

Psychological Well Being and Satisfaction of Insurance Employees

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Abstract. This study aims to analyze the relationship between job satisfaction and the psychological well-being of insurance employees. This study hypothesizes that there is a positive relationship between psychological well-being and job satisfaction for insurance employees. The research subjects in this study amounted to 47 people, due to the limited number of research subjects, a population study was carried out. This study is a quantitative study, and data collection was carried out using a psychological well-being scale and a job satisfaction scale. The data obtained were analyzed using the Pearson product-moment correlation technique. Based on the results of data analysis between job satisfaction variables and psychological well-being, the R_{XY} value was 0.780 ($p < 0.01$). Thus, the proposed hypothesis is accepted, so it can be concluded that there is a relationship between job satisfaction and psychological well-being.

Keywords: Psychological well-being; Satisfaction; Employee

Introductions

Humans in life have needs that couldn't be eliminated because these needs underlie one's behavior. Happy human behavior has a huge role in the development of life. The issue of happiness has long been an interesting subject. A person's happiness at work is reflected in the level of psychological well-being.

Psychological well-being itself is a form of nature that God has given to human beings. Humans are freed to find psychological happiness according to their own will. Psychological happiness is an innate human destiny that reflects the perfection of God in His creatures. Successful performance in the workplace depends on how satisfied individuals are with their jobs. A person's feelings of happiness are measured objectively in the concept of psychological well-being (psychological well-being).

Some of the meanings of the nature of happiness that have been formulated by philosophers (Sufis) may still be in the form of abstract concepts. Furthermore, the task of psychologists is how to concretize this abstract thing. If a client comes to a psychologist and says "Today I feel happy," then the psychologist will certainly ask further "Why do you feel happy?". One answer that someone might give is "Because I am satisfied with what is happening with my life." [1] Likewise with someone's life, whether he is happy and satisfied with his current job, objectively it can be said that someone's psychological well-being has been fulfilled in his work.

Research on psychological well-being is considered important because it not only provides theoretical benefits but also practical benefits. However, research on psychological well-being in honorary teachers has not been widely carried out in Indonesia. A study that is considered the closest to this research is the research conducted by Sumule and Taganing (2008) on "Psychological Well-Being of Teachers at the PESAT Nabire Foundation, Papua", a foundation located in the interior of Papua. The results of this study indicate that several teachers who are subjects in the study have varying levels of psychological well-being. The results of this study indicate that the various dimensions of psychological well-being are mainly influenced by factors of spirituality, past experiences, and social support. The rest of the researchers have not found other psychological well-being studies conducted on honorary teachers or other similar subjects. Research on psychological well-being in honorary teachers is considered can contribute to the progress of the world of education.

Research on psychological well-being conducted by Ryff et al. [2] shows the influence of socioeconomic status on a person's level of psychological well-being. Usually, someone with a low economic status tends to have low psychological well-being, especially in the dimensions of self-acceptance, life goals, environmental mastery, and personal growth. More specifically, Meta (2015)

shows that psychological well-being has a significant effect on satisfaction.[3] If someone at work feels that their needs have been met, then job satisfaction will arise in them.

Researchers before conducting research have conducted observations and interviews, especially with employees who work in the insurance sector. As for the initial data that the researchers found, it is known that the average employee has worked in the company for more than 2 years and some even have up to 7 years. Situations and conditions while working at the company resulted in as many as 12 people from 47 employees still feeling psychological well-being discrepancies. From the interviews, it is known that employees who work express dissatisfaction with their psychological well-being, specifically in the dimensions of personal relationships between co-workers, as well as role ambiguity, including salary issues. The amount of salary, incentives, and benefits received by employees is considered insufficient and not by the work being carried out so it tends to make employees not optimal in doing their jobs (interview results on October 7, 2022). Based on the results and interviews conducted by researchers, it can be concluded that there are problems related to psychological well-being received by employees while working at insurance companies, so it is necessary to make improvements in terms of psychological well-being to be able to increase job satisfaction for these employees.

Problem

The problem in this paper is the problematic relationship between job satisfaction and psychological well-being.

Method and Approach

Method

The type of research based on the analytical approach is generally divided into two, namely quantitative and qualitative. In this study, researchers used quantitative research methods. The quantitative research method is research that uses statistical methods to process data and numbers (numerical).[4] The numerical data obtained by the researcher from a measurement using the scale of the variables in the study. The significance of the relationship between the variables to be studied can be obtained using quantitative methods.

Operational Definition of Research Variables

Psychological well-being is an individual condition characterized by an attitude of self-acceptance, positive relationships with others, autonomy, environmental mastery, life goals, and personal growth that cause the pleasure felt by individuals when doing something in their work. The data were obtained using the psychological well-being scale. The higher the scale score obtained, the higher the psychological well-being. Vice versa, the lower the scale score obtained, the lower the psychological well-being.

Job satisfaction is an attitude or a positive or negative emotional state that is produced by a person from the assessment of his work or work experience which includes pay (wages), the work itself (satisfaction with the work itself), promotions (satisfaction with promotion/self-development), supervision (satisfaction with supervisor's supervision), workgroup (satisfaction with coworkers), and working conditions (satisfaction with working conditions). The data were obtained using a job satisfaction scale. The higher the scale score obtained, the higher the job satisfaction. Vice versa, the lower the scale score obtained, the lower the job satisfaction.

