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RESILIENCE AS A “WORKING MOM” DEALING WITH CHANGING SITUATIONS IN ERA PANDEMIC COVID 19

Sarita Candra Merida¹, Ditta Febrieta², and Yulia Fitriani³

² Department of Psychology, Bhayangkara Jakarta Raya University, Indonesia

¹ Email: sarita.candra@dsn.ubharajaya.ac.id

² Email: ditta.febrieta@dsn.ubharajaya.ac.id

³ Email : yulia.fitriani@dsn.ubharajaya.ac.id

Abstract. As a “Working Mom” situations change and responsibilities accepted as a worker and mother. For “working mom”, changes in the situation also affect the psychological conditions such as stress, anxiety, trauma, mood disorders and even depression. Therefore, a mother needs a resilience, for dealing with changing situations. Aim of this study to describe the resilience of a mother face various changing situations in era pandemic covid 19. Method used by semi systematic literature studies with SALSA (Searching, Appraisal, Synthesis and Analysis) technique. Searching literature about 10 years ago through google scholar, dimensions, EBSCO, elicitor.org, and research gate with the keyword "resilience in working mothers". Appraisal for screening literature to map out and categorize article. Synthesis and analysis to find and identify gap in research literature. Based on literature review that mothers need resilience to be able deal with various situations specifically before, during and after a pandemic. Resilience is influenced by internal and external factors. Internal factors include coping strategies, emotional intelligence, religiosity, self-esteem, and self-efficacy. External factors are social support from friends, work environment, partners and other family members. Furthermore, the research showed that each factors has a different impact for each conditions. Before pandemic a mother needs coping strategies, emotional intelligence and social support are enough to help has a resilience skill. For situations during until after pandemic social support has a significant impact for a mother has a resilience skill to face specific conditions. Emotional and instrumental support has a significant impact. Especially from a spouse, family member, and other people surrounding mother. Future, this research can be used a basic to arrange intervention plan to increase resilience for working mom. Beside that, we can explore this research with various methods and technique.

Keywords : Pandemic Covid 19, Resilience, “Working Mom”

1 Introduction

Resilience is an essential aspect for individuals to possess. Having resilience enables individuals to have balanced mental and emotional well-being. Working mothers often face double pressure from their jobs and household responsibilities. This condition can lead to stress and fatigue, resulting in poor mental health such as anxiety, depression, overthinking, and other emotional issues. Resilience helps them cope with these pressures, improves their mental well-being, and allows them to be positive role models for their children.

Resilience in working mothers is not something that only appears in certain situations but is an aspect that can be observed throughout their life journey. The multiple roles they face, both before, during, and after the pandemic, are ongoing challenges that require resilience. In line with research, having high resilience abilities helps reduce stress on mothers (1).

Resilience is an individual's ability to overcome stress and crises in a positive way. Resilience in working mothers focuses on work-family conflict (2). Work-family conflict is related

to resilience which is negatively related to working mothers who have a dual role where a working mother not only takes care of her family but also becomes a financial support for her family.

The culture in Indonesia still adheres to the notion that the biggest parenting role lies in the mother's role. The direct contact that a mother makes in raising children, watching children's development, and educating children makes the mother play a very important role in the family, but this also makes the mother figure tend to be vulnerable to stress (3). Society often has certain expectations about the attitude of a mother to carry out her role properly. Besides that, even working mothers can feel pressured to strike the right balance between career and roles as parents and as a partner or wife which can create an extra burden.

This phenomenon also demands a change of role. The role of a working mother is no exception. Before the pandemic, a mother only focused on her role as a mother but also as a worker. Previously, working mothers had a rhythm, usually mothers got up early to prepare themselves for work, helping children prepare school needs while at home. Mother has to face pressure on the way to

work, such as full road conditions, inadequate transportation and many more. While at work, they have to face pressure at work, and at home, mothers carry out routine tasks such as caring for children, accompanying children to study, and completing household chores. It is already considered a heavy task for a mother. Besides, in the dual career family study (2), parents who have good resilience will be able to overcome the problems and face the challenges in their families. Before the COVID-19 pandemic, a mother was expected to have the ability to adapt to the work situation she faced, the burden of household work, and caring for children. But during the pandemic, a mother not only plays a role as a worker but has multiple roles while at home, especially mothers who have children.

