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## Overview of Characteristics, Resilience and Psychological Well-Being in PMI Volunteers in Pekalongan

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### ABSTRACT

Being a volunteer is a very real act of humanity. Many people are interested in volunteering, but they do not know the impact of the service duties of a volunteer who is prone to experiencing physical and psychological problems such as fatigue, discomfort, and helplessness caused by high-intensity work, fear and anxiety for patients and family members. This study aims to find out the description of characteristics, resilience and PWB in PMI volunteers. This research method uses quantitative descriptive. Data collection uses total sampling. The sample in this study is PMI Volunteers in Pekalongan. Respondents' resilience was measured using the Resilience Scale (RS-14) questionnaire. As for PWB, it was measured using the Ryff Scales of Psychological Well Being questionnaire. The data analysis used is the value of frequency distribution, mean, median and standard deviation. The results of the study showed that the average respondent was 27 years old ( $SD=5.16$ ). The average length of time to join PMI Pekalongan volunteer members is 4 years ( $SD=2.37$ ). Most of the respondents were male as many as 42 (67%). As many as (51%) respondents have a high school education. Of the 63 respondents, all (100%) have registered membership status and more than half of the respondents are still actively working (78%). Of the 63 respondents, as many as 32 (51.8%) respondents had a low level of resilience. And as many as 32 (51.8%) respondents have a high level of PWB. The conclusion of this study states that the decrease or increase in the level of resilience, psychological well-being is influenced by several factors. Psychiatric nurses are expected to provide interventions that can increase the level of resilience and psychological well-being.

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Keywords: Characteristics, Resilience, Psychological Wellbeing, Volunteers

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### INTRODUCTION

The fact that global problems related to the resilience and psychological well-being of humanitarian volunteers has been a concern in recent decades. Volunteers from various organizations, including the International Red Cross and similar organizations, face great challenges when involved in emergency response operations and natural disasters around the world. Globalization is accelerating the flow of information about disasters and humanitarian crises, leading to the need for an increase in volunteers who are able to respond quickly and effectively (Faiza & Firda, 2018). However, volunteers are often faced with very demanding physical and mental conditions, such as when facing earthquakes, floods, or social conflicts. For example, a report from the International Federation of Red Cross and Red Crescent Societies (2021) shows that more than 20 million people are affected by natural disasters every year, and the need for highly resilient volunteers is even more urgent (Tozier de la Poterie et

al., 2022). Resilience in this context is a person's ability to recover from heavy stress and return to normal functioning.

The specific problem faced in Indonesia is how volunteers involved in disaster management often experience psychological distress that affects their ability to survive in stressful situations (Isnaeni, 2021). The Indonesian Red Cross (PMI), as one of the largest organizations dealing with humanitarian crises in the country, has thousands of volunteers who are routinely involved in various disaster response operations. Many of these volunteers, especially those who are members of the PMI Volunteer Corps (KSR), face challenges in the form of emotional exhaustion, anxiety, and trauma due to the extreme conditions they face in the field. Research by Hidayah et al., (2023) shows that PMI volunteers in Indonesia often have to deal with high psychological risks when dealing with natural disasters, especially in terms of maintaining a balance between the demands of their duties and their psychological state.

Several previous studies have examined the relationship between resilience and psychological well-being in the context of humanitarian volunteering. Research by Rahmawati, (2017) found that PMI volunteers in Surakarta who had good social relations with fellow volunteers tended to have higher psychological well-being. This shows the importance of social support in improving individual resilience and psychological well-being in stressful situations. In addition, research by Husni et al., (2016) showed that self-efficacy or self-confidence in individual abilities plays an important role in building resilience in disaster volunteers. Volunteers who have a high level of self-efficacy are better able to cope with challenges and pressures on the ground, so they can continue to function effectively in stressful situations. Other research by Abdurrahim, (2020) examined the relationship between psychological distress and resilience in volunteers of natural disasters in Indonesia, and found that there is a negative relationship between the two variables, meaning that the higher the psychological distress experienced by volunteers, the lower the level of resilience.

