

Relationship of Ego Resilience, Perceived Social Support and Depression with Job Satisfaction of Working Women

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Abstract

This study was aimed to explore the relationship of ego resilience, perceived social support and depression with job satisfaction of women working in different job sector (i.e. education, medicine, entrepreneur and others). After comprehensive literature review, it was hypothesized that there will be a positive relationship of ego resilience and perceived social support with job satisfaction, whereas there will be negative relationship of depression on job satisfaction. A sample of 135 working women was taken through purposive sampling technique. The age range of participants was between 25-50 years (Mean=2.9, $SD= 1.3$). The measures, used in the study are: demographic information form, Ego Resilience Scale (ER89), Multidimensional Scale of Perceived Social Support (MSPSS), Center for Epidemiologic Studies Depression Scale-Revised (CESD-R-20), Minnesota Satisfaction Questionnaire (MSQ). Data were analyzed using SPSS (22.0). Correlation was conducted to find out the results. The study proved that ego resilience and perceived social support have a positive relationship with job satisfaction, whereas depression has a negative relationship with job satisfaction. Avenues for future research are open for different work settings including factors like ego resilience, perceived social support and depression among working women.

Keywords: *ego resilience, perceived social support, depression, job satisfaction, working women*

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Introduction and Literature Review

The magnitude of job satisfaction among working women plays a significant role in their employment capability, for it may indicate the notch to complete an efficacious accommodation to the world of work. Nonetheless, efficacious accommodation to work potency may be withdrawn by exceptional industry marketplace teething troubles that recurrently antagonize such women: egoistic problem generated from sex discrimination, conflicts in balancing work and family, psychological problems arising from these aspects and less or no support system. Despite of all these obstacles, working women try to keep them calm, maintain healthy functioning to retain themselves resilient in such environmental situations (Wathen et al., 2012).

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Being resilient in such particular environmental situation considered to be continuous process in which psychological, environmental and even biological factors incorporate to enable a person to develop and regain his mental health even with disclosure to adversity (Humphreys, 2003). Not every working women adopt this positive personality trait of resilience but can adopt because of its dynamic features that encompasses the accomplishment of positive adaptation with significant adversity (Cicchetti, 2010). Resilience is a human characteristic that responds to everyday life with a positive response despite adversities faced throughout his life (Labronici, 2012).

Some researchers have studied resilience as an individual trait while others as a strength that moves and drives to grow through adversity and interruption (Davydov et al., 2010). Taking in consideration multidimensional resilience, some researchers categorize resilience on different levels, which they categorised as 'resilient', 'near-resilient', and 'non-resilient' (Kassis et al., 2013).

Ego resilience is connected with social support as well. Research found that inner psychological resources (ego-resiliency) determines a positive influence on human well-being whereas relational resources (specifically social support from family and friends) are important for group of women (Kozka & Przybyła-Basista, 2018). Relational resources such as perceived social support is taken into consideration in last years, and it discusses about the significance of the social dimension of a person (Matsuda, 2014).

The perceived social support is one's belief about the level and quality of support obtainable (Shahry et al., 2016). Perceived social support significance is much more than the actual social support (Cohen et al., 2003). Henceforth, perceived social support is individual's assurance that social support is available, considerably positive or negative, and offers what is considered as needed by that person (Mattson & Gibb-Hall, 2011).

Originally social support is a complicated and multi-dimensional phenomenon and social support can be presented as instrumental, or evaluation support (Haroni, 2009). Social support discusses about the experiences of being valued, loved and cared by others in a lifetime. (Gurung et al., 2006). The support could be driven by family, community, friends or any social groups to which one is associated. The support might come in tangible or intangible forms (Abdollahzade, 2012; MdYasin & Dzulkifli, 2010).

Researchers believe that if an individual possesses social support based on his past, the contact with social network increases, and the negative result of life events ultimately decreases (Oritt et al., 1985). Researchers believe that low social support predicts psychological problems and associated with depression, anxiety and even low self-esteem. (Teoh & Rose, 2001). Social support is essential because it defences against life stressors and stimulate health and wellbeing (Steele et al., 2006).

Social support shows a defensive role for women and permits them to solve their life problems. Depression is a chronic disease that influences on women's life; it can also lead to different problems and can decrease a person's productivity. Depression is viewed as form of extreme sadness that tends to effect both brain and it also varies from ordinary mourning to clinically dressed individuals. Their emptiness is located in their own selves (PDM Task Force, 2006).

Depression is ambiguous and complex condition and it is complicated as well. Different factors could contribute to depression. It may include biological factors for instance genetics (Flint & Kendler, 2014), physical illness (Moussavi et al., 2007) and psychological or social factors (Infurna et al., 2016). Some other biological factors might contain unemployment

(Lerner et al., 2004), or life-changing dealings (Kendler & Gardner, 2016) and having a long-standing or life-threatening illness (Singer, 2015).

