

The Role of Resilience as a Mediator between Self-Compassion and Psychological Well-Being in Victims Experiencing Workplace Violence



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ABSTRACT: Workplace violence is a serious problem. The presence of violence can have a negative impact, especially on workers, both in terms of health and worker welfare. Workplace violence causes consequences in the form of psychological well-being problems, such as stress, anger, disappointment, helplessness, anxiety, sadness, self-doubt, insecurity and loss of self-confidence. To improve psychological well-being, the ability to love oneself (self-compassion) is needed, in addition, other intermediaries are needed as supporters to strengthen the psychological well-being of victims, namely resilience. Resilience can play a role as a good recovery in terms of physical and psychological health, and is able to improve psychological well-being. Research participants using accidental sampling resulted in 165 victims of workplace violence. The measuring instrument used was compiled based on the theory of psychological well-being (Ryff, 1995), self-compassion (Neff, 2003) and resilience (Reivich & Shatte, 2002). Data analysis used Structural Equation Modeling (SEM) by analysing each dimension of psychological well-being. The results of the study confirmed that resilience mediates the influence of self-compassion on psychological well-being in the dimensions of self-acceptance, personal growth, autonomy, purpose in life, and environmental mastery, but does not have an indirect effect on the dimension of positive relationships with others.

KEYWORDS: Psychological well-being, self-compassion, resilience

I. INTRODUCTION

In the result of the International Labor Organization (ILO) survey from 2020-2022, Indonesia is one of the countries in an emergency situation of violence in the workplace. Violence in the workplace does not only occur to female workers but is also experienced by male workers. Based on the survey results, 89.51% of 1050 respondents admitted to having been touched, kissed or hugged without consent; 80.39% of 981 respondents had experienced bullying; 80.39% of 943 respondents received sexual gestures; 79.37% of 931 respondents received curses, shouts, and ridicule; 75.36% of 884 respondents had been hit, kicked, and slapped; and 73.49% of 862 respondents had been spread false rumors/gossip online (ILO, 2022).

ILO (2022) describes the forms of violence that can be seen from several dimensions, namely (1) Psychological in the form of being teased/mockered, insulted, belittled, receiving indecent jokes, spreading false rumors/gossip, experiencing bullying, being ostracized, being cursed, shouted at, experiencing verbal assault and other verbal harassment; (2) Economic can be in the form of being asked to work overtime outside of working hours or a work environment without incentives, being required to do tasks outside of the responsibilities of the position with a high workload, and being forced to work without clear salary/wages; (3) Online can be in the form of receiving sexual temptations/jokes, being sent pictures/videos/stickers with sexual content, being made fun of, insulted, belittled online, having photos or videos spread without consent, experiencing cyberbullying, and being intimidated/coerced/threatened online; (4) Physical, can be in the form of being physically attacked, hit, slapped, kicked, experiencing physical assault, and experiencing attempted murder; (5) Sexual, can be in the form of receiving sexual teasing/jokes/whistlings/calling someone "darling", "beautiful", "sexy" without consent, being kissed/hugged/touched without consent, being intimidated/forced/threatened to engage in sexual activity, and attempted rape.

The results of interviews with seven informants at different times found several forms of workplace violence that had an impact on the lives of the informants. The age range of victims of violence was between 21-25 years. There were several provinces where workplace violence occurred, including East Java, DKI Jakarta, and West Nusa Tenggara. Various forms of workplace violence experienced by victims included psychological, sexual, and economic violence. Psychological violence in the form of spreading false news, being belittled, teased, mocked, insulted and cursed. Sexual violence experienced by victims in the form of being recorded and touched without consent and being subjected to attempted rape. Furthermore, economic violence experienced by

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victims in the form of always being asked to do work outside of working hours and overtime without incentives. The victims admitted to feeling worthless, easily sad and guilty, and even easily thinking negatively, this indicates that the victims have not been able to accept themselves after experiencing violence. Furthermore, the victims admitted to lacking motivation, being unable to adapt to the work environment and having difficulty enjoying activities that are usually fun. These obstacles indicate that the victims are less able to develop themselves, master non-conducive environmental situations, and maintain good relationships with others. Based on several obstacles, it shows the low psychological well-being of victims of violence in the workplace.

Workplace violence is a serious problem. Incidents of violence that occur in the workplace can have a negative impact on the company/workplace and even workers, such as affecting relationships between workers, health, productivity and reputation of the institution/workplace, and even worker welfare (ILO, 2022). Workplace violence can pose a risk to the victim's career, one of which will disrupt their productivity at work, this will have an impact on problems in the workplace and even the health of employees who are victims of violence, especially psychological health (Pinar et al., 2017). Workplace violence causes consequences in the form of one of which is psychological well-being problems. The most common psychological consequences include stress, anger, disappointment, helplessness, anxiety, sadness, self-doubt, insecurity and loss of self-confidence (Al-Omari, 2015). Several studies have examined how exposure to workplace violence can undermine psychological well-being and findings show that workplace violence predicts a negative impact on job performance. Therefore, workplace violence can affect the psychological well-being of employees (Arenas et al., 2015).