The urgency of this research lies in the importance of a deeper understanding of how resilience and psychological well-being can affect each other, especially in the context of PMI volunteers in Pekalongan who are often involved in disaster response operations. Although previous research has highlighted the importance of resilience and psychological well-being in the success of humanitarian operations, there is still a gap in research that specifically addresses how these two factors work together in the context of PMI volunteers. In addition, with the increasing frequency of natural disasters in Indonesia, a better understanding of how to support and strengthen the resilience and psychological well-being of volunteers is becoming increasingly crucial.

The novelty or novelty of this study is that it focuses on the combination of resilience and psychological well-being in PMI volunteers in Pekalongan, which has not been much specifically researched. While previous studies have examined these variables separately, this study seeks to explore the relationship between the two in the context of sustainable PMI operations in the region. In this study, researchers also used a special measuring tool, namely the Resilience Scale (RS-14) and Ryff's Scales of Psychological Well-Being combined, to get a more comprehensive picture of the psychological state and resilience ability of the volunteers.

The purpose of this study in general is to understand the picture of resilience and psychological well-being in PMI volunteers in Pekalongan. Specifically, this study aims to: (1) identify the demographic characteristics of PMI volunteers, such as age, gender, membership status, length of membership, education, and employment; (2) describe the level of resilience possessed by PMI volunteers in dealing with disaster situations; and (3) to find out the level of psychological well-being experienced by PMI volunteers in carrying out humanitarian tasks. This study also seeks to understand what factors influence these two variables, such as social support, previous experience, and level of self-efficacy.

The benefits of this research can be divided into three aspects: theoretical, professional, and practical. In theory, this research is expected to enrich the existing literature on the relationship between resilience and psychological well-being, especially in the context of disaster volunteers in Indonesia. This research is also expected to be the basis for future studies that examine similar issues in different contexts. From the professional aspect, the results of this study can provide input for the nursing profession and psychologists involved in supporting the mental well-being of volunteers, especially in designing psychological intervention programs that are in accordance with the needs of volunteers. Practically, this research can be the basis for PMI and other humanitarian organizations to develop more effective strategies in improving the resilience and psychological well-being of volunteers, both through special training, psychological assistance, and the provision of more adequate social support.

The implications of this study are very important for the development of policies and practices in supporting the psychological well-being and resilience of PMI volunteers. This research can provide deeper insights into how psychological interventions can be applied to help volunteers manage the stress and trauma they experience in the field. In addition, the results of this study can also help PMI in designing more effective training programs, which not only focus on technical skills in disaster management, but also on strengthening the mental and emotional capacity of volunteers. In the long term, this research can contribute to improving the quality of humanitarian services provided by PMI, by ensuring that volunteers involved in emergency response operations have good psychological well-being and high resilience, so that they can function optimally in the face of challenging situations.

## **METHOD**

### **Research Design**

This study uses a qualitative approach with a phenomenological study design. The design of this study aims to understand the meaning of individual or group life experiences in a certain context through a deep interpretation of the phenomena they experience. This approach was chosen because the research wanted to explore in depth how PMI volunteers interpreted their experiences in dealing with disaster situations as well as the resilience and psychological well-being they felt during their humanitarian duties.

Phenomenological research allows researchers to explore the subjective experiences of PMI volunteers through in-depth interviews, observations, and group discussions. This design is suitable for understanding the volunteers' emotions, thoughts, and views in depth, thus providing a more comprehensive picture of the psychological and social dynamics that affect their resilience and well-being.

### **Location and Subject of Research**

#### **1. Research Location**

This research was conducted at the Indonesian Red Cross (PMI) Pekalongan City and PMI Pekalongan Regency, Central Java. This location was chosen because it is an area with high disaster intensity and has volunteers who are active in various humanitarian activities. In addition, PMI in the location also has various supporting programs related to the psychological well-being of volunteers, so it is relevant for the purpose of this research.

#### **2. Research Subject**

The subject of this study is PMI volunteers who are actively involved in disaster emergency response activities in Pekalongan City and Regency. The selection of subjects is carried out by purposive sampling, which is based on certain criteria that are relevant to the research objectives. The inclusion and exclusion criteria of the subject are as follows:

##### **a. Inclusion Criteria:**

- 1) Volunteers who have been active in PMI for at least 1 year.

- 2) Volunteers who have been directly involved in handling natural disasters or emergency situations.
  - 3) Willing to participate in in-depth interviews and group discussions.
- b. Exclusion Criteria:
- 1) Volunteers who have severe mental or physical health problems.
  - 2) Volunteers who are unable to participate in all stages of the research due to personal reasons.

