

Subjective well-being examined from sincerity and gratitude among cleaning service personnel

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Article History:	Submission	Revised:	Accepted	Published
	2023-04-14	2023-12-21	2023-12-25	2023-12-30

ABSTRACT

Cleaning service roles hold a low position within an employment institution. Low wages evoke negative feelings, job dissatisfaction, and disappointment, which are characteristics of individuals with low subjective well-being. Sincerity and gratitude are among the factors that can influence subjective well-being. This study aims to determine if there is a relationship between sincerity and gratitude concerning the subjective well-being of cleaning service personnel. This research is quantitative, utilizing scales for sincerity, gratitude, and subjective well-being. The population comprises cleaning service personnel at the Indonesian Islamic University, with a sample size of 52 individuals chosen through random sampling. The findings indicate that there is no association between sincerity and gratitude concerning subjective well-being among cleaning service personnel. Additionally, no correlation was found between sincerity and subjective well-being, nor between gratitude and subjective well-being. The study concludes that the level of sincerity and gratitude does not impact the level of subjective well-being among cleaning service personnel.

Keywords: Gratitude, Sincerity, Subjective well-being

ABSTRAK

Subjective well-being ditinjau dari ikhlas dan syukur pada petugas cleaning service

Cleaning service memiliki kedudukan petugas yang rendah dari sebuah instansi pekerjaan. Upah yang rendah memunculkan perasaan-perasaan negatif, adanya ketidakpuasan terhadap pekerjaan mereka dan kecewa dengan kondisinya merupakan ciri individu yang memiliki subjective well-being rendah. Ikhlas dan syukur menjadi salah satu faktor yang dapat mempengaruhi subjective well-being. Penelitian ini bertujuan untuk mengetahui apakah ada hubungan antara ikhlas dan syukur terhadap subjective well-being pada petugas cleaning service. Jenis penelitian ini adalah kuantitatif dengan menggunakan skala ikhlas, skala syukur dan skala subjective well-being. Populasi adalah petugas cleaning service di Universitas Islam Indonesia dengan jumlah sampel sebanyak 52 orang dengan metode random sampling. Hasil penelitian ini menunjukkan bahwa tidak terdapat hubungan antara ikhlas dan syukur terhadap subjective well-being pada petugas cleaning service. Selain itu, tidak terdapat hubungan antara ikhlas terhadap subjective well-being, begitu pula untuk variabel syukur terhadap subjective well-being yang juga tidak terdapat hubungan diantara keduanya. Penelitian ini menyimpulkan bahwa tinggi rendahnya ikhlas dan syukur tidak berpengaruh dengan tinggi rendahnya subjective well-being pada petugas cleaning service.

Kata kunci: Ikhlas, Subjective well-being, Syukur

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Article citation:

Hasanah, N., Novembli, M. S., Iskandar, P. Q. H., & Sindiasari, D. (2023). Subjective well-being examined from sincerity and gratitude among cleaning service personnel. *Empathy Jurnal Fakultas Psikologi*, 6(2), 149-158. DOI: <http://dx.doi.org/10.12928/empathy.v6i2.26109>

INTRODUCTION

Working is a process aimed at obtaining something that becomes a factor contributing to an individual's sustenance. One of the motivations for working diligently is to earn a decent wage to sustain livelihood [1]. However, not all workers receive sufficient wages to meet their needs, including cleaning service personnel whose wage standards fall below the regional minimum wage [1], [2]. Low wages are insufficient for daily living expenses, often leading to irregular wage payments, lacking definitive payment dates, and even instances of wage arrears extending beyond 2-3 months [3], [4]. Low wages and delayed payment processes often evoke feelings of sadness, anger, restlessness, anxiety, and weariness among cleaning service personnel [3], [5].

The emergence of unpleasant feelings due to the experienced negative emotions by cleaning service personnel is indicative of individuals having low subjective well-being (hereafter referred to as subjective well-being). Individuals possess high or good subjective well-being when they experience more positive emotions than negative ones [6]. However, cleaning service personnel tend to experience more negative emotions than positive ones.

Furthermore, cleaning service personnel express dissatisfaction with both their job and the wages they receive. This dissatisfaction is often manifested through absenteeism, frequent feelings of boredom, suboptimal work performance, and a sense of disappointment regarding their circumstances [2]. Their dissatisfaction with their roles as cleaning service personnel indicates that they have low subjective well-being. This is reinforced by Diener's statement that subjective well-being is an individual's subjective evaluation of life, encompassing concepts such as life satisfaction, positive emotions, fulfillment, and satisfaction in areas such as marriage and work [6]. Hence, it can be concluded that cleaning service personnel tend to experience more negative emotions, job dissatisfaction, and disappointment with their circumstances, which are indicative of low subjective well-being.