According to Ryff (1995) explains psychological well-being is a condition of an individual who is psychologically healthy, free from distress or other mental problems. The condition of an individual who is psychologically healthy can be characterized by having the ability to be independent in determining their life goals or called autonomy, being able to understand, adapt and control situations in their environment, being able to build and run relationships with others positively, being able to design the direction of life goals, being able to recognize and appreciate all the advantages and disadvantages that are owned, and develop their potential gradually. According to García-Viniegras & González Benítez (2000) stated that psychological well-being is a positive feeling and constructive human thinking about themselves, which is influenced by the nature of the individual's subjective experience and is related to various aspects, namely physical, mental and social functions. It can be said that well-being is the result of a balance between a person's expectations and achievements in their life such as work, family, health, living conditions, and interpersonal and affective relationships. Psychological well-being can be influenced by physical health, evaluation of life experiences, social support, demographic factors & gender, age, socio-economic and cultural, and individual personality (Ryff, 1995). Personality factors are psychological resources that are related to a person's ability to love and care for themselves or are called self-compassion (Thurackal, 2016).

To improve better psychological well-being, the ability to love oneself or self-compassion is needed in the victim (Arenas et al., 2015), this is characterized by low attention and self-acceptance of victims who tend to judge themselves as worthless and easily feel guilty for the violence they experience. Self-compassion refers to how an individual respond to threats by relying on their shortcomings and strengths, so that this can be one of the efforts to improve the psychological well-being of the individual (Neff, 2016). Self-compassion is an open attitude, a sense of caring and loving oneself, understanding without judging one's shortcomings and failures, and accepting bad experiences (Neff, 2023). Neff & Costigan (2014) said that an individual's psychological well-being can increase if he/she is able to treat himself/herself with compassion, and has a sense of care when facing difficulties. Research conducted by Yarnell & Neff (2013) shows that people who have self-compassion feel more able to resolve relationship conflicts and feel well-being in their relationship with themselves, so that someone who has compassion tends to be able to forgive and repair damage to their relationship in the past, this is related to the self-acceptance dimension in psychological well-being. Furthermore, if an individual is able to increase self-compassion, it will be able to influence how the individual lives his/her life well which influences psychological well-being in the individual's life in the future (Slee & Skrzypiec, 2016). Homan (2016; Ramadhan & Chusairi, 2022) also stated in his research results that self-compassion can predict the emergence of psychological well-being in adults through its six dimensions, one of which is that individuals are able to increase their desire to grow and develop (personal growth) and maximize their capacity as effectively as possible (environmental mastery), so it can be concluded that the higher the self-compassion an individual has, the higher the dimensions of the individual's psychological well-being.

In order for someone to be able to develop compassion within themselves to achieve psychological well-being, other factors or intermediaries are needed as support to reduce negative emotions that arise as a result of traumatic experiences (Galla, 2017). the intermediary factor is the ability to survive and remain steadfast in difficult situations or called resilience where victims experience an inability to adapt to the work environment (Bluth et al., 2017). According to Reivich and Shatte (2002), resilience can be described as an individual's ability to respond to trauma faced in a healthy and productive way. According to Mustikasari (2019) resilience makes a person's difficult life experiences a challenge to achieve success that is balanced with a positive mental condition, so that they can become a healthy person. Therefore, resilience is an alternative recovery, both in terms of physical and psychological health, so that it can directly improve psychological well-being (Mustikasari, 2019). Self-compassion has an influence on resilience. Bluth (2018) stated that self-compassion has a positive influence on resilience. Individuals who have compassion tend to be more

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resilient in difficult situations or are called resilient. A resilient person will be able to regulate their emotions, develop optimism, be able to analyze the causes of problems and try to think realistically in solving problems (Reivich & Shatte, 2002). Based on the results of research by Azzahra & Herdiana (2022), there is a positive influence between self-compassion and the resilience of early adult women who are victims of violence. The study explains the role of self-compassion in victims of violence in women can reduce feelings of shame, self-blame and be able to be a driver to create feelings of love and understanding towards oneself, so that it will have a great impact on an individual to achieve resilience (Azzahra & Herdiana, 2022). In addition, resilience also plays an important role in psychological well-being (Wahyudi et al., 2023). Based on Wahyudi's research (2023) that there is a positive relationship between resilience and psychological well-being in victims of sexual harassment, this considers resilience as a process of change in individuals when facing life experiences and individual personalities, and is a marker of well-being and a psychologically healthy personality.

Based on the explanation above, the results of previous studies show that someone who experiences violence in the workplace can affect their mental health and will have a negative impact on their work. Therefore, victims of violence need to create and build psychological well-being that is influenced by compassion (self-compassion) in themselves. Also, resilience is needed as an intermediary in building the influence of both.

II. RESEARCH METHODS

The population used in this study were victims of workplace violence in the form of physical, psychological, economic, sexual and online violence. The type of sampling used was accidental sampling. The researcher made informed consent approved by prospective respondents before filling out the workplace violence screening and the research measuring instrument was a questionnaire. The distribution of the questionnaire used a g-form consisting of a survey form containing personal data, workplace violence screening and questionnaire statements in the form of a Likert scale. According to Hair, Josep F. (2010) the determination of the sample size in Structural Equation Modeling (SEM) is at least 5-10 times the number of indicators used in all variables. The number of indicators in this study was 33, thus the researcher found a sample of 165 respondents. This study obtained the number of female worker respondents of 62.4% and male workers of 37.6%, with the majority of early adulthood aged 19-35 years at 84.8%. The majority experienced violence in the workplace in the form of psychological violence of 54.5% and the majority of victims experienced violence within a period of 1-6 months of 44.2% calculated since the distribution of the research questionnaire in the first week of June 2024. The data analysis technique in this study used Structural Equation Modeling (SEM) analysis with the help of the Jamovi 2.3.21 program. The SEM method contains two combined analyses, namely Confirmatory Factor Analysis and path analysis (Cin, W. 1998). This study uses the PLS-SEM type which aims to test whether there is an influence or relationship between constructs and does not require a large sample size. PLS-SEM does not require normally distributed data, ignores multicollinearity, and estimates parameters directly without the requirements of goodness of fit criteria (Hamid & Anwar, 2019).