The number of research subjects is determined based on the principle of saturation point or data saturation point, which is when the data obtained no longer provides new information. It is estimated that the study will involve around 10-15 PMI volunteers for in-depth interviews and focus group discussions.

### **Research Instruments**

#### 1. Researcher as the Main Instrument

In qualitative research, the researcher himself is the main instrument. As an instrument, the researcher plays a role in collecting, analyzing, and interpreting the data obtained from the research subject. The researcher conducted direct observation, in-depth interviews, and focus group discussions, and analyzed the results with an interpretive approach.

#### 2. In-Depth Interview Guidelines

Interview guidelines are used as a guide to ensure that interviews take place systematically and in-depth. The interview guidelines consist of several main themes, including:

- a. Volunteers' experience in dealing with disaster situations.
- b. The meaning of resilience for volunteers in the context of humanitarian work.
- c. Emotional experience and psychological well-being during the service.
- d. Social support and coping strategies used by volunteers in dealing with pressure.

#### 3. Focus Group Discussion (FGD) Guidelines

FGDs are used to explore the collective experiences and perceptions of volunteer groups regarding their resilience and psychological well-being. The FGD guidelines are designed to facilitate an open discussion about the challenges volunteers face, team dynamics, as well as how they cope with pressures during assignments.

#### 4. Observation

The researcher also conducted participatory observation during volunteer activities. These observations included observations of social interactions between volunteers, how they handled emergency situations, and non-verbal behaviors that could indicate levels of psychological well-being and resilience.

### **Data Collection Techniques**

#### 1. In-Depth Interview

In-depth interviews were conducted individually with each research subject to delve deeper into their personal experiences and the meaning of resilience and psychological well-being they felt. These interviews are semi-structured, where researchers follow interview guidelines but still provide space for respondents to express their experiences freely and spontaneously.

#### 2. Focus Group Discussion (FGD)

Focused group discussions involve about 5-8 volunteers in a session to collectively discuss their experiences in dealing with disasters and psychological distress. The FGD was conducted to gain a group perspective and understand the dynamics of volunteers in the team. FGDs also make it possible to identify patterns of behavior and strategies used by volunteers to survive in crisis situations.

### 3. Participatory Observation

Researchers participate in several volunteer activities to directly observe the behavior, interaction, and dynamics of the team in real situations. Observation was carried out openly, where the researcher explained his role to the volunteers but did not intervene in their activities. Field notes are taken to record relevant behaviors, conversations, and interactions.

### 4. Documentation

Documentation in the form of records of volunteer activities, disaster management reports, and official PMI documents relevant to the psychological well-being and resilience of volunteers are also used as supporting data. This documentation helps researchers to understand the context of organizations and policies that affect volunteer well-being.

### **Data Analysis Techniques**

The data analysis in this study uses the thematic analysis method, where the data obtained from interviews, FGDs, and observations will be identified, categorized, and analyzed based on the main themes that emerge. The stages of data analysis include:

#### 1. Data Transcription

The data obtained from the interviews and FGDs will be transcribed verbatim to ensure the accuracy of the information provided by the respondents.

#### 2. Coding

Researchers will encode the transcript data to identify recurring themes or patterns. Coding is done manually or with the help of qualitative data analysis software such as NVivo.

#### 3. Theme Categorization

After coding, the main themes will be grouped into categories that are relevant to the research objectives. These categories can be emotional experiences, social support, resilience meanings, and coping strategies.

#### 4. Data Interpretation

The categorized data will be interpreted in depth to understand the meaning and implications of the volunteer experience. Researchers will relate the findings to relevant theories of resilience and psychological well-being.

#### 5. Data Verification

To improve the validity and reliability of the data, researchers will triangulation the data by comparing the results of interviews, FGDs, and observations

## **RESULT AND DISCUSSION**

This research was conducted from June 22 to 27, 2024. The number of respondents involved in this study was 63 people out of 85 people. The details of the data that are not involved are that there is e.g. data, namely 1 data of PMI Pekalongan Regency with numbering after number 14 directly number 16, and 1 e.g. data in Pekalongan City where the researcher is still recorded as a respondent, there are 2 people who are sick and are still undergoing treatment in the hospital during the study, 17 people were not present during the study and 1 person refused to be a respondent in this study.