Moving toward job satisfaction; it plays a substantial role on employee's wellbeing and mental health. Auxiliary, other researchers investigated that there is significant effect of job satisfaction on mental health. Job satisfaction is strongly correlated to depression (Yu et al., 2021). Most commonly cited definitions on job satisfaction defines it as any combination of psychological and environmental circumstances that cause people to say that they are satisfied with their jobs (Faragher et al., 2013). Joining together, job satisfaction is blend of positive or negative feelings towards job whereas it is related to that person's behaviour at work (Davis & Nestrom, 1985).

Job satisfaction is a worker's sense of achievement that implies doing a job one enjoys, his enthusiasm and happiness with work (Kaliski, 2007). The extent to which a worker is content with the rewards especially in form of intrinsic motivation (Statt, 2004). Positive and favourable attitudes towards the job indicate job satisfaction. Negative and unfavourable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).

Job satisfaction is the pool of feeling and beliefs that people have about their current job. Degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction (George, 2011). Given the above cited literature, this study is designed to address the research gap related to the relationship between ego resilience, perceived social support and depression on job satisfaction of working women.

Objectives of the Study

1. To gauge the relationship between ego resilience, perceived social support and depression on job satisfaction among working women.

Hypotheses of the study

To conduct this research following hypotheses were designed.

1. There will be significant positive relationship between ego resilience, perceived social support and job satisfaction of working women.
2. There would be negative relationship between depression and job satisfaction of working women.

Method

Research design

Correlational research design was used to investigate the relationship of ego resilience, perceived social support and depression with job satisfaction among working women

Sampling Technique

Purposive sampling technique was used for the selection of the participants.

Participants of Study

The sample of this study includes 135 working women employed at various sectors in Karachi, Pakistan. The sample size was determined by A-priori sample size calculator (Soper, 2021). The age range of the participants was between 25-50 years ($\bar{x} = 29.9$, $SD = 1.3$). Participants who were able to give informed consent were included in this study. Women working in education, medicine, corporate or entrepreneur sector were included. Both Married and unmarried women were included. Women above the age of 50 or below the age of 25, having less than one year of working experience were excluded. Divorced and widows were excluded from the study.

Instruments

The following measures are used in the study.

Informed Consent: The consent to participate in the study was taken from the participants and assured them the confidentiality. They were also given the freedom to withdraw at any stage.

Demographic form: Used to get information about, age, marital status, working experience, nature of job, and socio economic status

Ego Resilience Scale (ER89) (Block & Kremen, 1996): Ego Resilience Scale (ER89) to measure the resilience of people. It is a 14 items scale. High score on the scale determine high resiliency in a person. The internal consistency of ER89 scale reported was $\alpha=0.76$.

Multidimensional Scale of Perceived Social Support (Zimet et al., 1988): The MSPSS is a small, easy to manage instrument containing 12 items rated on a five-point Likert-type scale. It is consisted of three subscales, family, friends and significant others. The value of MSPSS Cronbach's alpha was $\alpha=0.88$.

Center for Epidemiologic Studies Depression Scale Revised (CESD-R-20) (Radloff, 1977): As per American Psychiatric Association and statistical manual this scale measures nine groups of depression. This scale contains 20 items. Cronbach's α coefficient ranging from 0.85 to 0.90. The CES-D is a suitable measure to find the level of depressive symptoms but may not be a suitable tool for clinical depression. The Cronbach's alpha for this scale was reported $\alpha=0.81$.

Minnesota Satisfaction Questionnaire (MSQ) (Weiss et al., 1967): Minnesota Satisfaction Questionnaire is designed to measure the satisfaction of an employee with his job. Weiss et al. developed the short version of the Minnesota Satisfaction Questionnaire. It's a 5-point Likert-type scale with 20 items. The scale has Cronbach alpha value for this scale was $\alpha=.85$ to $.91$.

Statistical Analysis

Statistical analysis was performed on the data set which included reliability analysis to check the reliability of the scales, Pearson correlation was used to find out the relationship among variables. Multiple regressions analysis was employed to find out the predictors and the t-test was used to explore the gender differences.

Ethical Consideration

The participants taken in the research were assured about their privacy and the anonymity. Data was collected after taking informed consent. The inform consent involves the sufficient information with respect to research purpose, confidentiality and freedom to participate or withdraw. Potential participants were identified by the researchers based on the inclusion criteria. Consent was taken and the questionnaires were handed to the participants. Confidentiality was maintained and feedback was provided through email on request.

