

The influence of Social Support and Emotional Intelligent with the mediating variables of Job Satisfaction on Employee Well-Being

Septian Sukandar¹, Siti Zulaikha Wulandari,² Ade Irma Anggraeni,³

¹Jenderal Soedirman University, septiansukandar714n@gmail.com, Indonesia

ABSTRACT

This study examines the importance of paying attention to and maintaining employee well-being. The existence of the company in the intense business competition cannot be separated from the role of employees. Prosperous employees will work to the totality by utilizing all their abilities so that they can provide the best results for the company. Next we want to study the role of social support in employee well-being. Social support is able to encourage employees to be motivated in carrying out their obligations. Employees spend a lot of time in the office, so social support from colleagues and bosses is the most accessible support. Company competence includes not only knowledge, skills, beliefs and routines, but also emotions. Employees who have emotional intelligence who are able to help their emotions get out of a process and focus on the need for more closeness, and finally, emotions that can be used to help performance in activities that require complex intelligence. In this study, the researcher also wants to examine job satisfaction as a mediating variable in the relationship between social support for employee well-being and emotional intelligence on employee well-being.

Keywords: Well-Being, Social Support, Emotional Intelligent, Job Satisfaction.

1. Introduction

Employees are an important asset for the company, in essence both the company and employees need each other. Without qualified employees, the company's survival could be threatened. Although the role of company leaders cannot be underestimated in making company policy and control, the roles of employees in various positions also play a role because each has a different job desk but supports each other.

The extent to which a company is able to survive and exist in the fierce business competition cannot certainly be separated from the role of employees. The company has recognized the important role of these employees by paying attention to their well being as a form of reciprocation of what employees have given to the company. Employee well-being has been a concern in the last few decades (Kersley et al., 2006; MacDonald, 2005; Tehrani et al., 2007) because it is very important for individuals and organizations. Organizations that regard employees as valuable assets will maintain and pay attention to the well-being of employees so that they are able to provide good returns for the company. In short, well-being is a positive and subjective feeling about life experiences (Andrew and Withey, 1976). Previous studies have shown that employees with higher well being will put more effort and enthusiasm in pursuing their goals (Schaufeli et al., 2008; Galabova and McKie, 2013; Taris and Schreurs, 2009).

A good working relationship between the company and employees is necessary. Social support can be something that can encourage employees to be more motivated in carrying out their

obligations, besides social support can be a means for employees to get assistance in the form of support, assistance, information or advice. With the social support provided by leaders or colleagues, employees will feel that their existence is recognized by the company. Employees spend time in the office so support and friendship is the most accessible source of support. Social Support Resource Theory proposes that social support serves to define and protect oneself and to facilitate the preservation and acquisition of resources (Hobfoll et al., 1990). In SSRT, social support is seen as an important antecedent of well-being.. One of the main reasons social support is considered important to well-being is because of the possible positive effect on the self-esteem of an important primary resource (Hobfoll et al., 1990; Hobfoll, 2002; Ten Brummelhuis and Bakker, 2012).

From the human resources point of view, the company's competence includes not only knowledge, skills, beliefs and routines but also emotions (Akgun et al 2007). Emotions indicate expressive communication about mental states related to feelings of love, hate, courage, fear, joy, sadness, pleasure and disgust. (Perlovsky 2006). Emotion is also considered a symbol of intelligence and the ability to understand properly (Cote and Miners, 2006). Basically emotional intelligence is identified as the ability to feel emotions, integrate emotions to facilitate..

Realizing that employees are an important asset of the company to achieve the vision and mission that has been made, the company in addition to paying attention to employee well-being is also important for the company to focus on employee job satisfaction. Job satisfaction is one of the most popular concepts in the organizational behavior literature (Lu, While, and Barriball, 2005). The relationship between job satisfaction and employee well-being has been explored and analyzed in different studies. For example, in a well-known study on job performance, Wright and Cropanzano (2000) examined the role that employee well-being and job satisfaction play a predictor of performance in two independent studies. Wright and Bonett (2007) investigated a sample of 112 managers working in large US companies and concluded that employee well being and job satisfaction are able to predict corporate earnings. Lu et al. (2005), In a literature review on job satisfaction for nurses, identified several predictors of job satisfaction such as working conditions, quality of relationships, elements of work, salary and remuneration, professional development factors, praise and recognition, and leadership style..

