THE EFFECT OF SOCIAL SUPPORT ON RESILIENCE WITH OPTIMISM AS A MEDIATOR: A CASE STUDY OF BATIK MSMES IN BANYUMAS

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ABSTRACT

Many MSMEs have proven their resilience and succeed to survive in the midst of Covid-19 pandemic, while another has been failed. MSMEs in Batik industry is one of survival SMEs in Banyumas. Preliminary surveys show that they are able to survive because of social support and a sense of optimism about their business. Based on this, a study was conducted to determine the effect of social support on resilience with optimism as a mediating variable. The research was conducted with a research design using quantitative associative data. The research was conducted at Batik SMEs in Banyumas, with a total sample of 62 Batik SMEs. Data collection was carried out using a questionnaire which was filled in directly by the respondent. Data were analyzed by descriptive analysis, research instrument test by validity and reliability test, classical assumption test, simple linear regression test, and Sobel test for mediation analysis. The results showed that social support had a significant positive effect on resilience, social support had a significant positive effect on optimism. Optimism has a significant positive effect on resilience. Optimism is not able to significantly mediate the effect of social support on resilience. The conclusion of the study is that the higher the social support one has, the more resilience will increase, and it is not mediated by optimism.

Keywords: MSME Batik, Social Support, Optimism, Resilience

1. Introduction

Currently, most of the economic activities in Indonesia are carried out by MSMEs. MSMEs are considered as one of the pillars of the Indonesian economy that is able to withstand the impact of the global economic crisis. MSMEs are expected to be at the forefront in achieving the economic pillars of the Sustainable Development Goals (SDGs). The added value of MSMEs is their high flexibility and the importance of MSMEs for industries in Indonesia which are unstable. Another advantage of MSMEs is their contribution to poverty alleviation efforts by absorbing labor by providing employment (Azhar and Arofah, 2021). In 2018, based on data from the Central Java Manpower Office, there were 84,350 MSMEs in Banyumas Regency. According to the records

of the Central Statistics Agency, the percentage of MSMEs in Banyumas Regency is 5.19% of the total MSMEs in Central Java (Azhar and Arofah, 2021).

The economic activities of the business world, both large entrepreneurs and MSMEs, began to be disrupted during the corona virus disease 2019 (Covid-19) pandemic. Covid-19 was detected in Banyumas Regency in mid-March 2020. To prevent the further spread of the corona virus in Indonesia, the Indonesian government, including Banyumas Regency, imposed large-scale social restrictions (PSBB) (Proboningrum and Solichah, 2022).

Restrictions on certain activities during the PSBB period, such as closing offices, schools, closing crowded places such as markets, malls, shopping centers, restaurants, and restrictions on community social activities including business actors, have an impact on termination of employment, resulting in lower levels of production and demand for goods and services. Not only large companies are affected, a very large number of micro, small and medium enterprises (MSMEs) are also affected, so that some cannot survive, some survive with difficulty. As many as 68% of MSMEs and cooperatives in several provinces in Indonesia, including Central Java, complained about decreased sales as a result of the Covid-19 pandemic (Hakim, 2022).

The Head of the Department of Manpower, Cooperatives and Small and Medium Enterprises of Banyumas Regency, stated that the Covid-19 pandemic has made it difficult for many MSMEs in Banyumas Regency, although it is difficult to know exactly how many are experiencing difficulties (Azhar and Arofah, 2021). Many MSMEs are confused about the pandemic situation, which has a significant effect on the number of unemployed. The implementation of the PSBB has had a severe impact on small entrepreneurs because of the absence of economic activity which causes small entrepreneurs to lose their income, while their families' needs for survival continue. This is a challenge for MSME actors to be able to continue to survive in a pandemic situation, so that the survival of the families of owners and employees can continue. The impact on the economic aspect will then have an impact on the psychological aspect. The process that then occurs is focused on the resilience or resistance of MSMEs to the Covid-19 pandemic. Resilience is a very influential psychological aspect in dealing with a pandemic situation (Azhar and Arofah, 2021; Hakim, 2022).

