

## Psychological Well-Being of Disability Employments

Putri Deviyeni<sup>1\*</sup>, Zamralita<sup>2</sup>, Daniel Lie<sup>3</sup>

Program Studi Psikologi, Universitas Tarumanegara

E-mail: [\\*1putdev.com@gmail.com](mailto:*1putdev.com@gmail.com), [\\*2zamralita@fpsi.untar.ac.id](mailto:*2zamralita@fpsi.untar.ac.id), [\\*3liedanieluntar@gmail.com](mailto:*3liedanieluntar@gmail.com)

\*Corresponding author

**Abstract.** There are 22.5 people with disabilities in Indonesia, but in 2021 the number of people with disabilities who are in employment will be 5.37% or 7.04 million people of the total number of workers in Indonesia. Employees with disabilities have different characteristics from employees in general. Psychological well-being for employees is a view of support received, accessibility and equality in work environment, social support from colleagues, as well as better opportunities for self-development. There were 81 participants in this study. The criteria for participation were employees with disabilities, employees working at PT. X, employees with at least SLB/SMK/SMA/equivalent education and employees who had worked at the company for at least one year. The measurement instrument used in this study is psychological well-being scale (PWBS), which is based on Ryff's dimensions of psychological well-being. It has a total of 45 statement items. The results of the normality test show that the research data have a normal distribution. The research result shows a high level of psychological well-being (M=4.03) with dimensions of variable autonomy (M=3.87), environmental mastery (M=3.95), personal growth (M=4.10), positive relationship with others (M=4.07), life purpose (M=4.06) and self-acceptance (M=4.06). This research found no differences in psychological well-being based on gender, age, tenure and disability categories, but significant differences based on education level, employment status and marital status using the independent samples t-test dan ANOVA.

**Keywords:** *psychological well-being, persons with disabilities, employee*

### Introduce

According to Mégret (2008), the Convention on the Rights of Persons with Disabilities (2008) defines persons with disabilities as those who have long-term physical, intellectual, mental, or sensory impairments that may prevent them from interacting with others on an equal basis or from fully and effectively participating in society. People with disabilities often face barriers to independence and full participation in various aspects of life. They can require extra help or support with daily tasks, mobility, or communication. However, it is important to remember that people with disabilities also have skills, talents and the desire to make a significant contribution in a variety of areas. In general, people with disabilities encounter four main problems: financial challenges, health problems,

barriers to education and, most importantly, difficulties in finding a job (Subasno, 2017). The percentage of employed people in Indonesia who had disabilities was only 5.37% in 2021, or about 7.04 million, based on data quoted from Badan Pusat Statistik (BPS) (BPS, 2022). Considering that there are about 22.5 million people with disabilities in Indonesia. Discriminatory practices during recruitment partly contribute to the difficulties of obtaining employment for disabled people. Many companies have not provided adequate accessibility or implemented inclusive recruitment policies. Discrimination can occur at various stages, from disseminating job information, setting requirements and selection processes, to placing and assigning work (Prasetya, 2022). These factors contribute to the high unemployment rate of persons with disabilities.

The Government has made several efforts to address issues related to helping disabled people to work. One of them is to regulate this issue in official laws. Constitution No. 8 of 2016 on Disabled Workers states in Article 53, Paragraph 1 that regional governments, state-owned enterprises (BUMN) and regionally owned enterprises (BUMD) must employ at least 2% of disabled persons from the total number of employees or workers. Article 53(2) stipulates that private enterprises must employ at least 1% of disabled persons out of the total number of employees or workers. The establishment of these laws regarding disabled workers has had positive results, as shown by the fact that several companies have started hiring people with disabilities, one of which is PT X. PT X received an award from the Ministry of Manpower of the Republic of Indonesia (Kemenaker) in 2019 for actively hiring people with disabilities in Indonesia. The provision of opportunities for people with disabilities is concrete evidence of the company's support and implementation of company regulations that are in line with Constitution No. 8 of 2016 on Persons with Disabilities.

PT X is one of the trading companies that provide daily necessities. Since 2016, PT X has been consistently providing a wide range of opportunities for people with disabilities for the development of professional careers as employees. The company encourages all employees to actively understand, accept and appreciate differences. This creates a cooperative, supportive and respectful relationship, including with people with disabilities.