The psychological well-being scale was compiled by researchers based on the theory put forward by Ryff (1995) which consists of 6 dimensions, namely: (1) Self-acceptance, acceptance of one's good and bad traits including acceptance of one's past life. (2) Personal growth, the ability to develop one's potential for self-knowledge. (3) Positive relations with other people, having relationships with other people. (4) Autonomy, independence and self-determination. (5) Purpose in life, a feeling of direction in life. (6) Environmental mastery, the ability to choose situations and environments that are conducive to achieving goals. This measuring instrument consists of 16 statement items with answer choices in the form of a Likert scale of 1-5 to see the frequency, namely a scale of 1 indicates that respondents "strongly disagree" and a scale of 5 indicates that respondents "strongly agree". The results of the discrimination power test of the psychological well-being scale items which moved from 0.329 - 1.167 dropped 1 item on one of the items in the positive relations with other people dimension. The reliability of the psychological well-being scale shows a Cronbach's Alpha coefficient value of 0.836 ($\alpha > 0.7$).

The self-compassion scale was compiled by researchers based on the theory put forward by Neff (2003) which consists of 3 aspects, namely: (1) Self-kindness, being kind and understanding to oneself especially in difficult times. (2) Common humanity, viewing a difficult experience experienced by someone as part of the general human experience. (3) Mindfulness, paying attention to painful thoughts and feelings in consciousness. This measuring instrument consists of 13 statement items with answer choices in the form of a Likert scale of 1-5 to see the frequency, namely a scale of 1 indicates that respondents "strongly disagree" and a scale of 5 indicates that respondents "strongly agree". The results of the discrimination power test of the self-compassion scale items which moved from 0.505 - 0.749 dropped 3 items in one of the self-kindness, mindfulness, and common humanity aspects. The reliability of the self-compassion scale shows a Cronbach's Alpha coefficient value of 0.722 ($\alpha > 0.7$).

The resilience scale was compiled by researchers based on the theory put forward by Reivich and Shatte (2002) which consists of 7 aspects, namely: (1) Emotion regulation, skills to improve individual control over stress by means of relaxation, and focusing on existing problems makes it easier for individuals to find solutions to these problems. (2) Impulse control, the individual's ability to manage positive emotions and hold back negative emotions. (3) Optimism, making changes for the better and believing in having the ability to overcome adversity. (4) Casual analysis, the individual's ability to identify the cause of the problem correctly and not

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blame others for mistakes. (5) Empathy, feeling what others feel and maintaining positive social relationships. (6) Self-efficacy, individuals who have the belief that individuals are able to solve problems experienced and are independent, not dependent on others. (7) Reaching out, the individual's ability to focus on the decisions made and not be ashamed when experiencing failure. This measuring instrument consists of 22 statement items with answer choices in the form of a Likert scale of 1-5 to see the frequency, namely a scale of 1 indicates that respondents "strongly disagree" and a scale of 5 indicates that respondents "strongly agree". The results of the discrimination power test of the resilience scale items that moved from 0.327 - 0.829 dropped 2 items on one of the emotional regulation and empathy aspect items. The reliability of the resilience scale shows a Cronbach's Alpha coefficient value of 0.820 ($\alpha > 0.7$).

III. RESEARCH RESULTS

The results of the descriptive analysis in this study involving 165 respondents with a presentation of 100%, namely the psychological well-being variable reviewed from each dimension, in the self-acceptance dimension has a value (M = 11.4; SD = 2.94; Min = 3; Max = 15), personal growth dimension (M = 11.2; SD = 2.64; Min = 3; Max = 15), positive relationship with other people dimension (M = 6.33; SD = 1.27; Min = 2; Max = 10), autonomy dimension (M = 10.8; SD = 2.24; Min = 3; Max = 15), purpose in life dimension (M = 7.70; SD = 1.74; Min = 2; Max = 10), environmental mastery dimension (M = 7.78; SD = 1.66; Min = 2; Max = 10). Based on the descriptive results, the self-compassion variable shows a value of (M=36.2; SD=5.56; Min=14; Max=46) and the resilience variable shows a value of (M=72.9; SD=9.53; Min=38; Max=95). Based on the categorization results, the majority of psychological well-being of the research respondents are in the moderate category with the number of respondents being 64.2% of respondents and the majority are in the positive relations with other people dimension of 79.4%. The majority of self-compassion of the research respondents are in the moderate category with the number of respondents being 73.3% of respondents. Also, the majority of resilience of the research respondents are in the moderate category with the number of respondents being 67.9% of respondents.

