subjective Well-Being

Thasya Namira^{1*}, Survival², Nasharuddin Mas³

^{1,2,3}Departement of Management, Universitas Widyagama Malang, Indonesia

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Thasya Namira

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Abstract

This study aims to obtain empirical evidence of mental health as a moderating variable on the influence of self-compassion and work environment on subjective well-being. The study was conducted on employees of the Malang Middle Type Excise Supervision and Service Office (KPPBC TMC Malang). The population in this study were all employees totaling 102 people. The determination of the number of samples in this study used the Slovin formula, which was 81 respondents taken based on proportionate stratified random sampling. This study uses the SEM model with the Partial Least Square-Structural Equation Modeling (PLS-SEM) approach, and the statistical processing tool used is SmartPLS version 4. The results of the study indicate that higher self-compassion can increase subjective well-being. A better work environment can increase subjective well-being. Better mental health can increase subjective well-being. Mental health is able to act as a pseudo-moderation variable for the influence of self-compassion on subjective well-being. Mental health is unable to act as a predictor moderation variable for the influence of the work environment on subjective well-being.

1. INTRODUCTION

Subjective well-being is something that everyone wants, there is hardly any individual who does not want to be happy in his life, even though to achieve happiness requires effort and sacrifice. This is because everyone has a subjective perspective in determining the measure of their happiness. Once they have established what makes them happy, they will strive to meet those criteria. Subjective well-being is a term that is very closely related to happiness. Luthans (2016) explained that the term happiness is a term that is widely researched in the field of positive psychology. Happiness is defined as a state in which a person feels satisfaction and happiness in his life.

In general, researchers in the field of psychology are more likely to use the term subjective well-being than happiness in the development of their theories and research results, because the term is considered more specific and covers various aspects better. However, in everyday practice, the term "happiness" is used more often. De Neve et al. (2013) found scientific evidence that suggests that subjective well-being has an objective influence on behavior and achievement in a person's life. Other research has also revealed a dynamic relationship between happiness and various other important aspects of life.

From the side of the Indonesian people, it seems that it has a happiness index that continues to increase every year. According to the Central Statistics Agency (BPS), the happiness index of the Indonesian people in 2021 reached 68.28 on a scale of 1-100. This figure is the result of the accumulation of index measurements based on 3 dimensions, namely Feeling Happy or Cheerful or Happy (77.64), Feeling Not Worried or Anxious (57.91), and Feeling Not Stressed (64.87).

Table 1. Happiness Index by Province, 2014-2021

Province	Happiness Index by Province		
	2021	2017	2014
Aceh	71,24	71,96	67,48
Sumatera Utara	70,57	68,41	67,65
Sumatera Barat	71,34	72,43	66,79
Riau	71,8	71,89	68,85
Jambi	75,17	70,45	71,1
Sumatera Selatan	72,37	71,98	67,76
Bengkulu	69,74	70,61	67,43
Lampung	71,64	69,51	67,92
Kep. Bangka Belitung	73,25	71,75	68,45
Kep. Riau	74,78	73,11	72,42
DKI Jakarta	70,68	71,33	69,21
Jawa Barat	70,23	69,58	67,66
Jawa Tengah	71,73	70,92	67,81
DI Yogyakarta	71,7	72,93	70,77
Jawa Timur	72,08	70,77	68,7
Banten	68,08	69,83	68,24
Bali	71,44	72,48	68,46
Nusa Tenggara Barat	69,98	70,7	69,28
Nusa Tenggara Timur	70,31	68,98	66,22
Kalimantan Barat	72,49	70,08	67,97
Kalimantan Tengah	73,13	70,85	70,01
Kalimantan Selatan	73,48	71,99	70,11
Kalimantan Timur	73,49	73,57	71,45
Kalimantan Utara	76,33	73,33	-
Sulawesi Utara	74,96	73,69	70,79
Sulawesi Tengah	74,46	71,92	67,92
Sulawesi Selatan	73,07	71,91	69,8
Sulawesi Tenggara	73,98	71,22	68,66
Gorontalo	74,77	73,19	69,28
Sulawesi Barat	73,46	70,02	67,86
Maluku	76,28	73,77	72,12
Maluku Utara	76,34	75,68	70,55
Papua Barat	74,52	71,73	70,45
Papua	69,87	67,52	60,97
Indonesia	71,49	70,69	68,28

Source: BPS (2022)

Ipsos Global has just revealed the results of the latest survey on "Global Happiness 2024". The survey involved 24,269 respondents from 30 countries, including 500 respondents from Indonesia. The Ipsos Global Happiness Report is a report released to commemorate International Happiness Day which falls on March 20 every year.