To respond to changing situations, it takes a mother's ability to cope with various situations so she can adapt. Therefore, resilience is needed to be able to deal with various changing situations. Resilience measurement tools revealed that resilience has the meaning of an individual's ability to face various challenges, be realistic, patient, and be able to see positive things from every event that is passed (4). Kobasa, Rutter, Lyons (4) states that a mother who has resilience abilities will have characteristics including: (a) being able to see wisdom in every difficulty, (b) having good self-control, (c) being able to face pressure, (d) patience, (e) and struggling to face difficulties and various challenges.

During the Covid 19 pandemic, many changes were experienced by individuals. They are changes in activity, changes in lifestyle and habits, changes in routines, and even changes in roles. This pandemic has changed many aspects of life so that it makes a person feel anxious, worried, insecure, and distress in dealing with this uncertainty (5,6). Changes in activity are felt in various sectors, such as education, employment, economy and business, and many more. Changes in the learning system which was originally face-to-face turned to online learning, as well as workers in many companies implementing Work from Home (WFH) activities, and the rise of online shopping.

In addition, during the pandemic, mothers had to adapt to new situations by moving their work from the office to home because of the Work from Home policy, and they also had to accompany their children to study from home. Ideally, children spend time with teachers at school to learn, but during the pandemic, mothers have to work while accompanying children to study, replacing the teacher's duties at school.

Mother had to face a change. Mother's task is increasing. When at home, a mother has to be a teacher, which should be the role of a teacher at school and This made Mothers feel heavy and difficult when carrying out various roles during a pandemic situation (7)

The impact of the various roles played by a mother, of course, affects the physiological and

psychological conditions. A survey³⁸ conducted by the Motherly agency for mothers in the United States found that since the Covid 19 pandemic, 74% of mothers have had a poor mental condition. That's because your duties are increasing, working mothers have to adjust to the increased role of accompanying your child to study at home and do homework. In Indonesia, it was difficult for mothers who worked in the early days of the pandemic to control negative emotions, easily felt scared, worried³⁹ anxious for fear of contracting covid 19 (8). Based on the research during the COVID-19 pandemic (9), working mothers had lower resilience (mean value 59.61) than mothers who did not work (mean value 65.77). This is because during the quarantine period it was difficult to determine the boundaries of roles between work and household chores.

If a mother when carrying out this role does not have resilience, the result is that the mother becomes stressed and other psychological complaints arise. Over time, mothers began to be able to adjust themselves, control their emotions, and start to communicate³³ with various related parties. It can be seen that in the second year of the Covid 19 pandemic, Mother was getting used to and adapting to the pandemic situation. Mothers are getting used to the new routine at home such as work at home and accompany children to school.

After the pandemic passed, children began to return to school, changing learning process to face-to-face, and Mother returned to work outside the home. Of course, the change in situation was followed by a change in rules that were no longer the same, so the mothers need to adjust in the conditions needed to be made. Moreover, if any family members have lost such as father, mother, parents due to being infected with the Covid-19 virus.

Looking at the phenomena and results of previous research, that there is a mother who has resilience skills has a positive impact on the family but on the one hand, a mother who does not have resilience abilities also has a negative impact. Of course, the resilience ability of a mother, in this case, a working mother, is influenced by many factors. Among them are risk factors that prevent a mother from having resilience abilities and protective factors to increase resilience abilities.

The inhibiting factors include poor parental communication skills, family conflicts, and poor problem-solving skills. Protective factors include social support, support among family members, ability and maturity in problem-solving ((10) In addition, there are factors of spirituality, self-esteem, optimism, and social support as factors that can increase resilience (11) This factor will be one of the studies in this study related to the situation during the pandemic that working mothers have to face.

After the pandemic, the situation is no longer the same. There are some situations that Mothers

have to face such as having to be laid off, a mother who had to work harder for the family because her husband was laid off, losing a family member during Covid, and losing her partner so she had to be the backbone of the family. If a mother does not rise up and have the ability to be resilient, it will be difficult for them to overcome the problems they face.

The policy changes related to the learning process in schools have also occurred. As working mothers, in carrying out their dual roles as mothers and employees, mothers are expected to have the ability to adapt to new situations. Among them, children start learning in school, but the work they do partially directs them to work at home or work from home (WFH). This makes the condition of working mothers vulnerable to feel stress because of the many dependents and multiple demands that they have to fulfill with conditions that are different from before.