Based on observing and conducting short interviews to assess the conditions experienced and problems faced by disabled workers at PT X, the researcher made several findings. Disabled workers at PT X stated that they were able to appreciate and accept their condition of having physical limitations. Some employees have the feeling that they have entered a new world because they can have relationships with others and recognition (Gunawan & Yuliana, 2013). Some employees stated that they feel supported or appreciated by their supervisors and colleagues, and that they have positive ties with them (Personal Communication, April 11, 2023). Regarding interpersonal relationships, a few employees stated that they feel supported or respected by their supervisors or colleagues, and that these interactions are positive (Personal Communication, 11 April 2023). However, some workers are able to complete their work on their own without bothering their coworkers (Personal Communication, 11 April 2023).

The variable of psychological well-being can be linked to the experiences and perceptions of disabled workers mentioned above. Psychological well-being is a concept that emphasises how individuals can develop their potential and lead meaningful lives amidst challenges and limitations (Ryff, 1989). Disabled employees at PT X are capable of self-acceptance. Despite their limitations, they can still relate to others. For example, they can communicate effectively with supervisors and colleagues. The opportunity for disabled workers at PT X to experience empathy and a sense of camaraderie at work is not diminished by the use of sign language.

Further in-depth research focusing on the psychological well-being of disabled workers is needed. This would provide a better understanding of their challenges and needs. Research findings can be used to develop effective policies, programmes and interventions to improve the psychological well-being of disabled workers and create a more inclusive and supportive work environment.

A study by Aulia and Panjaitan (2019) showed that psychological well-being is negatively correlated with stress levels. This means that the higher the psychological well-being of an individual, the lower the perceived stress level. Furthermore, a negative relationship between psychological well-being, attitudes towards prayer, and religious attitudes towards suicidal ideation was found in a study by Jayervand et al. (2013). The higher the psychological well-being of an individual, the lower the suicidal ideation. There

have already been a number of studies carried out on psychological well-being. Suparman et al.'s (2021) study of Indonesian Chinese students showed high psychological well-being with an empirical mean score of 4.94 on a Likert scale ranging from 1 to 7. Meanwhile, the study by Rossi et al. (2022) on the Italian population showed a moderate level of psychological well-being with an empirical mean score of 2.93 on a Likert scale ranging from 1 to 5. Siegfried-Spellar (2018) conducted a study on forensic officers and obtained an empirical mean score of 2.19 on a Likert scale ranging from 1 to 6, indicating low psychological well-being.

There is still a significant gap in research on the psychological well-being of disabled workers in Indonesia. Despite the increasing awareness of psychological well-being issues, specific research on disabled employees is still limited. Studies on disabled employees in the past five years have generally only been conducted on individuals with physical disabilities (Ningsih & Susanti, 2019) or on female employees with physical disabilities (Angela, 2021). Studies that specifically focus on the psychological well-being of disabled employees usually aim to understand the influence of other variables on psychological well-being or vice versa (Fridayanti & Kardinah, 2019). Alternatively, they seek to investigate the relationship between other variables and psychological well-being (Rahmania & Munir, 2019). Therefore, the researcher is interested in the further investigation of psychological well-being of employees with disabilities in PT X. The researcher is interested in further investigation of psychological well-being of employees with disabilities in PT X.

### **Method**

The study used a non-experimental quantitative technique to describe the psychological well-being of employees with disabilities at the PT. Data was collected from the participants using a questionnaire designed to operationalise the process. The sampling technique that was used in this research was the non-probability sampling with the purposive sampling method. This method does not provide an equal chance or opportunity for every element or population to be selected as a sample (Siswadhi, 2016). Purposive sampling was used through the selection of participants on the basis of specific characteristics relevant to the research objectives. The sample for this study was selected

through observation and interviews and then the questionnaire was distributed. The purpose of this process was to guide the solution of the research problem, and ultimately provide answers to the research questions. The purpose of this process was to guide the solution of the research problem, and ultimately provide answers to the research questions.

### **Measurement Instrument**

The current study adapted and modified the Psychological Well-Being Scale based on Ryff's (1989) dimensions of psychological well-being, which include self-acceptance, positive relationships with others, autonomy, environmental mastery, purpose in life, and personal growth. The Psychological Well-Being Scale (PWBS) has 42 items. Rachmayani and Ramdhani (2014) previously modified the measurement tool to have 48 items. The scale was then adjusted by the researcher to meet the requirements of the study, yielding a final set of 45 items. 26 of the 45 items had negative wording. Nineteen were expressed positively and embodied the six dimensions. The reliability of the measurements for each dimension of reliability based on Cronbach's alpha had a coefficient of 0.972. The reliability coefficients for each dimension were: autonomy (0.850), environmental mastery (0.895), positive relationships with others (0.888), personal growth (0.802), meaning (0.861) and self-acceptance (0.857).