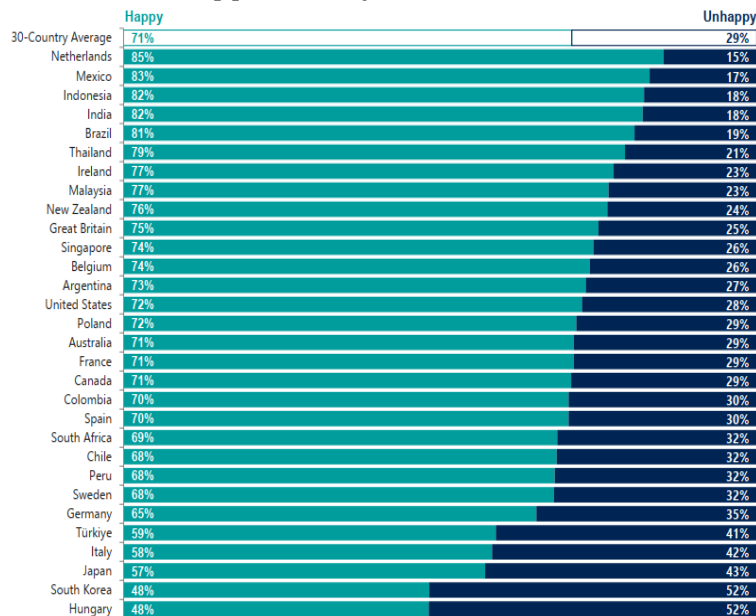


Figure 1. Global Happiness 2024

Indonesia ranks third in the global happiness rate. Data shows that 82% of Indonesians feel happy, making Indonesia the country with the highest level of happiness in Southeast Asia, when compared to neighboring countries such as Thailand (79%), Malaysia (77%), and Singapore (74%). This significant increase can be seen from the comparison with the previous year, where Indonesia rose nine places and its happiness rate increased by 3% from the previous 79% in 2023.

Satisfaction in family relationships, including with parents, siblings, and cousins, has proven to be very important for the happiness of the Indonesian people, with a satisfaction rate of 89%, exceeding the global average of only 76%. Emotional support from immediate family members such as children (94%) and spouses (88%) provides a sense of security and comfort, which has a positive impact on overall happiness levels. In addition, relationships with friends (85%) also contribute significantly to the level of happiness of the Indonesian people.

Subjective well-being refers to a state in which individuals subjectively believe that their life is something desirable, pleasant and good. This also applies to employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. The Customs and Excise Supervision and Service Office is one of the units under the Directorate General of Customs which is under and responsible to the Ministry of Finance led by the Directorate General of Customs and Excise. The Directorate General of Customs and Excise has the task of formulating and implementing policies in the field of supervision, law enforcement, services and optimization of state revenues related to customs and excise in accordance with the provisions of applicable laws and regulations.

Employees at the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type have the desire to achieve a high level of subjective well-being. A person is considered to have good subjective well-being if the Customs and Excise Supervision and Service Office Employee - Malang Excise Intermediate Type feels more positive emotions than negative emotions, engages in interesting activities, experiences many pleasant moments, and little pain, and feels satisfaction in their lives.

Various factors can affect subjective well-being, one of which is self-compassion or self-love. Self-compassion acts as a facilitator in helping individuals achieve their dreams by reducing the negative emotional impact of failure or bad experiences. In addition, self-compassion can also increase positive aspects such as optimism (Zessin et al., 2015). By having self-compassion, employees will be better able to accept the situation, respect themselves and love themselves for choosing to be employees.