One type of MSMEs affected by the Covid-19 pandemic is Batik MSMEs in Banyumas. Prior to the pandemic, Wulandari and Novandari (2008) stated that the batik business in Banyumas Regency was still feasible to develop despite marketing constraints. Indronyoto and Wulandari (2018) based on their research stated that the income of batik craftsmen can be said to be decent. The income contribution of batik craftsmen can provide a significance of 26 percent in increasing inefficient household income to be feasible. In the midst of the Covid-19 pandemic, which had an impact on several Batik MSMEs in Banyumas Regency, they were forced to close, there were still Batik MSMEs that were able to survive. One of the MSMEs that was able to survive during the pandemic was the Batik MSMEs in Papringan Village, Banyumas District, Banyumas Regency. Based on observations and interviews conducted by researchers at and owners of Batik SMEs in Papringan Village, it is known that during the pandemic, the sales turnover of their batik production experienced a significant decrease. Even though the situation is unfavourable, these Batik MSMEs are still surviving, and hope that with the pandemic conditions which are currently heading towards endemic, it is hoped that their sales turnover will increase again and the economic problems of owners and employees can be gradually resolved.

Currently, their batik sales turnover has not experienced a significant increase, but they have confidence that the pandemic situation is easing and the abolition of the PSBB gives good hope for their business in the future. This is supported by employees and their families for the continuity of the batik business which is a family heritage business.

Based on the description of how the efforts of Batik SMEs in Papringan Village, Banyumas District to survive, it shows that the resilience of these Batik SMEs is very good. Their resilience seems to be influenced by their confident attitude in facing situations, which shows optimism. The support of family and friends, who are part of their social environment, also plays a role in the resilience of the Batik MSMEs.

Many literatures explain the concept of resilience as a personality attribute. People with high resilience are more emotionally stable and their emotions tend to be more positive than negative. Several studies have shown that people with high resilience find meaning in their lives during difficult times. Likewise, those who claim to live meaningfully show fewer negative emotions and life problems, resulting in higher resilience (Sagi et al, 2021).

Several studies have shown that resilience is influenced by optimism and social support. According to the research results of Syahruninnisa et al (2022), social support and optimism together as predictors of academic resilience with a significant value (p <0.000) and a contribution of 70%. Kalisha and Sundari (2023) in their research concluded that there is an influence of optimism and social support from peers on resilience in students who are working on their thesis. Andriyaniputri et al (2022) in their research concluded that there is a contribution of optimism and social support to student resilience.

According to the research results of Alvina and Dewi (2017), there is an effect of social support on resilience. Data from the results of the analysis show that social support for resilience has significant results. The higher the social support received, the higher the resilience. Conversely, the lower the social support received by individuals, the lower their resilience. Someone who has social support will be able to overcome the problems in his life. Support from the people around him strengthens and makes a person more resilient.

The feeling of optimism brings individuals to the desired goal, namely believing in themselves and their abilities. An optimistic attitude makes a person get out quickly from the problems they face because of the thoughts and feelings of having abilities, also supported by the assumption that everyone has their own luck. According to Kerley (2006), optimism is a style of explanation (how we explain something to ourselves), and also an attitude (how we feel about something). Optimism is a behavioural component that produces a complex result of our thoughts and emotions. In simple terms, optimism means believing that something will go well. Individuals with good resilience are optimistic individuals, who believe that everything can change for the better. Based on the results of research conducted on undergraduate students who are currently pursuing their thesis at the Darussalam Islamic Institute, it shows that there is a significant relationship between optimism and resilience in final year students working on their thesis at the Darussalam Islamic Institute (Al Musafiri & Umroh, 2022). Research conducted by previous researchers concluded that optimism mediates the effect of social support on resilience. In their research, Lianasari et al (2022) concluded that optimism fully mediates the influence of social support on resilience.

Several studies have shown that resilience is significantly and positively influenced by social support and mediated by optimism. Researchers are interested in researching social support for resilience with optimism as mediation for Batik SMEs in Banyumas. Until now, no research has been conducted on whether the resilience of Batik SMEs in Banyumas is significantly influenced by social support, and whether optimism can mediate the effect of social support on resilience. Based on this, researchers are interested in examining the effect of social support on resilience with optimism as a mediator with the research object of Batik SMEs in Banyumas.