### **Participants**

There were 81 participants in this research. The description of the participants according to gender shows: The majority is male with a percentage of 58%. In terms of age, the largest group is between 18 and 23 years old, with 79% of the participants. In terms of education, 85.4% of the participants have completed high school (SMA/SMK). Most of the participants are unmarried, 96.3% of the total. In terms of employment status, the largest category is contract workers. 97.5% of the participants are contract workers. Finally, regarding work experience, the highest percentage is in the category 1-3 years, with 93.8% of the participants.

**Table 1.**  
**Description of Participants**

		Frequency	Percentage (%)
Sex/Gender	Male	47	58
	Female	34	42
	Total	81	100
Age (Years old)	18-23	64	79
	24-29	13	16
	30-35	4	5
	Total	81	100
Education level	SMA/SMK	70	85.4
	SLB	9	12.1
	S1	2	2.5
	Total	81	100
Marital status	Not married yet	78	96.3
	Married	3	3.7
	Total	81	100
Employment status	Contract	79	97.5
	Permanent	2	2.5
	Total	81	100
Tenure	1-3 years	76	93.8
	4-6 year	5	6.2
	Total	81	100

### Result

Based on the results of the research on the variable of psychological well-being, measured using a Likert scale with a range of 1-5, it is evident that the hypothesised mean is 3 and the empirical mean is 4.03. The interpretation is based on the mean of the variable. If a variable had a mean above 3, this meant that the mean was interpreted as high.

**Table 2.**  
**The Description of psychological well-being**

Disabilities Categories	N	Minimum	Maximum	Mean	SD	Interpretation
Psychological well-being	81	2.62	5.00	4.03	0.62	High
Autonomy	81	1.75	5.00	3.87	0.80	High
Environmental Mastery	81	1.78	5.00	3.95	0.70	High
Personal Growth	81	2.00	5.00	4.10	0.61	High
Positive Relations with Others	81	1.56	5.00	4.07	0.69	High
Purpose in Life	81	2.33	5.00	4.06	0.63	High
Self-Acceptance	81	2.50	5.00	4.06	0.65	High

Table 3.  
Normalities results

Variable	Kolmogorov-Smirnov Z	p	Description
Psychological well-being	0.918	0.368	Normal Distributed

The researcher performed a normality test on the data using the one-sample Kolmogorov-Smirnov test for the psychological well-being variable, which yielded a Kolmogorov-Smirnov value of 0.918 with a p-value of 0.368. It can be concluded that the data for the psychological well-being variable follow a normal distribution based on the results of the normality test.

For the further analysis to see the difference based on the category of the participants, the t-test for independent samples and the one-way ANOVA were used. For the category such as gender, age, education level, marital status, employment status, tenure and disability were categorized.

Table 4.  
Independent Sample T-Test Based on Gender

Gender	N	Mean	Sig.	Description
Male	47	3.93	0.090	No Significant
Female	34	4.17		

On the basis of the results of a t-test for independent samples, it was found that the mean value for men is 3.93, while the mean value for women is 4.17. Therefore, the highest mean of psychological well-being belongs to the females. The test shows that  $p = 0.090$ . This means that there is no significant difference in psychological wellbeing based on gender. However, this does not mean that this is correct to conclude. The p-value of 0.090 is not low enough to be considered statistically significant. Therefore, we cannot conclude that there is a significant difference in psychological well-being between the sexes. The p-value is greater than the significance level of 0.05. Based on the results of the data obtained using the One-Way Annova test, the results obtained were  $p < 0.000$ . This means that there is a significant difference in psychological well-being when looking at age with the range of 18-35 years.

**Table 5.**  
**One Way ANOVA Based on Education Level**

Education level	N	Sig.	Description
S1	1	0.019	Significant
SLB (Special School)	9		
SMA/SMK	70		

Based on the results of the data obtained using one-way ANOVA test, the value is  $p=0.019$ , which means that there is no significant difference in psychological well-being based on last education. Based on the data obtained from One-Way ANOVA test, the result shows  $p = 0.260$ , which means there is no significant difference in psychological wellbeing by marital status.

