

Research Paper

Social Support and Self-esteem as a Predictor of Life Satisfaction among Business Class and Service Class Individuals

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ABSTRACT

This study's goal was to investigate the connection between life satisfaction and social support and self-esteem in people from different work sectors, namely the business and service classes. The study aimed to investigate the variations in contentment with life, self-worth, and social support levels among different groups and examine the relationships among these factors. Using a non-probability sampling technique, the study's final sample size consisted of 200 people who were split equally between the two job categories. The results demonstrated that the commercial and service classes differed significantly in terms of life satisfaction, self-worth, and social support. People in the business class reported higher levels of life happiness, self-esteem, and social support than those in the service class. Correlation analysis revealed strong positive relationships between life satisfaction and self-esteem and social support, suggesting that higher levels of these variables were linked to higher levels of life satisfaction. Consequently, this research contributes to our understanding of the factors influencing life satisfaction and highlights the need of considering the labour market, an individual's sense of self-worth, and social support when developing interventions aimed at enhancing general welfare.

Keywords: *Social Support, Self-esteem, Predictor of Life Satisfaction, Business Class, Service Class Individuals*

This study looks into the connections between people in the commercial and service sectors' levels of social support, self-worth, and life satisfaction. Well-being is heavily influenced by social support and self-esteem, with life satisfaction being a critical element. Across all occupational classifications, the study predicts positive relationships between life happiness, self-esteem, and social support. Researchers will evaluate these characteristics and investigate possible differences between persons in the business and service classes using standardised measurements. Given the particular stresses that these groups face, it is critical to comprehend the mental health condition within them. Business class individuals may face work-related pressures, while service class individuals contend with job insecurity and low wages. The goal of the research is to determine how psychological and socioeconomic variables interact to predict life satisfaction. Life happiness, self-esteem, and social support are all correlated; better life satisfaction is

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correlated with higher levels of both support and self-esteem. The results will guide programmes and regulations meant to improve wellbeing and lessen inequalities between people from different socioeconomic backgrounds. Gaining an understanding of these dynamics is essential to creating inclusive and encouraging workplaces and encouraging favourable results related to mental health.

Numerous research has been done on the relationship between various psychosocial factors and mental health in various populations. The effects of resilience, academic stress, social support, and self-esteem on mental health outcomes have been the subject of several studies.

The following is a summary of the primary findings from the research that was presented:

- Chu JT and Koo M (2023) investigated the relationship between official volunteer work and the quality of life of older adults. They found that engagement in eudaimonic activities and elevated levels of self-esteem were associated with enhanced life satisfaction.
- In her investigation of adolescent depression and suicidal thoughts, Rai S. (2021) discovered a substantial negative link between depression and the quality of the home environment, but no significant correlation with academic stress.
- Gultom S, Oktaviani L (2021) investigated the relationship between students' self-esteem and their English proficiency and found that there was a favourable correlation between the two. among their study on health, social support, and loneliness among the elderly, Czaja SJ and Moxley JH (2021) discovered a significant relationship between depression and loneliness as well as a negative association between social isolation and worse self-rated health.
- The influence of organisational support, social support, and personal resilience on frontline nurses' COVID-19 anxiety was investigated by Labrague LJ, Santos J (2020), and the findings showed that anxiety was uncorrelated with nurse attributes.
- During the COVID-19 pandemic, L Catherine and MacKinnon A (2020) investigated the symptoms of anxiety and depression in expecting women. They found that psychological discomfort was significantly predicted by elements including perceived social support and pandemic-related worries.

METHODOLOGY

Aim: To examine the Social Support and Self-Esteem as a predictor of Life Satisfaction among business class and service class individuals.

Objectives

- "To investigate the discernible disparities in life satisfaction, self-esteem, and social support levels between individuals belonging to the business and service sectors."
- "To scrutinize the correlation between life satisfaction and self-esteem among individuals in both business and service classes."
- "To scrutinize the correlation between life satisfaction and social support among individuals in both business and service class sectors."
- "To study the impact of self-esteem and social support on life satisfaction among business and service class individuals".

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Hypothesis

- “There is a significant difference in the life satisfaction, self-esteem, and social support between business and service class individuals”.
- “A positive correlation exists between life satisfaction and self-esteem among business and service class individuals”.
- “A positive correlation exists between life satisfaction and social support among individuals in both business and service class sectors”.
- “Self-esteem and social support will predict life satisfaction”.