The characteristics of respondents in this study include gender, age, the form of violence experienced, and the onset of experiencing violence. This study was dominated by women with a percentage of 62.4% and male respondents with a percentage of 37.6%. The age of respondents in this study was dominated by early adulthood (19-35 years) with a percentage of 84.8%. Psychological workplace violence was the most common with a percentage of 54.5%, and the onset/beginning of victims experiencing violence calculated since the distribution of this research questionnaire (the first week of June 2024) was dominated in the time span of 1-6 months ago with a percentage of 44.2%.

A. Indirect: The Influence of Self-Compassion on Psychological Well-Being with Resilience as a Mediator Variable

Table 1: Indirect

<i>Hypothesis</i>	<i>Dimension PWB (Y)</i>	<i>Effect</i>	<i>Estimate</i>	<i>SE</i>	<i>Z</i>	<i>p</i>	<i>% Mediation</i>
1	<i>Self-acceptance</i>	<i>Indirect</i>	0.1508	0.0272	5.54	<.001	61.8
3	<i>Personal growth</i>	<i>Indirect</i>	0.1506	0.0265	5.674	<.001	89.8
5	<i>Positive relations with other people</i>	<i>Indirect</i>	-0.0196	0.00909	-2.15	0.031	20.1
7	<i>Autonomy</i>	<i>Indirect</i>	0.0968	0.0194	4.99	<.001	59.0
9	<i>Purpose in life</i>	<i>Indirect</i>	0.0766	0.0152	5.02	<.001	60.6
11	<i>Environmental mastery</i>	<i>Indirect</i>	0.0504	0.0123	4.08	<.001	35.7

Source: Statistical Output Program Jamovi 2.3.21 for Windows

The criteria for an acceptable hypothesis are if the z coefficient value is > 1.96 and the p value is < 0.05 . Based on the results of the study in table 1, hypothesis 1 is accepted, namely resilience significantly mediates the effect of self-compassion on psychological well-being in the self-acceptance dimension with a mediator contribution of 61.8%. Furthermore, hypothesis 3 is accepted, namely resilience significantly mediates the effect of self-compassion on psychological well-being in the personal growth dimension with a mediator contribution of 89.8%. The test results on hypothesis 5 are rejected, namely resilience is significantly unable to mediate the effect of self-compassion on psychological well-being in the positive relations with other people dimension. Hypothesis 7 is accepted, namely resilience significantly mediates the effect of self-compassion on psychological well-being in the

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autonomy dimension with a mediator contribution of 59.0%. Hypothesis 9 is accepted, namely resilience significantly mediates the effect of self-compassion on psychological well-being in the purpose in life dimension with a mediator contribution of 60.6%. Hypothesis 11 is accepted, namely that resilience significantly mediates the influence of self-compassion on psychological well-being in the environmental mastery dimension with a mediator contribution of 35.7%.

B. Direct: The Influence of Self-Compassion on Psychological Well-Being Without Resilience as a Mediator Variable

Table 2: Direct

<i>Hypothesis</i>	<i>Dimension PWB (Y)</i>	<i>Effect</i>	<i>Estimate</i>	<i>SE</i>	<i>Z</i>	<i>p</i>	<i>% Mediation</i>
2	<i>Self-acceptance</i>	<i>Direct</i>	0.0934	0.0316	2.95	0.003	38.2
4	<i>Personal growth</i>	<i>Direct</i>	0.0171	0.0288	0.595	0.552	10.2
6	<i>Positive relations with other people</i>	<i>Direct</i>	0.0780	0.01897	4.11	<.001	79.9
8	<i>Autonomy</i>	<i>Direct</i>	0.0672	0.0275	2.44	0.015	41.0
10	<i>Purpose in life</i>	<i>Direct</i>	0.0496	0.0214	2.32	0.020	39.4
12	<i>Environmental mastery</i>	<i>Direct</i>	0.0907	0.0213	4.26	<.001	64.3

Source: Statistical Output Program Jamovi 2.3.21 for Windows

C. The Influence of Resilience on Psychological Well-Being

Table 3: The Influence of Resilience on Psychological Well-Being

<i>Hypothesis</i>	<i>Dimension PWB (Y)</i>	<i>Estimate</i>	<i>SE</i>	β	<i>z</i>	<i>p</i>
13	<i>Self-acceptance</i>	0.2809	0.0695	0.396	4.04	<.001
14	<i>Personal growth</i>	0.1131	0.0317	0.507	3.57	<0.001
15	<i>Positive relations with other people</i>	-0.1207	0.0385	-0.373	-3.13	0.002
16	<i>Autonomy</i>	0.2270	0.0535	0.569	4.24	<.001
17	<i>Purpose in life</i>	0.2578	0.0610	0.643	4.22	<.001
18	<i>Environmental mastery</i>	0.1700	0.0432	0.438	3.94	<.001

Source: Statistical Output Program Jamovi 2.3.21 for Windows

IV. DISCUSSION

This study was conducted on respondents who were victims of violence in the workplace. Based on the data obtained in this study, women are often the targets of victims of violence in the workplace, the increase in acts of violence against women from time to time cannot be avoided with various forms of change and technological advances (Abdurrahman, 2021). Based on the results of the research findings, the majority of the onset or beginning of victims experiencing acts of violence in the workplace in the period of 1-6 months as many as 73 victims counted since the distribution of the research questionnaire in the first week of June 2024. There are several forms of violence in the workplace such as psychological, physical, economic, sexual and online violence. Forms of psychological violence are often found in the workplace. such as being bullied, being belittled, being cursed, being slandered, verbal violence, cat calling, being pressured and threatened and not being appreciated. Furthermore, economic violence is often found, such as not getting travel money, often being asked to work outside working hours, having wages deducted without clear explanation, excessive workload and outside of responsibility and doing work without incentives.