2. Literature Review
2.1 Social Support
Social support is the presence of certain people who personally provide advice, motivation, direction and show a way out when individuals experience problems and when they experience obstacles in carrying out activities in a directed manner to achieve goals (Bastaman, in Fatwa, 2014). Social support plays an important role in human development. For example, people who have good relationships with other people, then that person has good mental and physical well-being, high subjective well-being, and low morbidity and mortality rates (David & Oscar, 2017). Social support is obtained from close social relationships (parents, siblings, teachers, peers, the community) or from the presence of individuals who make individuals feel cared for, valued and loved (Tentama, 2014).

According to Sarafino & Smith (2014) there are four dimensions of social support, namely:
1) Emotional support. Usually includes expressions of empathy, concern, attention, positive views and encouragement to recipients of support. This support provides a sense of comfort and peace of mind because of a sense of belonging between the giver and recipient of support.
2) Instrumental support, including providing direct assistance, which can be in the form of financial assistance or assistance in carrying out certain tasks.
3) Informational support, includes providing useful information such as suggestions, advice, instructions or feedback about what the recipient of the support needs to do.
4) Companionship support is how the availability of an individual to spend time with other individuals when they are in difficult times so as to provide common interests and social activities. That way, the individual who receives this support will feel that he has a friend in the same boat.

According to Zimet et al. (1988), indicators of social support include:
1) Family. Social support from the family is a mandatory support that individuals need to have. Positive interactions from family members create new strengths for individuals.
2) Friends. Social support from friends has a role that is no less important in forming comfort and trust in the surrounding environment. These support providers include friends at school, friends at work and peers who are in the immediate environment.
3) People closest (significant others). The last source is described by individuals who are facing a stressful environment, usually looking for people who have attachments for a long time.

Putra & Susilawati (2018) argues that the benefits of social support, namely the existence of social support that can reduce anxiety, where anxiety is a factor in the emergence of stress. Social support has the aim of suppressing the effects of stress experienced by a person.

2.2 Resilience

Resilience refers to the positive side possessed by individuals in responding to adversity and stress, and the individual's efforts to manage the risks and obstacles that are found. Resilience is based on two criteria, namely challenges and positive adaptation. Masten (2018) defines resilience as the capacity to adapt to significant challenges that can become threats. When individuals can show positive adaptation in facing challenges, then the individual has the capacity for resilience. From this, it can be concluded that resilience is an individual's condition to bounce back from the obstacles found in his life and adapt positively to the new circumstances he faces.

Reivich & Shatte (2002) suggests that resilience consists of 7 aspects:
1) Emotion Regulation, is a person's ability to remain calm and regulate their emotions when under pressure.
2) Impulse Control, namely the ability to control the desire to get something better.
3) Optimism, is a personal image that always believes that everything will turn out well.
4) Causal Analysis, meaning that individuals are able to find the root cause of each problem.
5) Empathy, refers to the ability to understand and be able to feel the feelings of others.
6) Self-Efficacy is the extent to which a person's confidence in his ability to do something.
7) Reaching Out is an individual's effort to do something without fear or over-estimation of success.

As well as in providing definitions, experts also differ in opinion in formulating traits that can describe a person's characteristics. According to Bernard, for example, a resilient person usually has four general characteristics, namely:
1) Social competence (social competence), the ability to evoke a positive response from others.
2) Problem-solving kills/metacognition (problem solving/metacognitive skills), makes it easy to control yourself and seek help from others with common sense.
3) Autonomy (autonomy), ability to act independently and control the environment.
4) A sense of purpose and future, awareness of the goal, the importance of education, perseverance, gives awareness of the importance of a beautiful future.

Factors that affect individual resilience according to Grotberg (1999), include:
1) *I Am*, is a power that comes from within the individual, such as behavior, feelings, and beliefs contained in a person. The I Am factor is divided into several parts, namely:
   a) Proud of himself, the individual has a sense of pride in himself and knows and realizes that he is someone important.
   b) Feelings of being loved and attractive attitudes, individuals can adjust attitudes when facing different responses when talking to other people.
   c) Loving, empathetic, altruistic, when someone loves another person, the individual will care about everything that happens to the person he loves.
   d) Independent and responsible. Responsibility means acting as an embodiment of awareness of one's obligations. Every human being as a creature of Allah is responsible for his actions. Humans have the freedom to do everything according to his will. Individuals must also be able to accept all the consequences of these actions.
2) *I Have*, is one aspect that influences external resilience. As for the sources, are:

a) House structure and rules. In the family there are rules that must be obeyed by every family member, namely there are punishments and warnings if these rules are not implemented. Conversely, if the rule is implemented, praise will be given or even reward will be given.

b) Role Models. Role models are people who can show what individuals should do, such as information about something and encourage individuals to follow it.

c) Having a relationship. In addition to support from those closest to them such as husbands, wives, parents and children, individuals also need support and love from other people who are considered capable of providing affection that may not be obtained from those closest to them.