Sampling

In this research, we collected samples from factories and offices. More than 200 individuals participated in the study, but we excluded responses from individuals who did not give their consent, those who were not within the specified group. The final sample size consisted of 200 individuals. Of these, 50% were from business class, 50% were from service class. For this study, we utilized a non-probability sampling method. In this type of sampling, data is collected from the desired target population, which may be determined by elements like age, sex, education, profession, and so forth. In this type of sampling, there is no equal probability for every individual to be selected as part of the sample in the research work. And in non-probability sampling we use purposive sampling in which data is collected from the desired target population, which may be determined by elements like age, sex, education, profession, and so forth. In this type of sampling, there is no equal probability for every individual to be selected as part of the sample in the research work.

Inclusion Criteria:

- The participant needs to be employed.
- They should have proper Understanding of English language

Variables:

- Independent variable: Self-esteem and social support.
- Dependent variable: Life-satisfaction.

Tools:

MSPSS that is multidimensional scale of perceived social support: 12 items where there
Reliability: With Cronbach's alpha values for both the whole scale and its subscales usually ranging from 0.80 to 0.90, the MSPSS has shown strong internal consistency dependability. There have also been reports of strong test-retest reliability over time.

Validity: Strong construct validity has been demonstrated by the MSPSS, which correlates adversely with measures of social isolation and loneliness and positively with other measures of perceived social support. Its validity is supported by the fact that it has been frequently employed in studies involving a variety of demographics and cultural situations.

Rosenberg Self-Esteem Scale: (10 items where there)

Reliability: The Rosenberg Self-Esteem Scale has proven its internal consistency dependability, as seen by its consistently high Cronbach's alpha values (0.80-0.90). Additionally, claims of good test-retest reproducibility over time have been made.

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Validity: Strong construct validity has been proven by the scale, which correlates adversely with measures of anxiety and depression and favourably with those of psychological well-being and positive self-concept. It has received substantial validation from a variety of demographic and cultural groupings.

Satisfaction with Life Scale (SWLS): (5 items where there)

Reliability: Good internal consistency dependability has been demonstrated by the SWLS, with Values for Cronbach's alpha typically range from 0.80 to 0.90. There have also been reports of strong test-retest reliability over time.

Validity: Strong convergent and discriminant validity have been shown for the scale, which correlates adversely with psychopathology and distress measures and positively with indicators of life quality and subjective well-being. Numerous research conducted on various groups and cultural circumstances have validated it.

RESULTS

T test: Self-esteem, life satisfaction, and social support are the three variables for which there are statistically significant differences ($p < 0.05$) between the two groups.

Table 1: Group Statistics

Group Statistics					
	Employment	N	Mean	Std. Deviation	Std. Error Mean
Social support	0	100	33.920	21.4460	2.1446
	1	100	74.900	10.8195	1.0819
Self-esteem	0	100	18.840	8.4873	.8487
	1	100	35.080	5.1103	.5110
Life satisfaction	0	100	14.170	9.2857	.9286
	1	100	31.040	6.0267	.6027

Table 2: Independent Sample T Test

		Independent Samples Test								
		Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Interval of the	
								Lower		Upper
Socialsupport	Equal variances assumed	50.026	.000	-17.060	198	.000	-40.9800	2.4021	-45.7169	-36.2431
	Equal variances not assumed			-17.060	146.328	.000	-40.9800	2.4021	-45.7272	-36.2328
Selfesteem	Equal variances assumed	19.421	.000	-16.392	198	.000	-16.2400	.9907	-18.1937	-14.2863
	Equal variances not assumed			-16.392	162.443	.000	-16.2400	.9907	-18.1963	-14.2837
Lifesatisfaction	Equal variances assumed	24.371	.000	-15.239	198	.000	-16.8700	1.1070	-19.0530	-14.6870
	Equal variances not assumed			-15.239	169.837	.000	-16.8700	1.1070	-19.0553	-14.6847

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- **Social support:** The independent samples t-test indicates a statistically significant difference ($p < 0.001$) in the mean social support ratings between the two groups. The jobless group (business class) enjoys much stronger social support than the employed group (service class), as indicated by the mean difference of -40.9800.
- **Self-esteem:** The mean self-esteem levels of the two groups differ significantly ($p < 0.001$), according to the independent samples t-test. The jobless group had much greater self-esteem than the employed group, as indicated by the mean difference of -16.2400.
- **Life satisfaction:** The independent samples t-test indicates that there is a significant difference ($p < 0.001$) in the mean life satisfaction scores between the two groups. The mean difference of -16.8700 shows that the unemployed group had significantly higher life satisfaction than the employed group.

According to the interpretation, those who belong to the "business class" group report far better levels of life satisfaction, self-esteem, and social support than people who belong to the "service class".