In addition to self-compassion, the work environment also has an important role in determining a person's subjective well-being. As revealed by Mihail & Kloutsiniotis (2016) and Scholarios et al. (2017), there is a positive relationship between the work environment and employee well-being. The better the social relations in the work environment and in the environment around employees, the higher the level of employee welfare that is felt.

Several studies have highlighted the link between a positive work environment and improved employee well-being. Research conducted by Arata et al. (2024) shows a significant relationship between the environment and subjective well-being. In addition, the results of Rabuana & Yanuar's (2023) research also revealed a positive relationship between the condition of the work environment and employee welfare. However, Adani's (2015) research highlights that some aspects, such as temporary, psychological, temporary working conditions, as well as instrumental and emotional support, do not show a significant influence on subjective well-being.

2. LITERATURE REVIEW

Self-Compassion

The concept of self-compassion is a concept taken from Buddhist teachings on how to be compassionate to oneself and also pay attention to oneself to be able to survive in difficult circumstances. This construction was used as research by Kristin Neff so that she became the pioneer of this concept. Self-love is the result of a western perspective while for Buddhists perceive self-compassion as a response to wisdom, compassion and patience in facing problems (Neff, 2015). Neff (2023) explained that self-compassion is related to the individual's openness to the suffering experienced so as to cause concern and kindness in oneself, understand and not judge shortcomings excessively, and see this condition as an experience experienced throughout human life.

Work Environment

According to Mangkunegara (2017) the work environment is all tools, tools and materials faced, the surrounding environment where a person works, the working methods and work arrangements increase as individuals and groups. The work

environment is a social, psychological and physical life in the company that affects employees in carrying out their duties.

Mental Health

Mental health is the ability to adapt to oneself, to others, as well as to the society and environment in which the individual lives. This meaning is more detailed and general, because it is related to life as a whole. Adaptability will lead humans to happiness in life and avoid anxiety, anxiety, and dissatisfaction. In addition, individuals are full of enthusiasm for life in order to be able to adapt to themselves (Ardani & Istiqomah, 2020).

Subjective Well-Being

Subjective well-being is an individual's evaluation of his or her own life both affectively and cognitively. Individuals feel an abundance of subjective well-being when they experience abundant feelings and feel little discomfort, when engaging in interesting activities and when they feel a lot of pleasure and little pain, and when they are satisfied with their lives (Diener, 2000). Subjective well-being is defined as an individual's evaluation of life, which is described in terminology regarding how and why individuals experience life in a positive way, so that each individual's personal experience is related to the perceived quality of life (Biswas-Diener et al., 2004).

3. RESEARCH METHODS

As with the research topic and problem formulation in advance, this research is a positivism research, with the type of explanatory research. The subject in this study is an employee of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. The object of this study is to examine mental health as a moderation variable on the influence of self-compassion and work environment on subjective well-being.

The population in this study is all employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type which totals 102 people. The number of samples in this study is 81 people. In this study, the sampling technique used is non-probability sampling with the technique taken, namely proportionate stratified random sampling.

Primary data was obtained from the results of filling out questionnaires that were distributed to all data providers, namely from research respondents. Secondary data in this study was obtained from the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type, for example: an overview of the research site, human resources, organizational structure, and others. The source of data in this study is internal data, namely data from the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type which describes the state of the organization, human resources (employees) along with the policies and regulations applied to the organization.

The test of the research instrument or questionnaire is to determine the feasibility of the questionnaire based on the answers collected from the respondents through the "Variable Measurement Model (Outer Model)" as a result of data processing or processing through SmartPLS software (Cohen, 1988), in the form of: 1) Convergent

Validity; 2) Discriminant Validity; 3) Composite Reliability, and; 4) Cronbach Alpha. The SEM analysis technique in this study is Partial Least Square-Structural Equation Modelling (PLS-SEM) with the SmartPLS application.