3) *I Can*, is one of the resilience factors related to one's social and interpersonal competence. The parts of the I Can factor are:

a) Regulating feelings and stimuli. Individuals are able to recognize stimuli, and all kinds of emotions then show in the form of words or behavior and actions.

b) Looking for a trustworthy relationship. Individuals are able to get someone who can be trusted to help solve the problems they are facing, invited to discuss, or asked for help.

c) Communication skills. The individual's ability to show thoughts and feelings to others as well as the ability to hear and understand the feelings felt by others.

d) Measuring the temperament of oneself and others. The ability to be able to understand one's own temperament and the temperament of others both when silent, taking risks or when acting.

e) Ability to solve problems. Individual ability to assess a problem, then look for things that are needed in solving the problem.

According to Smith et al. (2008), resilience indicators include:
1) Ability to bounce back or recover from stress,
2) Ability to adapt to stressful situations,
3) Ability not to become sick despite significant hardship
4) Ability to function above the norm despite stress or difficulty

2.3 Optimism

Optimism makes individuals have high energy, work hard to do important things. Optimistic thinking supports individuals towards a more successful life in every activity. Because, people who are optimistic will use all the potential they have. Myers & Steed (1999) stated that optimism shows positive direction and purpose in life, welcomes the morning with joy, revives self-confidence in a more realistic direction, and eliminates the fear that always accompanies individuals. Optimistic thinking determines individuals in living life, solving problems, and acceptance of change, both in the face of success and difficulties in life. Optimism is a hope that exists in individuals that everything will go towards good (Lopez and Snyder, 2003).

In the SIRC analysis (Social Issues Research Center, 2009) various types of optimism were found, including:
1) Realist: I am neither optimistic nor pessimistic, but quite realistic about what is good and what is not good in my life
2) Concrete Optimist: I am optimistic, but I am also realistic about the possible outcomes of an event.

3) Caution Optimist: I am optimistic, but I am careful not to be satisfied with my good luck.
4) Conditioned Optimist (Situational Optimist): my level of optimism varies in every situation.
5) Fatalist: especially I accept that I can not change what has happened to me, be it good or bad.
6) Individualist: especially I believe that I can control what happens to me, whether good or bad.
7) Contagious Optimist: I am always optimistic and my optimism is contagious to those around me.
8) Very Optimistic (Unbashed Optimist): I am always optimistic regardless of the situation.

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Kerley (2006) says that there are twelve characteristics of an optimistic person:
1) Rarely surprised by difficulties. This is because optimistic people dare to accept reality and have great appreciation for tomorrow.
2) Looking for a partial solution to the problem. Optimists have the view that any task, no matter how big the problem, can be tackled if we break down the parts that are small enough. They divide the work into manageable chunks.
3) Feeling confident that they are able to control their future. Individuals feel confident that they have enormous power over the circumstances that surround them. The belief that individuals are in control of this state helps them survive longer after others have given up.
4) Allows for regular updates. People who have maintained their optimism and maintained their enthusiasm over the years are individuals who take conscious and unconscious action against personal entropy, to ensure that the system does not abandon them.
5) Stop negative thinking. Optimists not only interrupt the flow of negative thoughts and replace them with more logical thoughts, they also try to see things as much as possible from a favorable perspective.
6) Increase the power of appreciation. What we know is that this world with all its faults is a big world full of good things to feel and enjoy.
7) Using imagination to train success. Optimist will change his view only by changing the use of his imagination. They learn to turn worries into positive images.
8) Always be happy even when you can't feel happy. The optimist believes that cheerful behavior will make you feel more optimistic.

9) Feeling confident that has almost unlimited ability to be measured. Optimistic no matter how old they are, individuals have very strong beliefs because what is best for them has not yet been achieved.

10) Likes to exchange good stories. Optimist view, what we talk about with others has an important influence on our mood.