Based on the results of the study, the majority of psychological well-being of victims of workplace violence is in the moderate category. This shows that traumatic incidents in the form of violence do not always lead to negative impacts on victims, but on the other hand, victims are given the opportunity to adapt to the events they experience (Salmany & Hartini, 2021). Viewed from each dimension, the psychological well-being dimension that is most obtained by victims is the positive relations with other people dimension. Individuals who continue to interact well in their environment will have a sense of empathy and be able to give more attention and affection to the people around them, this indicates that the victim has been able to understand the events they experienced and make peace with the people around them without any resentment (Salmany & Hartini, 2021). Ryff (1995; Ramadhan & Chusairi, 2022) explains that individuals who have a high level of psychological well-being will be able to control

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themselves in determining life goals and will find it easier to control parties in their environment, by relying on their ability to build relationships with others. Psychological well-being is inseparable from a happy life, to achieve happiness, one of which is characterized by being psychologically healthy and being able to embrace the pain of traumatic experiences by giving kindness and loving oneself or called self-compassion (Kurnia et al., 2023). Self-compassion can protect individuals from various negative emotions such as stress, anxiety, depression and even negative psychological impacts due to traumatic experiences, by balancing them with positive emotions and influencing increased psychological well-being (Renggani, Atikah & Widiastavritri, 2018). In addition, in order for individuals to be able to support themselves well in the long term, strength is needed within the individual to survive and recover from traumatic situations, which is called resilience (Rahayu et al., 2021). Victims of violence who have resilience will be able to recover fully even with relatively short symptoms, they have good resilience to be able to recover from the trauma they experience and are able to function normally (Safarina & Suzanna, 2021).

The results of the first hypothesis prove that resilience mediates a significant effect of self-compassion on psychological well-being in the self-acceptance dimension with a mediator contribution of 61.8%. This means that a high sense of self-compassion in the victim can influence the psychological well-being of the victim of violence, but the victim needs to have strong resilience first in order to improve psychological well-being in the dimension of self-acceptance. In general, traumatic events in the form of experiences of violence experienced by someone will have an impact on their psychological well-being. However, this impact is not entirely negative because individuals have the opportunity to adapt to the events they experience (Salmany & Hartini, 2021). In order for victims to be able to live their daily lives easily with the events they experience, victims need resilience in dealing with all conditions and being able to solve problems effectively, namely resilience (Rizqi et al., 2023). Resilience can help victims of violence to recover from the bad events that befall them (Rizqi et al., 2023). The results of this study on the thirteenth hypothesis prove that there is a significant influence of resilience on the psychological well-being dimension of self-acceptance in victims of workplace violence. In accordance with the results of research conducted by Wahyudi et al. (2023) there is a significant influence between resilience and psychological well-being in victims of sexual harassment. Resilience is the ability that each individual has when experiencing a miserable problem in the long term, characterized by the individual being able to get out of the problem, having positive emotions, being able to control impulses, being able to think broadly, so that the individual has the strength to recover mentally (Kaisar & Kurniawan, 2022). According to Colounger (in Wahyudi et al., 2023) resilience is considered a process of change that occurs in individuals in dealing with life's problems and is a sign of well-being and a psychologically healthy personality. Resilient individuals are better at maintaining their physical and psychological health which makes them stronger to recover easily and quickly from their problems, so that it will give individuals good self-confidence and self-acceptance (Mulawarman, 2022). Therefore, resilience can support increased psychological well-being (Zakiah & Karyani, 2023).

In addition to the indirect influence, this study found a significant direct influence between self-compassion on psychological well-being in the self-acceptance dimension of victims of workplace violence, this shows that the second hypothesis is proven. This means that the higher the compassion (self-compassion), the higher the psychological well-being in the self-acceptance dimension of victims of workplace violence. In accordance with the research of Kurnia et al. (2023) that self-compassion has an effect on increasing individual psychological well-being, especially in the aspect of self-acceptance or self-acceptance. This shows that self-compassion is an important factor in getting through the downturn when experiencing problems, individuals will care about themselves when experiencing suffering, and are able to find and take meaning from the suffering, the rest are able to change suffering into something more positive (Hidayati, 2015). Self-acceptance is one of the dimensions of psychological well-being which is the main characteristic of mental health, maturity, and self-actualization (Zulfa & Prastuti, 2020). Someone who is aware and accepts all experiences in his life indicates that he has good self-acceptance (Kawitri et al., 2020). A form of positive self-acceptance can be in the form of accepting unwanted things from the life that is being lived (Zulfa & Prastuti, 2020). Victims of violence who have accepted themselves for their traumatic experiences will show a positive attitude towards themselves, acknowledge and accept various qualities of themselves, feel positive about their past lives. Meanwhile, victims of violence who have not been able to accept themselves will feel disappointed with what happened in their past lives, feel disturbed by their traumatic experiences (Ryff, 1995). Therefore, self-acceptance is one of the factors that influences the psychological well-being of victims of violence, it can be seen if victims of violence have a high level of psychological well-being will evaluate themselves positively, can accept positively both good and bad things about themselves. Meanwhile, victims of violence who cannot accept themselves positively have a low level of psychological well-being because the individual feels dissatisfied with themselves.