4. RESULTS AND DISCUSSION

Results

Outer Loadings

Validity testing for reflective indicators uses the correlation between an item's score and its construct score. Measurements with reflective indicators indicate a change in an indicator in a construct if other indicators in the same construct change (or are excluded from the model). Reflective indicators are suitable for measuring perception, so this study uses reflective indicators. The following is an overview of the outer loading value in the outer model generated after running the SmartPLS program for all indicators in the following figure:

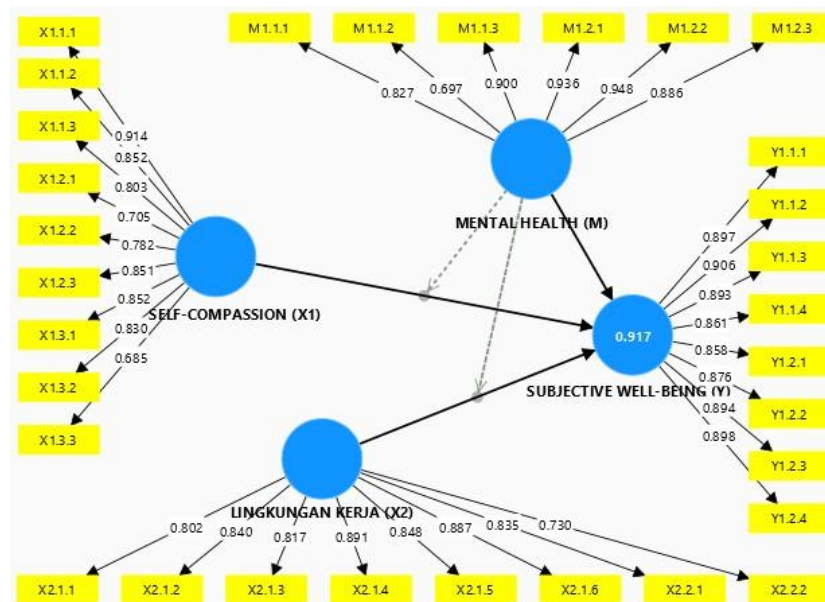


Figure 2. Outer Model

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 dan Composite Reliability

Variable	Cronbach's alpha	Composite reliability (rho_a)
Self-Compassion (X1)	0.934	0.940
Work Environment (X2)	0.936	0.937
Subjective Well-Being (Y)	0.961	0.961
Mental Health (M)	0.934	0.949

From the table above, Cronbach's alpha values are 0.934, Self-Compassion (X1) is 0.934, Work Environment (X2) is 0.936, Subjective Well-Being (Y) is 0.961, and Mental Health (M) is 0.934, all of which are greater than 0.70. Likewise, the Composite reliability score, Self-Compassion (X1) is 0.940, Work Environment (X2) is 0.937, Subjective Well-Being (Y) is 0.961, and Mental Health (M) is 0.949, 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)

Variable	Average Variance Extracted (AVE)
Self-Compassion (X1)	0.658
Work Environment (X2)	0.693
Subjective Well-Being (Y)	0.784
Mental Health (M)	0.756

From the table above, the Average Variance Extracted (AVE) value of Self-Compassion (X1) is 0.658, Work Environment (X2) is 0.693, Subjective Well-Being (Y) is 0.784, and Mental Health (M) is 0.756, all of which are greater than 0.50. This means that the construct can explain 50% or more of the variance of the indicator.

Fornell-Larcker Criterion

Another method for assessing discriminant validity is to use the Fornell-Larcker Criterion, which compares the square root value of the Average Variance Extracted (AVE) of each construct with the correlation between the other constructs in the model. The following are the results of the Fornell-Larcker Criterion in the research produced in the Table below.

Table 4. Fornell-Larcker Criterion

	Work Environment (X2)	Mental Health (M)	Self-Compassion (X1)	Subjective Well-Being (Y)
Work Environment (X2)	0.941			
Mental Health (M)	0.870	0.929		
Self Compassion (X1)	0.871	0.811	0.897	
Subjective Well-Being (Y)	0.833	0.886	0.889	0.919

The table above shows that the square root value of AVE (Fornell-Larcker Criterion) of each construct is greater than the correlation value between the constructs and other

constructs in the model. So it can be said that the model is said to have a good discriminant validity value.