Results

Table 1

Showing socio-demographic characteristics (N=135)

Characteristics	<i>f</i>	(%)
Age		
25-30	32	23.7
31-35	34	25.2
36-40	30	22.2
40-45	17	12.6
46-50	22	16.3
Working Experience		
1-5 years	49	36.3%
5-10 years	45	33.3%
10-15 years	30	22.2%
More than 15 years	11	8.2%
Nature of Job		
Education	59	43.7%
Medicine	33	24.3%
Entrepreneur	27	20.2%
Others	16	11.8%
Marital Status		
Married	78	57.8%
Unmarried	57	42.2%
Socioeconomic Status/Income Group		
Lower class	21	15.5%
Middle class	67	49.6%
Upper class	47	34.9%

The table given above reflects the frequency distribution and percentage of demographic characteristics.

Table 2

Showing relationship of perceived social support, ego resilience and depression with job satisfaction (N=135)

Variable	Perceived social support	Ego resilience	Depression
Job satisfaction	.386*	.491*	-0.656*

* $p < .05$

Bivariate correlation coefficient reveals that ego resilience have a positive correlation with job satisfaction at ($r=.386$, $p<.005$). There is a significant positive correlation of perceived social support with job satisfaction ($r=.491$, $p<.005$). Results also reveal a negative correlation of depression with job satisfaction ($r=-0.656$, $p<.005$).

Discussion

According to results obtained by our study ego resilience has positive correlation with job satisfaction. The study was also supported by (Chung & Lee, 2011). A study by psychiatric nurses' ego-resilience showed positive correlations with work environment and job satisfaction. In different researches, relationship between resilience and job satisfaction was witnessed to be positive (Hudgins, 2016; Krush et al., 2013; Davar & RanjuBala, 2012; Riketta, 2008). Researcher on psychiatric nurses indicates that an ego-resilience enhancement programs

should be established to increase job satisfaction (Yang, 2016). According to Krush et al. (2013) ego resilience decreases worst effects of stress on job satisfaction. Resilience training among employees can improve personal resilience and is a valuable source of developing subjective well-being and better job performance (Robertson et al., 2015).

In another research, perceived social support is also positively related to job satisfaction. Similarly Firth et al. (2004) found that social support can affect level of job satisfaction and employee's intention to quit an organization. Social support can help employees in challenging work environment and shields the devastating effects of work stress (Swanberg et al., 2011). Employees are more satisfied if they have perceived social support and it can help personnel adjust to stressful work settings (Luthans et al., 2007). Supervisor social support increase job satisfaction (Almeida et al., 2019). Supervisor social support at a work place can help employee in perceiving that they will be well treated and will be valued in organization (Shore et al., 2006).

Schwarzer and Knoll (2007) found that perceives social support strengthen person's physical and psychological health and their ability adapt to the environment. In a research (Pomaki et al., (2010), one of the major influential factor for employee is the availability of social support resources that are driven by social integration and that further helps in being socially accepted and integrated into a certain situation. Peer social support increases job satisfaction (Abdel-Halim, 1982). Peers working together in the same environment exert influence on colleagues and it plays a positive impact on workers (May et al., 2004). The workplace can provide an atmosphere in which members share workplace bonds that increase social integration and self-esteem of employees (Cohen, 2004).

As suggested by Thoits (2011) availability of social support enhances the social relationships among co-workers. Gender difference in the perception of social support also exists as women receive more social support as compared to men (Morrison, 2009). According to Sloan et al. (2013) Caucasians incline to perceive extra support from their colleagues than African-Americans. Social supports links to positive outcomes of job involvement and job satisfaction (Lambert et al., 2016).

In accordance with our results on depression it was found that depression is negatively correlated to job satisfaction (Lloyd, 1994; Faragher et al., 2013). Based on a research, depression of working women is less than housekeeping women (Chaya, 2002). It is also endorsed by Mostafaneja (2004) that there exist difference in postpartum depression between working women and housewives. Occupational mental health has been revealed to be significantly related to productivity, commitment and satisfaction. Hence there is a close association between mental health and job satisfaction (Faragher et al., 2013).

Conclusion

Since level of depression may be a negative effect on job satisfaction of working women, it should be prioritized to promote mental health of women. The management should ensure that working women are given better treatment as ego resilience and perceived social support could contribute to the betterment of organization as well as growth of women working in different sectors. Adequate measures and policies could be formulated keeping in mind the impact of ego resilience and perceived social support. Employers should prioritize ego resilience among working women, as higher ego resilience was associated with high job satisfaction. By reinforcing positive strategies and training for perceived social; support could result in better job satisfaction, which is important for work adversity and demanding work circumstances.

Limitations and Suggestions

Study limitations provide only areas for women working in education, medicine, corporate and entrepreneur. These study variables were quantified on women of Karachi city only. Study sample should be diverse and large for generalization.

Implications of the Study

The impact of ego resilience and perceived social support could be different for males. Studies could be conducted on males as well as in other working conditions. As there is negative effect of depression on job satisfaction, there is need for additional studies to find out the root causes of depression among working women. Possible cause should be identified in order to rectify them and get better job satisfaction results. Furthermore, it is persistently needed to work on ego resilience and perceived social support for employees working in any organization, and it must include addressing the stigma of depression.

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