The results of the third hypothesis prove that resilience mediates a significant indirect effect of self-compassion on psychological well-being in the personal growth dimension with a mediator contribution of 89.8%. This means that a high sense of self-compassion in the victim can influence the psychological well-being of victims of violence, but victims need to have strong resilience first in order to improve psychological well-being in the dimension of personal growth. In a study conducted by Zakiah & Karyani (2023), resilience is a predictor factor for psychological well-being, where resilience can support increased psychological well-being. Similar research states that resilience skills can help individuals manage negative effects, such as stress and anxiety, so that resilience provides positive results in the form of improved psychological health in victims of bullying Nabilla & Borualogo

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(2023). The results of this study on the fourteenth hypothesis prove that there is a significant influence of resilience on psychological well-being in the personal growth dimension in victims of violence in the workplace. These results are in accordance with research conducted by Mulawarman, (2022) that resilience can effectively improve psychological well-being, resilient individuals will increasingly be able to easily realize that they are able to grow and develop, and consider themselves to have achieved happiness or well-being. Resilient individuals are also able to show an optimistic attitude, have the ability to improve positive aspects in themselves and do not give up easily in overcoming problems experienced, this helps to develop the individual (personal growth), accept one's own condition (self-acceptance) and become more independent (autonomy) (Utami, N.M., Antika, R., Dewi, C., Wiboeo, 2018). According to Ryff (1995; Dirfa & Ari Prasetya, 2019) independence (autonomy) is the ability to resist social pressure and the ability to regulate behavior from within the individual, can be characterized by independence will have the right to determine one's own destiny and be independent.

When viewed from the direct influence, the results of hypothesis four show that the hypothesis does not prove that there is a significant influence of self-compassion on psychological well-being in the personal growth dimension of victims of violence in the workplace, the estimate value is 0.0171, standard error (SE) = 0.0288, coefficient $z = 0.595$ ($z < 1.96$), $p = 0.552$ ($p > 0.05$). This means that if victims of violence have compassion (self-compassion), it does not directly increase the psychological well-being of victims, especially in personal growth. Based on the results of Voci's research (2018), self-compassion does not have a strong influence on the personal growth dimension. Individuals who have low personal growth are characterized by not wanting to develop, will have feelings of personal stagnation, feel bored and uninterested in life, feel unable to develop new attitudes or behavior (Ryff, 1995). This may be due to the fact that there are still traumatic experiences in victims that prevent them from growing and developing self-actualization and their potential (Mulawarman, 2022). Therefore, the role of other psychological aspects is needed as an intermediary to provide an influence of self-compassion on the psychological well-being dimension of personal growth, in accordance with this study, namely using resilience as an intermediary variable or mediator in improving the psychological well-being of victims of violence in the workplace.

On the other hand, in the fifth hypothesis, there is no evidence of a significant indirect influence of self-compassion on psychological well-being in the positive relations with other people dimension with resilience as a mediator. This may be due to the low contribution value of resilience as a mediator of only 20.1%, so that resilience is not strong enough to act indirectly as a significant mediator between self-compassion and psychological well-being in the positive relations with other people dimension. Likewise, the results of the fifteenth hypothesis that resilience is unable to explain psychological well-being in the positive relations with other people dimension. This may be due to the surrounding environment not supporting the victim, especially in the workplace, so that the victim finds it difficult to survive to recover and get out of their traumatic experience. Individuals who have experienced violence are likely to have a negative impact on the victim (Frederik & Dewi, 2024). However, in terms of direct influence, self-compassion has a significant influence on psychological well-being in the positive relations with other people dimension, which means the sixth hypothesis. According to the results of research conducted by Voci (2018), self-compassion has a strong direct influence on positive relations with others people, proven that individuals who have self-compassion will easily provide kindness and attention that they feel towards themselves to others. Then, the level of the positive relations with others people dimension in this study was in the moderate category with the highest frequency compared to other dimensions, which was 131 respondents. This is likely what makes the role of resilience as an intermediary between self-compassion and positive relations with other people low, because most victims have very good positive relations with other people. These results indicate that the higher an individual loves themselves, the higher their interpersonal influence. The results of previous research by (Ramadhan & Chusairi, 2022) showed that self-compassion has a strong influence on psychological well-being in early adult women who are victims of violence. Self-compassion influences positive relationships with others, by individuals being able to improve their skills in being balanced in order to provide kindness to themselves and others when experiencing problems, difficulties and imperfections in life (Renggani, Atikah & Widiasavitri, 2018). The higher the level of compassion of victims of violence towards themselves, the easier it will be for them to connect in establishing social and interpersonal relationships with others, and the less victims blame themselves, reflect more and think that the problems they face are problems that others may also feel (Neff, 2003).