Based on the research findings that have been discussed, it appears that resilience in working mothers is really needed. Many previous studies related to resilience have been conducted on working mothers. However, there is not much research related to resilience factors in working mothers. Therefore, it is important to reveal the resilience factors of working mothers to changing situations during a pandemic. The purpose of this research is to be able to describe the resilience of working mothers in dealing with changing situations before the pandemic, during a pandemic, and post-pandemic along with its supporting factors.

2 Methods

This literature study was conducted by semi systematic literature to identify gap from literature review and to describe it. We will describe according to purpose this research. (12) Technique used in this study with SALSA (Searching, Appraisal, Synthesis and Analysis). Each article based on searching an appraisal will be analyzed to identify and find a gap from different article. Gap wants to describe in this research is various situations faced by working mother or "working mom". There are before, during and after pandemic. We will describe various situations, resilience skill and influencing factors. Before to analyze, we will to appraisal after searching article. Its function to categorize article according with conditions faced by a working mother. Articles are categorized with three conditions. There are before, during and after pandemic situations. (13) Literature sources based on research article from Google Scholar, Dimensions, EBSCO, Elicit.org and Research Gate. Literature used in this research about 10 years ago. (14)

The procedure in this study includes several stages such as :

1. Determine research questions in research based on phenomenon related with working mothers.

2. Select and collect references from various sources. For this research, we found only article research with keywords "resilience at working mother" for three specific conditions. There are before, during and after pandemic.

3. Appraisal through conduct screening of sources obtained. Appraisal is carried out by reading relevant article with objectives this research. After that, to categorize article according to each conditions.

4. Read relevant sources from the screening results to synthesis each articles

5. Write and summarize the results of the reading

6. Conduct an analysis of the summary results according to the objectives from this research.

7. Conclusions

This procedure follows the steps proposed by (15) and (14)

3. Result and Discussion

"Working Mom" Before Pandemic

Based on studies since 2017, resilience in women focuses on work-family conflict (2). Among them are resilience in mothers who are single parents due to death of their partners (16,17) or divorce (18) and resilience in mothers who have children with disabilities (3,19,20). Work-family conflict is related to resilience which is negatively related to working mothers who have a dual role where a working mother not only takes care of her family but also becomes a financial support for her family. Actually, married women act as wives, mothers, and household managers (21)

Working mothers are also single parents, it describes the adaptive ability of working mothers in living life after being divorced or dead by their partners by having an attitude of optimism, empathy, and having good emotional regulation abilities (18). On the other hand, the resilience felt by working mothers whose spouses die is lower than those who are divorced. Sari et al revealed that the death of a partner will have a negative impact on childcare, and force mothers to have to carry out a dual role both caring for and earning a living to meet life's demands (16). Not to mention they are faced with feelings of sadness, mourning, and are not ready to carry out their new status as single mothers. Divorce here is not a causative factor for the resilience of women with single-parent conditions (18)

This indicates that before the pandemic, with various situations faced by a mother, the figure of a mother in raising children was very essential. Besides that, the direct contact that a mother makes in raising children, watching children's development, and educating children makes the mother play a very important role in the family, but this also makes the mother figure tend to be vulnerable to stress (3). Moreover, social expectations from society for the ideal role of mothers can be a source of conflict and cause stress for working mothers. Society often has certain expectations about the attitude of a mother to carry out her role properly. Besides that, even working mothers can feel pressured to strike the right balance between

career and roles as parents and as a partner or wife which can create an extra burden. The previous research also found that the dual roles of working mothers can cause various conflicts that can affect the psychology of working mothers (17).

Based on the phenomena, before the pandemic, problems with working mothers focused on how mothers deal with stress from work and family problems. Therefore, a good adaptation is needed for a working mother to be able to balance her role. Good adaptation and the ability to bounce back from negative circumstances are characteristics of resilience abilities, which are related to individual abilities to change responses to situational demands in frustrating or stressful situations (22). Resilience is important, especially in facing the challenges and pressures that may arise from the dual roles of being a mother and a worker. These abilities help them deal better with multiple demands and remain stable in the face of change and pressure. With resilience ability, working mothers can positively influence the quality of relationships with their families. They can quickly adapt to changes and find creative solutions to overcome obstacles as they arise. Armed with good stress management skills, working mothers can reduce the negative impact of stress on their physical and mental health. So, with the resilience ability can help them remain adaptive in facing various daily challenges, and can also have a positive impact on the welfare of the family as a whole.