Correlation

Table 3: Correlation (social support and life satisfaction)

Correlations			
		Socialsupp ort	Lifesatisfa ction
Socialsupp ort	Pearson Correlation	1	.862**
	Sig. (2-tailed)		.000
	N	200	200
Lifesatisfa ction	Pearson Correlation	.862**	1
	Sig. (2-tailed)	.000	
	N	200	201

** . Correlation is significant at the 0.01 level (2-

Interpretation: There is a strong positive correlation between life happiness and social support ($r = 0.862$, $p < 0.01$). This demonstrates that when people receive more social assistance, they report happier lives, and vice versa.

The correlation value of 0.862 indicates a very strong positive relationship between life happiness and social support. This suggests that life satisfaction tends to rise in tandem with rising social support and to decline in tandem with falling social support.

Level of Significance: It is unlikely that the observed correlation coefficient occurred by mistake because the correlation is significant at the 2-tailed 0.01 level. This strengthens the evidence supporting the relationship between life happiness and social support in the studied demographic.

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In conclusion, the offered correlation analysis confirms a strong positive relationship between social support and life happiness. A person's level of life happiness and their perceived level of social support are statistically significantly correlated.

Correlation

Table 4: Correlations (self-esteem and life satisfaction)

		Self-esteem	Life satisfaction
Self-esteem	Pearson Correlation	1	.904**
	Sig. (2-tailed)		.000
	N	200	200
Life satisfaction	Pearson Correlation	.904**	1
	Sig. (2-tailed)	.000	
	N	200	201

***. Correlation is significant at the 0.01 level (2-tailed).*

- **Interpretation:** The correlation value of 0.904 suggests that life satisfaction and self-esteem appear to be very positively correlated.
- In other words, people who report higher levels of life satisfaction also tend to have higher levels of self-esteem, and vice versa.
- The statistical significance of this result suggests that this was not a random event.
- **Level of Significance:** The significance level (p-value) of this connection, which is commonly denoted by the symbol .000, is defined as being less than 0.001.
- This implies that there is a strong correlation between self-esteem and life satisfaction.

Regression

A synopsis of the model

- The interplay between self-esteem and social support may account for a sizable amount of the variation in life happiness, according to the model summary.
- Based on R-squared value of .830, social support and self-esteem explain around 83% of the variation in life satisfaction.
- The Adjusted R-squared score, which is .829, accounts for the number of predictors in the model.

Table 5: Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Social support, Self esteem		Enter

a. Dependent Variable: Life satisfaction

b. All requested variables entered.

Table 6: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.911 ^a	.830	.829	4.7629

a. Predictors: (Constant), Social support, Self esteem

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ANOVA

- The ANOVA table shows the overall significance of the regression model.
- The regression model exhibits overall statistical significance as demonstrated by the F-statistic of 482.541 and a corresponding p-value of less than .0001.

Coefficients:

- The coefficients table displays the precise effects of each predictor variable on life happiness, the dependent variable.
- Social support and self-esteem are significantly positively correlated.
- For every unit improvement in self-esteem, life satisfaction will climb by roughly 0.719 units.
- It is estimated that for every unit increase in social support, life satisfaction will increase by about 0.112 units.

In summary, the model shows that social support and self-esteem have a significant impact on life satisfaction. Higher levels of both variables are connected with higher levels of life satisfaction.

Table 6: ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	21892.855	2	10946.428	482.541	.000 ^b
Residual	4468.940	197	22.685		
Total	26361.795	199			

a. Dependent Variable: life satisfaction

b. Predictors: (Constant), social support, self-esteem

Table 7: Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-2.913	.927		-3.143	.002
self-esteem	.719	.071	.671	10.123	.000
Social support	.112	.029	.260	3.928	.000

DISCUSSION

The poll examined levels of life satisfaction, self-esteem, and social support in the business and service sectors. People in the business sector reported higher levels of these factors than those in the service sector, which is consistent with past research on occupational well-being. The robust positive connections found between life satisfaction, self-esteem, and social support underscored their critical role in fostering happiness. These results underscore the significance of social support and self-worth in enhancing overall well-being, irrespective of industry, and emphasise the need for programmes targeted at enhancing socioeconomic standing in the service industry.

All things considered, the study highlights the importance of industry, self-worth, and social support in determining life happiness and encourages the development of programmes that

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enhance these elements for improved wellbeing across people from diverse socioeconomic backgrounds.

CONCLUSION

This study sheds light on the connections between social support, self-esteem, and life satisfaction in individuals from a variety of employment sectors, especially the commercial and service classes. The findings demonstrated that social support, self-esteem, and life happiness varied significantly between the two groups, with members of the business class reporting higher levels in each of the three categories.

The strong positive connections found between social support and self-esteem and life satisfaction highlight the need of including these factors into therapies aimed at enhancing overall well-being. Regardless of the business they work in, people may experience enhanced life happiness as a result of programmes designed to improve social support and self-worth.

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Conflict of Interest

The author(s) declared no conflict of interest.

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