**Table 6.**  
**Independent Sample T-Test Based on the Employment Status**

Employment Status	N	Sig.	Description
Permanent	2	0.199	No Significant
Contract	79		

Based on the data obtained from the one-sample t-test, the result shows that  $p = 0.199$ , which means that there is no significant difference in psychological well-being when examined based on the employment status between permanent employees and contract employees. Based on the data obtained from the one-way ANOVA test, the result shows  $p = 0.007$ , which means there is a significant difference in psychological wellbeing based on employee tenure. Based on the data obtained from one-way ANOVA test, the result shows  $p = 0.008$ , which means there is a significant difference in psychological well-being based on disability category

## Discussion

This research aimed to investigate the psychological well-being of disabled employees. The overall results indicate a high level of psychological well-being. On the basis of the research findings, four dimensions of psychological well-being had the highest scores: personal growth, positive relationships with others and self-acceptance.

The personal growth dimension scored high, as evidenced by employees' responses indicating that they view life as an ongoing process and that they learn valuable lessons over time, making them feel stronger and more competent. This finding is consistent with a study by Unggara et al. (2021), which also found high levels of personal growth.

Positive relationships with others is the second highest dimension. Employees express that they derive many benefits from friendships and feel a sense of trust among colleagues. This finding is in line with the research of Suparman et al. (2021), who showed that positive relationships with others received a high score in their study.

Self-acceptance is the third highest dimension in which employees feel self-confident, think positively about themselves, take pride in their lives and feel grateful and consider themselves to be lucky. This finding is consistent with the study by Khusen et al. (2021), who also reported high scores for self-acceptance.

Significant variations in psychological well-being were discovered based on demographic variables, including gender, age, highest degree of education, length of employment, and disability category, according to the results of the difference tests. The aspects of autonomy and environmental mastery were identified as having the greatest disparities between men and women. This finding is in line with the research conducted by Suparman et al. (2021), who found significant differences between males and females in the dimension of autonomy in Indonesia. Significant differences between psychological well-being and age were also observed, particularly in self-acceptance across age groups. This finding is in line with the study by Roslan et al. (2017), which showed that individuals aged 25 and below had better overall psychological well-being and self-acceptance compared to individuals aged between 26 and 30 years. Individuals aged 25 years and below reported significantly higher levels of self-acceptance compared to those aged between 26 years and 30 years.

Nonetheless, there were no discernible variations in psychological well-being according to marital and employment status. This suggests that psychological well-being is not significantly different among groups with different employment and marital statuses. Overall, the research on disabled employees at PT.X showed a high level of psychological well-being and identified significant differences based on gender, age, highest level of education, length of employment and disability category among disabled

employees at PT.X. However, the study has limitations as some participants gave biased answers and there were some misunderstandings in answering the questionnaire, especially in relation to the choices of disability category and highest level of education. Some participants answered in the 'other' category because they had difficulty understanding the statements in the questionnaire.

### **Conclusion**

The study of the psychological well-being of disabled workers in PT. X can be summarised in the following way: The overall data analysis indicates a high level of psychological well-being among disabled employees. The dimension of personal growth received the highest score among the employees with disabilities, while the dimension of autonomy received the lowest score among the six dimensions. Based on the results of the difference tests, significant differences in psychological well-being were found based on gender, age, highest level of education, length of employment and disability category. However, marital status and employment status did not show significant differences in psychological well-being. The study concludes that there is a significant level of psychological well-being among disabled employees at PT. X. The results underline the significance of personal growth and positive relationships in fostering the mental health of workers with disabilities. Furthermore, knowing and attending to the unique requirements of workers based on gender, age, level of education, length of employment, and kind of disability can help PT. X create a more inclusive and supportive work environment for its disabled employees.