Gratitude is one of the factors that can influence an individual's subjective well-being. This is supported by several studies [9], [10] and [11] that found gratitude to be one of the factors affecting subjective well-being. Gratitude is necessary as a way to accept undesired situations or circumstances that may arise. It represents contentment with the blessings from God and expressing them through kindness [12], serving as a characteristic of positive thinking and presenting life in a more positive light [13].

People who express gratitude not only exhibit a more positive mental state, such as being enthusiastic, diligent, and attentive but also tend to be more generous, caring, and helpful towards others [14]. If cleaning service personnel harbor gratitude towards their current situation, they are more likely to accept and forgive whatever happens in their lives, even in the face of economic difficulties. Supported by research findings, it has been discovered that those who express gratitude tend to show appreciation for everything bestowed upon them by Allah SWT, consequently feeling more content and happy in their lives [15]. Thus, it can be concluded that gratitude is one of the factors that can enhance an individual's subjective well-being.

Furthermore, another factor that can affect subjective well-being is religiosity and spirituality [9], [16], [36]. Individuals who are sincere can be considered as religiously and spiritually inclined individuals, evident from their prosocial behavior. Sincerity is a construct tinged with spirituality because it becomes an individual's self-concept as a servant of Allah [36]. Sincerity shields one from negative emotions [37], and a sincere person does not exhibit behaviors of arrogance or ulterior motives [26]. High subjective well-being is characterized by a greater sense of positive feelings compared to negative ones [6], and supported by several studies that sincerity plays a significant role in mental health development and life's meaning [36]. Therefore, it can be concluded that sincerity can be one of the factors influencing an individual's subjective well-being.

Several studies related to gratitude and subjective well-being have been conducted both domestically and internationally, showing a correlation between gratitude and subjective well-being [20], [21], [22], [23], [29]. However, there have been no studies examining the relationship between sincerity (ikhlas) and subjective well-being, neither domestically nor internationally. Similarly, there hasn't been research conducted on cleaning service personnel as a research sample. Hence, the researchers are interested in investigating whether there is a relationship between sincerity and gratitude regarding subjective well-being among cleaning service personnel.

Gratitude has a correlation with subjective happiness and life satisfaction [12], evident in the enhancement of positive mood [24], [31]. Similarly, for sincerity, individuals capable of sincerely accepting reality can manage negative emotions by controlling anger and overcoming sadness, thus influencing the improvement of subjective well-being [25]. Thus, it can be concluded that both the behavior of gratitude and sincerity possessed by individuals may contribute to the enhancement of subjective well-being among cleaning service personnel.

Based on the aforementioned points, the researchers are interested in exploring whether there is a relationship between gratitude and sincerity concerning the subjective well-being of cleaning service personnel.

METHOD

This study employs a quantitative method. The population comprises all cleaning service personnel at the Indonesian Islamic University. Sampling was conducted using random sampling techniques, resulting in a sample size of 52 cleaning service personnel from two faculties: the Faculty of Medicine and the FPSB at Indonesian Islamic University.

The research instruments utilized in this study consist of the sincerity scale, gratitude scale, and subjective well-being scale. The sincerity scale was developed by the researcher based on 6 characteristics from Gazalba [26] with a reliability coefficient (Alpha) of 0.89. The gratitude scale employed The Gratitude Questionnaire-Six Item Form (GQ-6) and a modified instrument prepared by Warisyah [27] with a reliability coefficient (Alpha) of 0.751. Meanwhile, the subjective well-being scale was modified from the scale developed by Diener [28], [30], [33] with a reliability coefficient (Alpha) of 0.89.

The data analysis technique utilized multiple regression analysis to ascertain the relationship between gratitude, sincerity, and subjective well-being among cleaning service personnel. The analysis was performed using SPSS 18 for Windows.

RESULTS AND DISCUSSION

Based on the results obtained from the normality test, it can be observed that the subjective well-being variable has a p-value of 0.176, the sincerity (ikhlas) variable has a

value of 0.065, and the gratitude variable has a p-value of 0.068. Thus, it can be stated that all three variables are normally distributed.

The linearity testing results between the subjective well-being and sincerity variables show an F-value of 4.467 with a significance level of 0.042 ($p < 0.05$), while for the subjective well-being and gratitude variables, it is known that $F = 5.147$ with a significance level of 0.030 ($p < 0.05$). Therefore, it can be concluded that all three variables are linear. Furthermore, the multicollinearity test results obtained tolerance values for the gratitude and sincerity variables of 0.620 ($p > 0.10$) and a Variance Inflation Factor (VIF) of 1.613 ($p < 10.00$). Thus, it can be concluded that there is no multicollinearity among the variables in this study.

Based on the multiple regression analysis results, three hypotheses were obtained. The first hypothesis found that there is no relationship between gratitude and sincerity towards subjective well-being in cleaning service personnel, with a significance value of 0.640 ($p < 0.05$). Hence, the main hypothesis proposed by the researcher is rejected. The results of the main hypothesis testing can be seen in Table 1.