11) Fostering love in life. Optimists love each other. Individuals have a very close relationship. The individual cares for people who are in trouble, and touches on many meanings of ability. The ability to admire and enjoy much in other people is a very powerful force that helps them gain optimism.

12) Accept what cannot be changed. Optimists view that the happiest and most successful people are those who are easy on their feet, who are eager to learn new ways, who adapt to the new system after the old system doesn't work. When other people are frustrating and they see these people are not going to change, they accept those people for who they are and relax. They have the principle, "Change what you can change and accept what you cannot change."

3. Research Methodology

3.1 Population and sample

The target population in this study is Batik SMEs in Banyumas. In determining the sample size to be used as a data source, a purposive sampling method was used. The criteria for this research respondent are Batik entrepreneurs in Banyumas, and Batik MSMEs in Banyumas which are classified as micro and small businesses. The selection of respondents was carried out by accidental sampling, namely batik entrepreneur respondents who were found were asked for their willingness to participate as respondents in the study. Respondents who are willing, asked to fill out a questionnaire.

3.2 Data

Data collection was carried out using a questionnaire which was filled in directly by the respondent. Social support, optimism, and resilience questionnaires use a Likert scale. Social support was measured by The Multidimensional Scale of Perceived Social Support (MSPSS) questionnaire, optimism was measured by the Blue-print optimism questionnaire, while resilience was measured by the Brief Resilience Scale (BRS) questionnaire. Data were analyzed by descriptive analysis, research instrument test by validity and reliability test, classical assumption test, simple linear regression test, and Sobel test for mediation analysis.

4. Results

The number of 100 questionnaires were distributed with a response rate of 62%, that is, 62 respondents were willing to fill out the questionnaire completely and return it to the researcher. Most of the respondents were female, namely 90.3% or 56 of the 62 respondents. The majority of respondents, namely 50% aged 41-60 years, 22.6% aged 26-40 years, 17.7% aged 19-25 years, and 9.7% aged >60 years. Based on length of business, the majority of respondents have been batik entrepreneurs for >5 years.

Based on the validity and reliability tests carried out on 62 questionnaire answers by respondents. all statement items used in this research questionnaire are valid and reliable, so they are feasible to be used as a data collection tool. The classical assumption test in this study includes tests for normality, heteroscedasticity and multicollinearity. The results of the classical

assumption test show that the data is normally distributed, there is no heteroscedasticity, autocorrelation and multicollinearity.

4.1 Simple Linear Regression
The results of simple linear regression test show that:
1. Every time the social support variable (X) increases by 1 unit and other variables do not change, the resilience variable (Y) will increase by 0.252 units
2. Every time the social support variable (X) increases by 1 unit and other variables do not change, the optimism variable (Y) will increase by 0.396 units
3. Every time the optimism variable (X) increases by 1 unit and other variables do not change, the resilience variable (Y) will increase by 0.253 units.

4.2 Hypothesis Testing
Hypothesis testing is done by testing the coefficient of determination and t test. In this study tested 3 hypotheses, namely:
1. H1: Social Support Has an Influence on the Resilience of Batik MSMEs in Banyumas
2. H2: Social Support has an Influence on the Optimism of Batik MSMEs in Banyumas
3. H3: Optimism Affects the Resilience of Batik MSMEs in Banyumas
The results of the test of the coefficient of determination can be concluded as follows:
1. H1: The variation of the Social Support variable in explaining the Resilience variable is 29.1%, while the remaining 70.9% is influenced by other variables not examined in this study.
2. H2: The variation of the Social Support variable in explaining the Optimism variable is 29.8%, while the remaining 70.2% is influenced by other variables not examined in this study.
3. H3: The variation of the Optimism variable in explaining the Resilience variable is 39.3%, while the remaining 60.7% is influenced by other variables not examined in this study.

The results of the t test for H1 to H3 are as follows:
1. H1: the results of the analysis produce a t-count value of 4.835 and a sig value of 0.000, so it can be concluded that social support has a significant positive effect on resilience.
2. H2: the results of the analysis produce a t-count value of 4.922 and a sig value of 0.000, so it can be concluded that social support has a significant positive effect on optimism.
3. H3: the results of the analysis produce a calculated t value of 3.223 and a sig value of 0.002, so it can be concluded that optimism has a significant positive effect on resilience.