Based on the Social Support Resources Theory which states that friendship contributes to well-being, here we want to be more specific in examining the role of support from Social Support on employee well-being. In addition, because there are not many studies on factors that mediate employee well being, we will add the Job Satisfaction variable as a mediating variable.

2. Literature Review

2.1 Employee Well Being

Employee well-being is often seen as a single variable, many studies indicate that happy and healthy employees will increase their efforts and contributions in the company so that they can provide positive results on employee performance and the company makes employee well-being a very valuable thing for the company. According to Grant, Christianson and Price (2007), well-

being is a hot topic in companies because of the increasing interest in positive results for happy and healthy employees. In Fisher's (2003) study, they found that managers and employees believe that happy and healthy employees will increase their effort, contribution, and productivity. In most companies, the level of well-being is being monitored to see if there are points of improvement in terms of employee well-being (Rynes, Colbert and Brown, 2002).

2.2 Social Support

Social support is a valuable resource because it provides psychological support, assistance, feedback, and motivation for employees (Lambert et al., 2010). Lack of social support can cause employees to feel isolated and alone at work, exacerbating the effects of workplace stress (Ileffe and Steed, 2000). Humans are social creatures, and social support can be a positive element for employees (Cohen et al., 2000), but the benefits extend to employees and company owners. social support can enable innovation, which can generate ideas and solutions more quickly to problems in the workplace, allowing work to be more productive and enjoyable. Conversely, a lack of social support can be seen as a form of depletion of resources for employees and reducing positive employment outcomes. Social support can increase the likelihood that a staff member will become attached to the job. In addition, positive experiences with support can result in greater satisfaction from what they do.

2.3 Emotional Intelligent

Mayer and Salovey (1990) define emotional intelligence as "the ability to recognize and convey emotions, combine feelings in thoughts, understand and reason with emotions, and control emotions within oneself". This idea emphasizes the importance of self-awareness and a talent for re-examining and balancing one's intelligence and sentiments in a typical everyday life. According to Goleman (1995) emotional intelligent has been divided into five parts which focus on self-awareness, motivation, self-regulation, empathy and social skills. Somehow practitioners have worked and made theories understanding the concept of emotional intelligent which consists of five dimensions but some practitioners in the late 1990s conceptualized the theme of emotional intelligence on four dimensions, namely: use, understand, manage and know (Salovey and Mayer, 1990). Emotional intelligence affects a variety of jobs and behaviors, including teamwork, talent development, innovation, service quality and customer loyalty (Zeidner et al., 2004).

2.4 Job Satisfaction

Job satisfaction has become an interesting topic in the field of organizational psychology and management. Locke (1969) defines job satisfaction as "a pleasant emotional state that results from appraising one's job as an achievement or facilitating the achievement of one's job value". According to Spector (1997) job satisfaction refers to the extent to which people like or dislike their job as a whole and based on different aspects of their job. Job satisfaction includes external aspects such as working conditions and internal aspects such as individual expectations.

5. Discussion

This study aims to examine the importance of companies paying attention to and maintaining employee well-being. At first glance, thinking about employee well-being will be a burden to the company's cash flow because it has to pay attention to many things and the majority are related to money. However, for the sake of maintaining the company's business cycle, paying attention to employee well-being is a must. Companies that pay attention to employee well-being will get a reply from the employees in the form of the best performance for the company. In addition, employee well-being can be an attraction for prospective new employees who want to join the company. Things related to employee well-being, but often overlooked, are career paths. When it comes to employee well-being, companies tend to focus on salaries, bonuses and other benefits. Even though employees often want appreciation from the company in the form of a better career path.

6. Conclusion

The company's business wheels cannot run alone without the contribution of employees. A mutualism symbiosis between the company and employees must be maintained. Employees use all their abilities for the best results for the company and the company is expected to pay attention to employee well-being. The effect of social support is felt to maintain the relationship between the company and employees. Social support in the form of assistance, information and also advice is very meaningful to employees' psychology and it is the most accessible thing because employees spend their time in the office. Managing emotional intelligence is no less important for employees so that they can increase their talents, innovation, and maximize their work either individually or in teams. Job satisfaction is also a measure of employee well-being, how employees feel, whether they are happy or not with the work they are doing and what they get from their work, are important things for the company to pay attention to.

Journal article

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