“Working Mom” During Pandemic

Based on research from (8) reveal that workload has increased. During the pandemic covid 19, mothers who have a dual role, especially working mothers, feel heavy when entering the covid 19 pandemic. Among them, the workload at home has increased, especially since daring or online learning has been implemented. Mothers who were informants in this study had school-age children with an age range of 7-12 years who still needed guidance and assistance while studying at home. These informants also experienced confusion in dividing their time between educating children, doing domestic tasks at home, and completing responsibilities at work. Given the burden and responsibility are required to be done at the same time.

Based on research by (23) and (24) that what mothers face in a pandemic situation, especially when accompanying children who are still in elementary school from home, includes: (a) parents, especially mother does not understand and mastering the subject matter so that it takes time to study the material while time is limited, (b) limitations information for operating smartphones, (c) a Mother has a limited time to accompany their children to study because they have to work, (d) being a mediator between parents and teachers. For example, the mother who delivers assignments that have been completed by the child to be assessed by the teacher, then takes another assignment for the child to complete. This condition also applies not only to mothers who work as employees but also mothers who are self-employed.

A previous condition before pandemic, what was experienced before the pandemic, during the pandemic, a working mother also experienced what is called work family conflict. During the Covid 19 Pandemic, the Work Family Conflict experienced by working mothers in the city of Bandung was high and was followed by high stressors at work. In this situation, Work Family Conflict experienced by a mother while working at home included, Mother felt less productive at work because of inadequate support facilities, it was difficult to finish work quickly so that it affected the performance of a mother. (25) In the other research by (26) during a pandemic, if a company implements reduced working hours and work flexibility during Work From Home (WFH) it is felt that it helps mothers to adapt to working hours and carrying out their roles and responsibilities at home. This is what helps reduce work family conflict during WFH. This means that in this case, a mother should ideally be able to adapt to new situations during a pandemic and overcome various obstacles related to the changes she is experiencing. In fact, not all companies have implemented WFH policies related to flexibility and working hours. Refers to this, we must review the factors that can influence and assist a mother in adjusting to a new situation during the Covid 19 pandemic.

Related to this, in order to adjust to various changes, we need what is called resilience. Resilience is the ability to adapt and survive. (4) If a mother has a resilience ability will be able to overcome problems that arise during a pandemic. Same with research conducted by (1) that resilience can reduce stress on mothers when facing a pandemic situation.

“Working Mom” Post Pandemic

Post pandemic started a new era for working mothers where the activities they carried out were different from before and during the pandemic. Company policies is no longer the same as a pandemic. Not to mention the impact on company policies including termination of employment. Sure, this makes the situation at home no longer the same, bearing in mind that the income is no longer the same but the demand for expenses has increased. A mother who is the centre of activities at home is also required to be able to adapt to this situation. These changes require us to have the ability to adapt in order to survive and overcome problems. In line with Pondalos and Santi's research (27) employees who have experienced layoffs, both men and women, will be able to take lessons, have a high level of gratitude if followed by high resilience capabilities.

Apart from companies, policies changes related to the learning process in schools have also occurred. As working mothers, in carrying out their dual roles as mothers and employees, mothers are expected to have the ability to adapt to new situations. Among them, children start learning in school, but the work they do partially directs them to work at home or work from home (WFH). This makes the condition of working mothers vulnerable to feel stress because of the many dependents and multiple demands that they have to fulfil with conditions that are different from before. The

results of research conducted by Juniara (28) show that resilience is able to moderate the relationship between partner support and parenting stress in working mothers. Thus, the high level of spousal support and the high level of resilience received by working mothers will have a direct impact on lower parenting stress. Meanwhile, Widyasari (29) also emphasizes the importance of religiosity and ikhlas in creating resilience in working mothers of 4.2%.

Another impact felt in the post-pandemic era is the loss of family members due to infection with the Covid-19 virus, for example husbands, children, or parents. The phases that a mother must go through include the loss phase, the awakening phase and the self-development phase. To support a mother to bounce back, the protective factors that must be owned include: (a) faith, (b) being a role model for children and (c) forgiving. The external protective factors owned by the mother include: (a) support from children, (b) economic support and (c) support from other people around her. Mother expected these two factors to be able to get back on her feet and develop herself for the family. (30) In line with the research conducted by Ladiba and Utami (17) that religiosity is the main internal factor that affects individual resilience abilities. External factors are support from friends, children and family.