4.3 Mediation Test with Sobel Test
The result of calculating the z value of the Sobel test is 1.023. Because the z value obtained was 1.023 <1.96 with a significance level of 5% and sig = 0.306 > 0.05, this proves that optimism is not able to mediate the relationship between the influence of social support and resilience.

5. Discussion
Based on the test results, it was found that the relationship between social support and resilience had a positive and significant effect. The social support variable has an effect of 29.1% on resilience. This shows that the higher the level of social support, the higher the resilience. The results of this study are in line with the results of research conducted by Syahruninnisa et al (2022), Andriyaniputri et al (2022), and Sonia & Dewi (2017), which concluded that there is a significant relationship between social support and resilience. Social support is the presence of

certain people who personally provide advice, motivation, direction and show a way out when individuals experience problems and when they experience obstacles in carrying out activities in a directed manner to achieve goals (Tentama, 2014).

Based on the test results, it was found that the relationship between social support and optimism had a positive and significant effect. The effect of social support on optimism is 29.8%. This shows that the higher the level of social support, the higher the optimism. The results of this study are in line with the results of research conducted by Lianasari et al (2022) which found that social support affects the optimism of MSME entrepreneurs who have been affected by the implementation of PPKM due to Covid-19. The results of this study are also in line with the results of Freeman & Schug's research (2021), which based on his research concluded that social support influences optimism and contributes to success in dealing with the co-19 pandemic. Nuratri Handayani (2018) in her research also concluded that there was a significant positive effect between social support on the optimism of PLHIV. The existence of a positive effect of social support on optimism means that the higher the social support, the higher the optimism possessed by PLHIV. Social support is positively correlated with optimism. Ekas et al (2010) found that family support is related to increased optimism which will predict mother's well-being.

Sarason (1995) says that social support is a willingness, presence, and concern that comes from people who can be relied on, appreciate and love us. Social support consists of verbal and/or non-verbal information or advice, concrete assistance, or actions provided by social familiarity or obtained because of their presence and have emotional benefits or behavioral effects for the recipient. The social support obtained can help elevate an individual's optimistic nature.

Based on the test results, it was found that the relationship between optimism and resilience has a positive and significant effect. The effect of the optimism variable on resilience is 39.8%. This shows that the higher the level of optimism that is owned, the higher the resilience that is owned. This is in line with research conducted by Lianasari et al (2022) which stated that optimism affects the resilience of MSME entrepreneurs affected by the implementation of PPKM due to Covid-19. The results of this study are also in line with the results of research by Putri & Alfinuha (2021), Mahasin & Harsono (2022), and Nuzuliya (2021) which show that there is a significant relationship between optimism and resilience.

Lopez et al (2003) argue that optimism is an individual's hope that everything will go in a good direction. The feeling of optimism brings individuals to the desired goal, namely believing in themselves and their abilities. Goleman (2011) revealed that in the face of disappointment, optimistic individuals tend to accept with an active response, not give up, plan future actions, seek help, and see failure as something that can be corrected. This is closely related to resilience, namely continuing life after falling and moving forward in a better direction. In addition, there is an aspect of resilience, namely optimism, which is a personal image that always believes that everything will turn out well.

The results showed that optimism did not significantly mediate the effect of social support on resilience. This means that social support is more significant than optimism in determining resilience. The results of this study are not in line with previous studies. Research conducted by

previous researchers concluded that optimism mediates the effect of social support on resilience. In his research, Lianasari et al (2022) concluded that optimism fully mediates the influence of social support on resilience. There is a difference in previous research which stated that Social Support did not affect Resilience, whereas in the results of this study it was stated that Social Support did affect Resilience. Optimism cannot mediate the effect of Social Support on Optimism because the effect of Social Support on Resilience is greater than Optimism. Growing optimism in individuals can be done by increasing social support. The results of previous studies prove that social support can significantly influence optimism. Individuals who have social support around them will be able to realize their potentials. Social support is a factor that can lead to resilience. In a biopsychosocial system orientation, risk and resilience are viewed in terms of repeated influences involving individuals, families and the larger social system (Walsh, 1996).

6. Conclusion

Based on the results of the study, it can be concluded that the higher the social support that is owned, the higher resilience, the higher the optimism that is owned, the higher the resilience, and optimism cannot significantly mediate social support on resilience.

Acknowledgments

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