Discussion

Psychological Well Being Scale

The psychological well-being scale is based on six dimensions of psychological well-being according to Ryff (1995) including self-acceptance, positive relations with others, autonomy, environmental mastery, the purpose of life (purpose in life), and personal growth (personal growth).[5]

Table 1. Blueprint Psychological Well-Being

No.	Dimension of <i>Psychological Well Being</i>	Item Number		Total
		Favorable	Unfavorable	
1	Self-acceptance	3	3	6
2	Positive relationship with others	3	3	6
3	Autonomy	3	3	6
4	Environmental control	3	3	6
5	Purpose of life	3	3	6
6	Personal growth	3	3	6
	Total	18	18	36

Job Satisfaction Scale

The job satisfaction scale is based on aspects of job satisfaction according to Luthans, in Indrasari (2017), namely pay (wages), the work itself (satisfaction with the work itself), promotions (satisfaction with promotion/self-development), supervision (satisfaction with supervisor's supervision), workgroup (satisfaction with coworkers), and working conditions (satisfaction with working conditions).

Table 2. Job Satisfaction Blueprint

No.	Psychological Well Being Dimension	Item Number		Total
		Favorable	Unfavorable	
1	satisfaction with wages or salaries	3	3	6
2	satisfaction with the work itself	3	3	6
3	satisfaction with promotion/self development	3	3	6
4	satisfaction with supervision/supervisor	3	3	6
5	satisfaction with coworkers	3	3	6
6	satisfaction with working conditions	3	3	6
	Total	18	18	36

Discussions

Table 3. Test Results Correlation Between Variables

Correlations			
		Total Score KP	Total Score PWB
Total Score KP	Pearson Correlation	1	.780**
	Sig. (1-tailed)		.000
	N	47	47
Total Score PWB	Pearson Correlation	.780**	1
	Sig. (1-tailed)	.000	
	N	47	47

Based on the research results that have been obtained, it can be concluded that the hypothesis proposed in this study is accepted. The results of the product-moment correlation test from Pearson showed that there was a relationship between psychological well-being and job satisfaction resulting in a value of $r_{xy} = 0.780$ greater than the r table ($p > 0.287$) so that psychological well-being and job satisfaction were correlated. The results of this study also show that there is a relationship between psychological well-being and job satisfaction, where the relationship between the two is very strong. Based on the research results obtained, the direction of the correlation of the two variables is positive, because the correlation value is positive. From these results, it can be concluded that the higher the level of psychological well-being, the higher the job satisfaction of the tutor.

The results of this study support research conducted by Meta (2015) which states that there is a significant relationship between psychological well-being and satisfaction with a r_{xy} number of 0.614 ($p < 0.01$) which means that there is a correlation between psychological well-being and marital satisfaction in respondents.[3] These results are also in line with research conducted by

Tanujaya where the six scales of self-acceptance, positive relationships with others, autonomy, environmental mastery, life goals, and personal growth have a relationship with the job satisfaction scale, with the results of $r_{xy} 0.577$ ($p < 0.01$). From these results, it can be concluded that the higher the level of psychological well-being, the higher the level of employee satisfaction.

Based on the research results obtained, the direction of the correlation of the two variables is positive. From these results, it can be concluded that the higher the level of psychological well-being, the higher the job satisfaction of the tutor. It is in line with the statement according to Robbin (2002) that job satisfaction refers to the general attitude of individuals toward their work.[6] Employees with a high level of job satisfaction generally have a positive attitude while employees who are dissatisfied with their work have negative attitudes toward their work.

Psychological well-being and job satisfaction, described by Ryff (1995), are necessary components for organizations because they can affect employee work performance.[5] Job satisfaction tends to be determined by the psychological well-being of the employee, especially on the scale of self-acceptance, positive relationships with others, autonomy, environmental mastery, life goals, and personal growth. When a person has high psychological well-being or well-being would also carry over to his feelings at work. Someone who assesses the work environment as interesting, fun, and full of challenges will feel happy and show optimal performance. Conversely, when someone has low psychological well-being, it will also carry over to his feelings at work. Someone who assesses the work environment as unattractive, unpleasant, and less challenging environment will feel unhappy and show suboptimal performance.

Closing

Based on the research results that have been obtained, psychological well-being is correlated with job satisfaction with a very significant positive correlation direction ($p < 0.01$) so it can be said that the higher the psychological well-being obtained, the higher the job satisfaction level of tutors at Anugrah Bangsa Community Learning Center Semarang. The effective contribution of this research is 1.8% while the rest can be influenced by other factors that can correlate with job satisfaction variables.

Future researchers are expected to pay more attention to other factors that may influence employee job satisfaction, particularly faculty and teacher satisfaction, and attachment to psychological well-being factors. Researchers can use the renewal theory of well-being which is focused on the scope of work, such as employee well-being as an independent variable. Future researchers who will examine similar variables are expected to be more careful in choosing subjects when extracting problems and backgrounds so that optimal research results are continuous with the problems that have been carried out during interviews and observations.

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