R-Square

The R-Square value is a goodness test of the model. The change in the value of R-Square is used to explain the influence of certain exogenous latent variables on endogenous latent variables, whether they have a substantive influence. R-Square value 0.67; 0.33 and 0.19 for endogenous latent variables in structural models indicate strong, moderate, and weak models (Chin, 1998). Based on the results of testing using the SmartPLS program, R-Square results were obtained as follows:

Table 5. R-Square

Variable Laten Endogenous	R-Square
Subjective Well-Being (Y)	0.917

In the table above, it can be seen that the R-Square value of the endogenous latent variable Subjective Well-Being (Y) obtained is 0.917, which indicates a strong model, because the value is above 0.67 (Chin, 1998). The results of the R-Square PLS represent the amount of variance of the endogenous construct described by the model.

Hipotesis

The hypothesis test in this study was carried out by looking at the T-Statistics value and the P-Values value. The research hypothesis can be declared acceptable if the T-Statistics value > 1.96 and the P-Values value < 0.05 (Yamin & Kurniawan, 2011). The following are the results of the hypothesis test obtained in this study through the path coefficients on the SmartPLS output below:

Table 6. Hypothesis Test Results

Path	T-Statistics	P-Values
Self-Compassion (X1) → Subjective Well-Being (Y)	4.271	0.000
Work Environment (X2) → Subjective Well-Being (Y)	6.170	0.000
Mental Health (M) → Subjective Well-Being (Y)	3.231	0.001
Mental Health (M) x Self-Compassion (X1) -> Subjective Well-Being (Y)	2.333	0.020
Mental Health (M) x Work Environment (X2) -> Subjective Well-Being (Y)	0.241	0.810

Moderation Classification

- The Effect of Self-Compassion on Subjective Well-Being Moderated by Mental Health
From the table above, it is known that Self-Compassion directly has a significant effect on Subjective Well-Being. Then Mental Health directly also has a significant effect on Subjective Well-Being. In addition, Mental Health plays a significant role in moderating the influence of Self-Compassion on Subjective Well-Being. Thus, it can be said that the Mental Health variable is classified as a Quasi Moderator (Pseudo-Moderator). This means that the variable that moderates the relationship between independent variables and dependent variables, which can interact with independent variables as well as

become independent variables. Where there is an influence of the M variable on the Y variable in the first estimate and there is an influence of X*M Interaction in the second estimate and has significance on the Y variable.

- **The Effect of Work Environment on Subjective Well-Being Moderated by Mental Health**

From the table above, it is known that the Work Environment directly has a significant effect on Subjective Well-Being. Then Mental Health directly also has a significant effect on Subjective Well-Being. However, Mental Health does not play a significant role in moderating the influence of the Work Environment on Subjective Well-Being. Thus, it can be said that the Mental Health variable is classified as a Moderator Predictor. This means that the influence of the M variable on the Y variable in the first estimate has a significant effect and the influence of the X*M interaction in the second estimate is not significant. This means that the moderation variable only acts as an independent variable in the relationship model that is formed.

Discussion

The Effect of Self-Compassion on Subjective Well-Being

The results of the hypothesis test show that higher self-compassion can increase the subjective well-being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. These results are in accordance with the results of research by Yunita & Lee (2021) which stated that there is a relationship between self-compassion and subjective well-being and the direction of positive relationships. Then the results of Maulidawati & Xue's (2023) research stated that there was a significant positive correlation between self-compassion and well-being. Judging from how large the effect of the relationship between variables is, the effect of self-compassion on subjective well-being is 0.089 which means that it has a small effect because it is above the value of 0.02 and is still in the positive category even though the impact is not too large.

Employee welfare is an important issue that needs to be pursued not only by individuals, but also by an organization. According to Page & Vella-Brodrick (2009), the impact on employee performance can help organizations to increase various chances of success. In addition, through good welfare, it is able to help employees to create a sense of security and comfort in terms of social, emotional, physical, and psychological in carrying out their work optimally (De Simone, 2014).