Influencing Factors Resilience at “Working Mom”

Based on analysis review from several studies, there are some factors that help mother has resilience skill :

Internal Factors

1. Coping Strategies.

Coping strategies will significantly help them to have good resilience skills. According Alteza and Hidayati (31) that to avoid conflict, working mothers need a combination of coping strategies that focus on problems (problem based coping) and focus on emotions (emotion based coping). Problem-based coping focused by taking action to modify, avoid or minimize the source of conflict, while emotion-based coping focused by trying to eliminate feelings of discomfort due to conflict. This coping strategy is carried out privately (solitary coping) or involving other people (social coping). (30) Research conducted by Primastuti (32) found that there is a significant positive relationship between emotional focus coping and resilience in working woman who have children.

2. Emotional Intelligence.

For working mothers, with the many stressors they face, they need emotional intelligence as a protective factor to be able to adapt with uncomfortable or bad conditions. One of them is to manage emotions. If a mother has a skill to manage emotions, so she has ability to handle feelings and they can be expressed appropriately. Therefore, with the emotional intelligence possessed by working mothers can affect their resilience (20). So with good emotional intelligence help the mother to regulate her emotions in many situations. If the mother can adapt to change situation, they have good resilience skills.

3. Religiosity

Religiosity can contribute to the development of resilience (18) Such as, they have a sense of trust in God, believe in God's presence who will help in every difficulty, and also have high surrender to God, especially in financial matters (17) Spirituality in this case is the same as religiosity as one of the factors that influence resilience. Individuals who lack spirituality will be slower to recover from the problems they face (11).

4. Self-efficacy

Self-efficacy is related to individual perceptions of the abilities they have which causes a person's level of resilience to vary (11). That is, the better the self-efficacy one has, the better the resilience ability one has. Aprilia (33) emphasizes the importance of self-efficacy as the ability to solve problems faced as a mother.

5. Optimism

Resilience is the ability to adapt in the face of adversity, and optimism is a way to increase resilience to get positive results in the future (11,33) Individuals who are optimistic will moderate their resilience so they are able to recover themselves from the negative experience. Optimism makes them physically healthier and reduces the possibility of suffering from depression so that they are more resilient (33).

6. Self-esteem

Both men and women show that self-esteem has correlate to resilience, and men who have low self-esteem will use cigarettes and marijuana as a form of their resilience (11) This confirms that self-esteem is one of the factors that influence resilience.

External Factor

Social Support

Social support is needed by working mothers in dealing with the demands of the environment around them. Family support provided to mothers will help them to have good resilience abilities. (34) In addition, peers support can also increase resilience in working mothers (17) Individuals who maintain good relationships with their peers can get a source of support that will increase resilience because they feel greatly helped by the presence of co-workers and willing to share when they experience difficulties. In line with research conducted by Maulina et al., (35) that mothers who accompany their children to study at home have high psychological well being followed by social support received by a mother. This research shows that the emotional support that is most needed by a mother to be prosperous. Emotional support includes giving affection, attention, empathy and also a sense of care.

Finding from a literature review in the pandemic era before, during the pandemic, and after the pandemic, a working mother must have resilience skills. Resilience skills are needed to help a mother to bounce back in the face of difficulties in various situations encountered. By having resilience skills, a mother is able to adapt with various situations o deal with the pressures and problems that exist in every situation and more resilient.

Therefore, to support a mother to have resilience is influenced by various factors. Internal factors include coping strategies, emotional intelligence, religiosity. External factor is social support. Social support includes peer supports, support from the work environment in the form of providing proper facilities at the office. For example, a nursing room for breastfeeding mothers, shuttle transportation from work to home. Support from family and spouse also helps a mother have resilience skills.

Furthermore, based on literature review, each situation has a different factors to determine resilience skill. Before pandemic, to develop resilience skill need coping strategies, emotional intelligence and social support. Different with during until after pandemic many specific situations to face a “working mom”. For example, about policy from government (WFH, SFH, work termination or PHK), loss of family member because infected by covid 19, feel anxious, worried and the other negative feeling about covid 19. So, to help mother has a resilience skill, social support has a significant impact for a mother develops internal factors. Especially in pandemic era, emotional and instrumental support are needed to develop resilience skill for a “working mother”.

4. Conclusion

As a “Working Mom” resilience is needed to face any situations change, including before or in era pandemic covid 19. Resilience skill helps a mother to care her family and to finish her task from work. To get a resilience skill, a mother has to increase internal factors in herself. Such as, coping strategies, self efficacy, self esteem, optimism, emotional intelligence and religiosity. For a develop internal factors, a mother needs a social support from a family, friend, and the other people surrounding a mother

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