Table 1 Results of the Main Hypothesis Test

Variable	Sig Level (p)	Criteria	Description
Sincerity, gratitude < Subjective well-being	0.640	$P < 0.05$	Not significant

The major hypothesis results indicate that the significance value for both variables, gratitude and sincerity, is 0.640 ($p > 0.05$). Results are considered significant if the p-value > 0.01 , meaning there is a significant relationship. If the p-value < 0.05 , there is no significant relationship between the variables. Hence, it can be concluded that there is no relationship between gratitude and sincerity towards subjective well-being among cleaning service staff. Gratitude and sincerity do not influence an increase or decrease in subjective well-being among cleaning service staff. Furthermore, the analysis of the minor hypothesis in the study is also rejected. The analysis of the variable of gratitude with subjective well-being shows a significance value of 0.347 ($p > 0.05$), while for the variable of sincerity towards subjective well-being among cleaning service staff, a significance value of 0.347 ($p > 0.05$) is obtained. Therefore, the second and third hypotheses in this study are also rejected. The minor hypothesis test results are shown in Table 2.

Table 2 Minor Hypothesis Test Results

Variable	Sig Level (p)	Criteria	Description
Sincerity < Subjective well-being	0.575	P < 0.05	Not significant
Gratitude < Subjective well-being	0.347	P < 0.05	Not significant

The results of the minor hypothesis show a significance value between the gratitude variable and subjective well-being of 0.575 with a p-value > 0.05. This means there is no relationship between gratitude and subjective well-being among cleaning service staff. Similarly, the analysis result between the sincerity variable and subjective well-being is 0.347 with a p-value > 0.05, indicating no relationship between the sincerity variable and subjective well-being among cleaning service staff. Thus, it can be concluded that whether high or low levels of sincerity and gratitude exhibited by cleaning service staff do not influence their subjective well-being.

This study aimed to determine whether there was a relationship between gratitude and sincerity towards the subjective well-being of cleaning service staff. The hypothesis test results indicated that there was no relationship between gratitude and sincerity towards subjective well-being among cleaning service staff. The rejection of the hypotheses in this study is supported by Utami's research that found no relationship between religiosity and subjective well-being [25]. Since sincerity and gratitude are aspects of religiosity, it can be stated that the sincerity and gratitude held by cleaning service staff do not affect their subjective well-being.

Additionally, several factors led to the rejection of hypotheses in this research, such as the use of normative or socially desirable measuring instruments. The content of the items should not align with general social expectations or be perceived as favorable according to social norms [32]. The measurement tools in this study underwent trial stages and validation by professionals, suggesting that the items in this research did not contain elements of social desirability. However, during the research phase, many subjects agreed with statements on the gratitude and sincerity scales, possibly contributing to the rejection of some hypotheses due to the normative nature of the measuring tool.

The lack of association between gratitude and subjective well-being might also be due to gender differences. Supported by Yoo's research, which found that men scored higher on negative gratitude-related scores compared to women [38]. In this study, 48 out of a total of 52 subjects were male. Men might struggle more to express their gratitude and evaluate it critically, leading to a lesser sense of gratitude from their life experiences [38]. Therefore, it can be argued that the absence of a relationship between gratitude and subjective well-being might be attributed to the male dominance among the subjects in the research.

Sincere behavior involves performing deeds solely for Allah, driven purely by faith in Him and solely in hope of His approval [34]. However, the item analysis on the sincerity scale revealed that many subjects in the study tended to exhibit prideful behavior by often boasting about helping others and desiring acknowledgment for their actions. Furthermore, being grateful enables an individual to recognize the blessings without forgetting the Provider [35]. Nevertheless, many cleaning service personnel in this study did not perform prayers on time despite receiving blessings from Allah SWT, as identified in the gratitude scale analysis.

The lack of gratitude and sincerity among cleaning service personnel did not influence their subjective well-being. Feelings of job dissatisfaction, disappointment, and boredom with their conditions [2], as well as feelings of disappointment, shame, and sadness among the subjects in this study, did not impact the happiness of the cleaning service personnel.

CONCLUSION

Based on the conducted research, it can be concluded that there is no relationship between sincerity and gratitude with the subjective well-being of cleaning service personnel. Furthermore, the results indicated the absence of a relationship in each variable, namely gratitude with subjective well-being and sincerity with subjective well-being. This signifies that the behaviors of gratitude and sincerity displayed by cleaning service personnel do not influence the increase or decrease of their subjective well-being. A limitation in this study lies in the use of the sincerity variable, which represents normative or moral factors that are challenging to measure. Therefore, a suggestion from this research is to avoid using the variables of sincerity and gratitude with cleaning service personnel as subjects.

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