

Peran *Employee Resilience* sebagai Mediator dalam Hubungan antara *Perceived Organizational Support* dan *Eudaimonic Workplace Wellbeing* pada Pekerja Gen Z Sektor Industri Kreatif

Afidah Ilhama Fikri¹, Ridwan Saptoto²

^{1,2}Fakultas Psikologi, Universitas Gadjah Mada e-mail:

¹afidahlilhamafikri@mail.ugm.ac.id, ²ridwan_psychology@ugm.ac.id

Abstrak.

Pesatnya perkembangan industri kreatif di Indonesia diikuti dengan meningkatnya dominasi pekerja Gen Z yang memiliki ekspektasi tinggi terhadap kesejahteraan psikologis di tempat kerja. Namun, karakteristik industri kreatif yang dinamis dan penuh tuntutan berpotensi menghambat tercapainya *eudaimonic workplace wellbeing* (EWWB). Penelitian ini bertujuan untuk menguji peran *employee resilience* sebagai mediator dalam hubungan antara *perceived organizational support* (POS) dan EWWB pada pekerja Gen Z di sektor industri kreatif. Penelitian menggunakan pendekatan kuantitatif dengan desain survei *cross-sectional*. Sebanyak 194 pekerja Gen Z yang bekerja di sektor industri kreatif di Indonesia berpartisipasi dalam penelitian ini melalui teknik *purposive sampling*. Data dikumpulkan menggunakan *Perceived Organizational Support Scale*, *Employee Resilience Scale*, dan *Eudaimonic Workplace Wellbeing Scale*. Analisis data dilakukan menggunakan analisis regresi mediasi dengan pendekatan *bootstrapping*. Hasil penelitian menunjukkan bahwa POS berperan positif terhadap *employee resilience* dan EWWB. *Employee resilience* juga berperan positif terhadap EWWB. Lebih lanjut, *employee resilience* terbukti memediasi secara parsial hubungan antara POS dan EWWB melalui efek tidak langsung. Temuan ini mendukung *job demands-resources model* yang menempatkan POS sebagai *job resource* yang meningkatkan kesejahteraan karyawan baik secara langsung maupun melalui pengembangan *personal resources*, yaitu *employee resilience*. Penelitian ini menegaskan pentingnya menciptakan lingkungan kerja yang suportif sekaligus memperkuat resiliensi karyawan untuk meningkatkan kesejahteraan *eudaimonic* pekerja Gen Z di sektor industri kreatif.

Kata kunci: *perceived organizational support*, *employee resilience*, *eudaimonic workplace wellbeing*, Gen Z, industri kreatif

The Role of Employee Resilience as a Mediator in the Relationship between Perceived Organizational Support and Eudaimonic Workplace Wellbeing in Gen Z Workers in the Creative Industry Sector

Afidah Ilhama Fikri¹, Ridwan Saptoto²

^{1,2}Fakultas Psikologi, Universitas Gadjah Mada e-mail:

¹afidahilhamafikri@mail.ugm.ac.id, ²ridwan_psychology@ugm.ac.id

Abstract.

The rapid growth of Indonesia's creative industry has been accompanied by an increasing number of Gen Z employees, who place a high value on psychological well-being in the workplace. However, the dynamic and demanding nature of creative work may hinder the development of eudaimonic workplace well-being (EWWB). This study aimed to examine the mediating role of employee resilience in the relationship between perceived organizational support (POS) and EWWB among Gen Z employees in the creative industry. A quantitative cross-sectional survey design was employed. A total of 194 Gen Z employees working in Indonesia's creative industry participated in the study using purposive sampling. Data were collected using the Perceived Organizational Support Scale, Employee Resilience Scale, and Eudaimonic Workplace Wellbeing Scale. Mediation analysis was conducted using a bootstrapping approach. The results indicated that POS positively predicted employee resilience and EWWB. Employee resilience also had a positive effect on EWWB. Furthermore, employee resilience partially mediated the relationship between POS and EWWB, as indicated by indirect effect. These findings support the job demands–resources (JD-R) Model, suggesting that perceived organizational support, as a job resource, enhances employees' eudaimonic well-being both directly and indirectly by fostering employee resilience as a personal resource. The findings highlight the importance of developing supportive organizational environments while strengthening employee resilience to promote eudaimonic workplace well-being among Gen Z employees in the creative industry.

Keywords: *perceived organizational support, employee resilience, eudaimonic workplace well-being, Gen Z, creative industry*