### **References**

- Angela, F. (2021). Gambaran psychological well-being pada penyandang disabilitas perempuan yang bekerja. Doctoral Dissertation, Widya Mandala Surabaya Catholic University.
- Aulia, S. & Panjaitan, R. U. (2019). Kesejahteraan Psikologis dan Tingkat Stres pada Mahasiswa Tingkat Akhir. *Jurnal Keperawatan Jiwa*, 7(2), 127-134. Doi: 10.26714/jkj.7.2.2019.127-134
- Badan Pusat Statistik (BPS). (2022). Pekerja Dengan Disabilitas di RI Menurun. *Katadata Media Network*.
- Gunawan, A., & Yuliana. (2013). Komunikasi Interpersonal Dan Fasilitas Kesehatan: Pengaruhnya Terhadap Kepercayaan, Loyalitas dan WOM Rumah Sakit. *Journal of Business and Entrepreneurship*, 1(3).
- Fridaynti, F., Kardinah, N., & Fitri, T. J. N. (2019). Peran workplace well-being terhadap

- mental health: Studi pada karyawan disabilitas. *Psychopathic: Jurnal Ilmiah*, 6(2), 191-200. Doi: 10.15575/psy. v6i2.5754
- Jayervand, H., Ahdi, H., Mazaheri, M., Talebi, H., & Manshaee, Q. (2013). Prediction of Suicide Ideation Based on Psychological well-being and Religious Spiritual Deterimans Among the Individuals with Attempted Suicide.
- Khusen, V., & Suryadi, D. (2021). The Relationship Between Perceived Social Support and the Psychological Well-Being of Pregnant Women Expecting Their First Child (Primigravida). In *International Conference on Economics, Business, Social, and Humanities (ICEBSH 2021)* 8 Agust 2021, 548-554). Doi: 10.2991/assehr.k.210805.086
- Mégret, F. (2008). The disabilities convention: Human rights of persons with disabilities or disability rights? *Human Rights Quarterly*, 30(2), 494-516.
- Ningsih, F., & Susanti, S. S. (2019). Psychological Well-Being Pada Penyandang Disabilitas Fisik. *Jurnal Imiah Mahasiswa Fakultas Keperawatan Universitas Syah Kuala*, 4 (1), 87 -94.
- Prasetya. (2022). Penyandang Disabilitas di Tempat Kerja: Kondisi dan Tantangannya di Indonesia Sebagai Negara G20. *Perkumpulan PRAKARSA*.
- Rahmania, R., Munir, A., & Budiman, Z. (2019). Hubungan Lokus Kendali Internal dan Dukungan Sosial Dengan Kesejahteraan Psikologis pada Penyandang Disabilitas di Aceh Tengah. *Tabularasa: Jurnal Ilmiah Magister Psikologi*, 1(1), 49-58. Doi: 10.31289/tabularasa. v1i1.275
- Rachmayani, D., & Ramadhani, N. (2014). Adaptasi bahasa dan budaya skala psychological well-being. *Proceeding Seminar Nasional Psikologi UMS 2014*, 253-268.
- Ryff, C. D. (1989). Happiness is everything, or is it? Explorations on the meaning of psychological well-being. *Journal of personality and social psychology*, 57(6), 1069-1081. Doi: 10.1037/0022-3514.57.6.1069
- Rossi, C., Bonanomi, A., & Oasi, O. (2021). Psychological wellbeing during the COVID-19 pandemic: the influence of personality traits in the Italian population. *International Journal of Environmental Research and Public Health*, 18(11), 5862, 1-13. Doi: 10.3390/ijerph18115862.
- Roslan, S., Ahmad, N., Nabilla, N., & Ghiami, Z. (2017). Psychological well-being among postgraduate students. *Acta Medica Bulgarica*, 44(1), 35-41. Doi: 10.1515/amb-2017-0006.
- Siswadhi, F. (2016). Analisa pengaruh kualitas pelayanan dan kinerja karyawan badan pertanahan nasional kabupaten kerinci terhadap kepuasan masyarakat. *Jurnal Benefita*, 1(3), 177-183. Doi: 10.22216/jbe. v1i3.720.
- Subasno, Y. (2017). Masalah Disabilitas dan Sosial Kemasyarakatan: Laporan Hasil Penelitian Survey Kuantitatif Bersama Pilar Analisa Indonesia. *SAPA: Jurnal Kateketik dan Pastoral*, 2(1), 65-76.
- Suparman, M. Y., Ninawati, N., & Setiawan, K. (2022, April). Psychological Well-Being of Chinese Indonesian College Students. *Proceeding of the 3rd Tarumanagara International Conference on the Applications of Social Sciences and Humanities (TICASH 2021)* 21 April 2022, 1113-1116. Doi: 10.2991/assehr.k.220404.175.