The results of the seventh hypothesis prove that resilience mediates a significant indirect effect of self-compassion on psychological well-being in the autonomy dimension with a mediator contribution of 59.0%. This means that a high sense of self-compassion in the victim can influence the psychological well-being of victims of violence, but victims need to have strong resilience first in order to improve psychological well-being in the autonomy dimension. These results are supported by research conducted by Hatun & Türk (2023) that resilience and fear of COVID-19 mediate the relationship between self-compassion and psychological distress, as well as psychological well-being, this shows that self-compassion in individuals is positively correlated with resilience and negatively correlated with fear of COVID-19, so that self-compassion predicts resilience better, and self-compassion is a strong and significant predictor of psychological distress and psychological well-being. According to Neff & McGehee (2010, Hatun & Türk, 2023) stated that positive psychological dynamics such as self-compassion and resilience play an important role in preventing the negative consequences of traumatic experiences. Furthermore, the results of the study by Bag et al.,

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2022) that self-compassion and resilience together have a positive correlation and influence on psychological well-being. The sixteenth hypothesis is proven to show that there is a significant influence of resilience on the psychological well-being dimension of autonomy in victims of workplace violence. Autonomy or independence is important in decision-making and action, individuals feel in full control and have the freedom to take action (Napitupulu et al., 2023). According to Wolin (in Nurhidayah et al., 2021) one of the signs that an individual has resilience is independence, this can reflect his psychological well-being, which is he is able to develop his potential and has a purpose in life that he wants to achieve (purpose in life). When viewed directly, the eighth hypothesis proves that there is an influence of self-compassion on the psychological well-being dimension of autonomy in victims of workplace violence. This means that if victims of violence have high self-compassion, it will directly increase the psychological well-being of victims, especially in terms of independence (autonomy). The results of research conducted by Herreenkohl (2012; Ramadhan & Chusairi, 2022) show that there is a significant influence of childhood violence on adult life in the dimensions of autonomy and life satisfaction, where autonomy is related to a sense of independence and self-determination, as well as the ability of individuals to make choices that are in accordance with the values they adhere to, this involves a sense of personal choice and the ability to resist external pressure and influence. In order to achieve this independence, self-compassion is needed to reduce the negative influence of emotions that arise due to the traumatic experiences of victims of violence (Voon et al., 2022). According to Neff (2011), one aspect of self-compassion, namely mindfulness, can help individuals consciously determine decisions, behavior and activities independently so that it can have an impact on increasing well-being, especially in the dimension of independence (autonomy) (Renggani, Atikah & Widiyasavitri, 2018).

The results of the ninth hypothesis prove that resilience mediates a significant effect of self-compassion on psychological well-being in the purpose in life dimension with a mediator contribution of 60.6% in victims of workplace violence. This means that a high level of self-compassion in the victim can influence the psychological well-being of the victim of violence, but the victim must first have strong resilience in order to be able to improve psychological well-being in the dimension of life goals. Resilience plays a mediator role in the influence of meaningfulness of life on the psychological health of young adults during the COVID-19 pandemic (Yıldırım & Arslan, 2021). Self-compassion can be said to improve psychological well-being by increasing individual resilience, in the literature it is stated that self-compassion is conceptualized as a component of resilience that can prevent stress after traumatic experiences (Shebuski et al., 2020). Likewise, developing self-compassion can play an important role in increasing individual resilience and psychological well-being (Smith & Hollinger-Smith, 2015). In addition, self-compassion also plays a role in contributing to psychological well-being, self-compassion will facilitate the process of achieving goals by reducing the negative effects caused by trauma (Kawitri et al., 2020). There is a similar study on the mediating effect of resilience on self-compassion and psychological well-being in counselors (Voon et al., 2022). The results of Voon et al. (2022) study showed direct and indirect effects of the influence of self-compassion and psychological well-being on resilience as a mediator among counselors, in the model showing a complementary partial mediation, where the effects of both lead in the same direction on psychological well-being. Based on the results of this study, the seventeenth hypothesis was proven to show that there is a significant influence of resilience on psychological well-being, the purpose in life dimension, in victims of workplace violence. The purpose of having a purpose in life is to have clarity of purpose in seeking and pursuing life goals, with a strong tendency to set meaningful goals and direct their efforts to achieve them (Napitupulu et al., 2023). Meanwhile, the results of the direct influence on the tenth hypothesis prove that self-compassion has a significant influence on the psychological well-being dimension of purpose in life in victims of workplace violence. This means that if victims of violence have high self-compassion, it will directly increase the psychological well-being of the victim, especially in terms of purpose in life. One of the characteristics of psychological well-being is good self-acceptance, by viewing oneself positively and having a purpose, realizing various strengths and weaknesses, and being able to see past life from a positive perspective (Savitri & Listiyandini, 2017). There are findings that self-compassion contributes to psychological well-being, namely in the dimension of giving meaning to one's life and forming positive relationships (Ryff, 1995). The meaning of life that victims of violence have with high psychological well-being can be felt by being kind to themselves, interpreting all life experiences wisely, and not drowning in negative emotions towards their traumatic experiences. It is possible that self-compassion allows for building meaning in the lives of victims of violence and having more positive relationships with others (Tarber et al., 2016). According to Ryff (2014, Tarber et al., 2016) victims of violence who have self-compassion are characterized by victims having a desire to minimize emotional suffering and trying to heal themselves with kindness, and not judging themselves, therefore understanding experiences and creating meaning from those experiences is considered an important part of psychological well-being.