In this context, self-compassion is very important to help employees manage the stress that arises due to the heavy demands of work. For example, employees who are more likely to treat themselves with compassion will be better able to cope with guilt and stress without getting caught up in feelings of excessive anxiety. In this way, it not only experiences an increase in subjective well-being, but also feels an increase in life satisfaction as well as positive emotions, reducing negative emotions that may arise.

The Influence of the Work Environment on Subjective Well-Being

The results of the hypothesis test show that an increasingly good working environment can improve the subjective well-being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. These results

are in accordance with the results of research by Arata et al. (2024) which show a significant relationship between the environment and subjective well-being. Then the results of Rabuana & Yanuar's (2023) research also revealed that there is a positive relationship between the work environment and employee welfare. Judging from how large the effect of the relationship between variables is, the effect of the work environment on subjective well-being is 0.314 which means that it has a moderate effect because it is above the value of 0.15.

Employees are social creatures that are the main asset for every organization. Employees play the role of driving forces that support the achievement of organizational tasks, have thoughts, feelings, and aspirations that can affect employees' attitudes towards work. Employees can be seen as service providers, both in the form of thoughts and energy, with predetermined compensation (Heriyanto and Hidayati, 2016). Each employee also has a unique welfare for each of them.

The Influence of Mental Health on Subjective Well-Being

The results of the hypothesis test show that better mental health can improve the subjective well-being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. These results are in accordance with the results of Calvetti et al.'s (2024) research which states that positive mental health has a significant effect on subjective well-being. Then Keyes (2006) stated that mental health is one of the forms of subjective well-being.

Mental health is one of the key factors that affect subjective well-being. Good mental health helps a person to be more focused, productive, and creative. A person with stable mental health may also tend to be more effective at managing stress. On the other hand, good subjective well-being can serve as a protective factor in dealing with the global mental health crisis. There is a relationship between the era of Subjective well-being and various important aspects of life, such as social relationships, physical health, and mental health (Dewi & Nasywa, 2019).

The Role of Mental Health in Moderating the Influence of Self-Compassion on Subjective Well-Being

The results of the hypothesis test show that mental health is able to play a role as a moderation variable for the influence of self-compassion on subjective well-being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. Mental health in this case has the property of moderation "strengthening" because the original sample value is positive, which is 0.120. Furthermore, mental health is classified as quasi moderator (pseudo-moderator). This means that the variable that moderates the relationship between independent variables and dependent variables, which can interact with independent variables as well as become independent variables. Where there is an influence of variable M on variable Y in the first estimate and there is an effect of X*M Interaction in the second estimate and has significance on variable Y. Judging from the size of the effect of the relationship between variables, the effect of moderation of mental health on the influence of self-compassion on subjective well-being is 0.024 which means that it has a small effect because it is above the value of 0.02.

The Role of Mental Health in Moderating the Influence of the Work Environment on Subjective Well-Being

The results of the hypothesis test showed that mental health was not able to play a role as a moderation variable for the influence of the work environment on the subjective well-being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type. The insignificance of mental health in moderating the influence of the work environment on subjective well-being is due to mental health having a very small positive (strengthening) original sample value of 0.014. In addition, the insignificance of mental health in moderating the influence of the work environment on subjective well-being is also caused by the effect of mental health moderation on the influence of the work environment on subjective well-being of 0.000 which means that it has no effect because it is below the value of 0.02.

5. CONCLUSION

Based on the data analysis that has been carried out in the previous chapter, the following conclusions can be drawn:

1. Higher Self-Compassion can increase the Subjective Well-Being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type.
2. A better work environment can improve the Subjective Well-Being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type.
3. Improved Mental Health can improve the Subjective Well-Being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type.
4. Mental Health is able to play a role as a pseudo-moderation variable on the influence of Self-Compassion on Subjective Well-Being employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type.
5. Mental Health is not able to play a role as a predictor moderation variable for the influence of the Work Environment on the Subjective Well-Being of employees of the Customs and Excise Supervision and Service Office - Malang Excise Intermediate Type.

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