The results of the eleventh hypothesis prove that resilience mediates a significant effect of self-compassion on psychological well-being in the environmental mastery dimension with a mediator contribution of 35.7% in victims of workplace violence. This means that the high self-compassion of victims can influence psychological well-being of violence within the victim, but the victim must first have strong resilience in order to improve psychological well-being in the dimension of environmental mastery. The role of self-compassion as a predictor is clearly important for individual well-being (Hatun & Türk, 2023). According to Neff (2014, Deniz, 2021) if an individual has a high level of self-compassion, they will have better mental health, which is positively related to

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indicators of psychological well-being such as happiness, life satisfaction, hope and resilience. Resilient individuals are able to control and utilize the environment in which they are located (environmental mastery) (Nurhidayah et al., 2021), this can be proven from the results of this study in the 12th hypothesis that there is a significant influence of resilience on the psychological well-being dimension of environmental mastery in victims of violence in the workplace. This means that the higher the resilience of victims of violence, the higher the psychological well-being dimension of environmental mastery. Individuals who are able to manage their environment well are able to plan and carry out tasks efficiently, and have the flexibility to handle challenges and adapt to change (Napitupulu et al., 2023). Meanwhile, the direct influence on the twelfth hypothesis proves that self-compassion has a significant influence on the psychological well-being dimension of environmental mastery in victims of violence in the workplace. This means that if victims of violence have high compassion (self-compassion), it will directly increase the psychological well-being of victims, especially in environmental mastery. The results of a study conducted by Homan, (2016) found that self-compassion increases an individual's desire to be able to develop and maximize their capacity as effectively as possible (environmental mastery). Victims of violence who have high self-compassion will be able to master and maximize their competencies so that they are able to create a conducive environment, take advantage of opportunities around them effectively, and be able to choose their goals according to their personal needs and values (Ryff, 1995). According to Ryff (1995; Sucikaputri & Nawangsih, 2022) environmental mastery is a person's ability to choose or create an environment that is right and in accordance with their psychological state, individuals with high scores on environmental mastery tend to be competent in managing their environment, able to control complex external activities, and effectively utilize the opportunities around them, also able to choose or create a context or environment that suits their needs, so that they are able to adapt well.

THE CONCLUSION

Based on the presentation of the research results above, it shows that almost all hypotheses can be indirectly accepted, namely the first hypothesis, the third hypothesis, the seventh hypothesis, the ninth hypothesis, and the eleventh hypothesis. These hypotheses test resilience to mediate the significant influence of self-compassion on each dimension of psychological well-being, namely the dimensions of self-acceptance, personal growth, autonomy, purpose in life, and environmental mastery. However, there is one hypothesis that is not proven, namely the fifth hypothesis on the dimension of positive relations with other people. In addition, the direct influence of self-compassion on psychological well-being on the second hypothesis, the sixth hypothesis, the eighth hypothesis, the tenth hypothesis and the twelfth hypothesis can be accepted, except for the fourth hypothesis on the personal growth dimension. Likewise, on the influence of resilience on psychological well-being, the thirteenth hypothesis, the fourteenth hypothesis, the sixteenth hypothesis, the seventeenth hypothesis, and the eighteenth hypothesis can be accepted, except for the fifteenth hypothesis on the dimension of positive relations with other people.

RESEARCH LIMITATION

Based on the results of this study, the researcher hopes that the research respondents will increase their self-compassion, because self-compassion can be done by realizing one's shortcomings and imperfections, treating oneself well when in difficult situations, and not being excessive in viewing traumatic experiences. By increasing self-compassion, it can contribute to improving psychological well-being. Furthermore, respondents can also increase their resilience to achieve a prosperous life after experiencing a traumatic event, by building strong relationships with those closest to them, developing a positive mindset, namely always being optimistic, setting goals and developing skills in solving problems, and learning from past experiences. Respondents are also expected to build and maximize the abilities of the dimensions of psychological well-being in a balanced manner, such as self-acceptance, self-development, positive relationships with others, independence, determining life goals and mastering the surrounding environment. Some of these suggestions will improve the well-being of victims of workplace violence, in order to obtain a better quality of life from unpleasant experiences.

The results of this study indicate that both female and male workers are likely to become victims of violence in the workplace, so preventive and repressive measures are needed to reduce the level of cases of violence in the workplace. For the government and/or workplace institutions, it is expected to carry out routine supervision to ensure compliance with anti-violence policies, provide a safe and confidential mechanism for reporting incidents of violence, provide counseling and rehabilitation services, and provide psychological and medical support for victims of violence. Furthermore, the government or workplace institution takes preventive measures in the form of education and training programs for workers and management about the importance of a violence-free work environment, as well as teaching communication and conflict resolution skills by identifying potential sources of violence. This conflict resolution is in accordance with one of the variables of this study, namely increasing resilience in the causal analysis aspect. In addition, creating a positive work culture by strengthening relations between workers and management, and encouraging a supportive and inclusive work environment. Strengthening relations between workers by increasing self-compassion and resilience in each worker in order to obtain positive relations with other workers, which will create psychological well-being for each worker.

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This study used PLS-SEM due to the limited number of samples and one of the construct data was not normally distributed, so this study did not pay attention to goodness of fit. Therefore, it is recommended for further researchers to use CBM-SEM as a data analysis that aims to obtain a good fit model. Further researchers can develop and retest the scale in this study or use an adaptation scale, and be able to conduct psychological well-being research by exploring the relationship between other factors that influence psychological well-being, so that the existence of psychological well-being is expected to increase self-compassion and resilience in victims of violence in the workplace.

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