### **Research Results**

The results of the research were to analyze the characteristics of the respondents, analyze the picture of resilience in PMI volunteers in Pekalongan and analyze the picture of *psychological well-being* in PMI volunteers in Pekalongan. The results of the study will be illustrated in the table below.

#### 1. Characteristics of Respondents

**Table 1. Frequency Distribution Based on the Characteristics of PMI Volunteers in Pekalongan**

| Characteristics (n = 63)       | Mean ± SD     | Min           | Max |
|--------------------------------|---------------|---------------|-----|
| 1. Age                         | 27 ± 5.16     | 18            | 40  |
| 2. Long Join                   | 4 ± 2.37      | 1             | 11  |
| Characteristic                 | Frequency (n) | Percentage(%) |     |
| 3. Gender                      |               |               |     |
| - Man                          | 42            | 67%           |     |
| - Woman                        | 21            | 33%           |     |
| <b>Total</b>                   | <b>63</b>     | <b>100%</b>   |     |
| 4. Education                   |               |               |     |
| - No School                    | 1             | 2%            |     |
| - SD                           | 1             | 2%            |     |
| - JUNIOR                       | 2             | 3%            |     |
| - SMA                          | 32            | 51%           |     |
| - College                      | 27            | 42%           |     |
| <b>Total</b>                   | <b>63</b>     | <b>100%</b>   |     |
| 5. Membership Status           |               |               |     |
| - Registered                   | 63            | 100%          |     |
| - Not registered               | 0             | 0%            |     |
| <b>Total</b>                   | <b>63</b>     | <b>100%</b>   |     |
| 6. Work                        |               |               |     |
| - Not Working                  | 5             | 8%            |     |
| - Work                         | 49            | 78%           |     |
| - Health Sciences Students     | 6             | 9%            |     |
| - Non-Health Sciences students | 3             | 5%            |     |
| <b>Total</b>                   | <b>63</b>     | <b>100%</b>   |     |

From table 1. the average age of the respondents was 27 (Standard Deviation = 5.16). The average length of time respondents joined as a member of PMI volunteers in Pekalongan was 4 years (Standard Deviation = 2.37). Most of the respondents were male as many as 42 (67%). The majority of high school respondents have a high school education of 32 (51%). Of the 63 respondents, all (100%) have registered membership status as PMI volunteer members in Pekalongan. More than half of the respondents are still actively working, namely 49 (78%).

## 2. Resilience

Based on a total of 63 respondents, the average resilience score of PMI volunteers in Pekalongan was 41.5 (Standard Deviation = 6.18). Respondents who have a low level of resilience are 32 (51%) respondents. Meanwhile, respondents who have a high level of resilience are 31 (49%) respondents. As depicted in the table below.

**Table 2. Results of Resilience Distribution to PMI Volunteers in Pekalongan**

| <i>Resilience Scale</i> (n = 63) | SD   | Mean  | Tall       | Low        |
|----------------------------------|------|-------|------------|------------|
| <i>Scale Resilience</i>          | 6.18 | 41,51 | 31 (49,2%) | 32 (51,8%) |

### 3. *Psychological Well-Being*

Based on a total of 63 respondents, the average score of *Psychological Well-Being* in PMI volunteers in Pekalongan was 76.3 (Standard Deviation = 12.18). Respondents who have a high PWB level are 32 (51%) respondents. Meanwhile, those with low PWB levels were 31 (49%) respondents. As depicted in the table below.

**Table 3. Results of Distribution of *Psychological Well-Being* in PMI Volunteers in Pekalongan**

| <i>Psychological Well Being</i> (n = 63) | SD    | Mean | Tall       | Low        |
|--|-------|------|------------|------------|
| <i>Psychological Well Being</i>          | 12.18 | 78   | 32 (51,8%) | 31 (49,2%) |

## Discussion

### 1. Characteristics of Respondents

#### a. Age

According to the Great Dictionary of the Indonesian Language (KBBI), age is a person's time span since birth or something that is held from the beginning to the present. The older a person gets, the wiser the decisions are usually made, because at a mature age a person tends to be more cautious and try to avoid the risks they may face Wijaya et al., (2017).

In this study, there were a total of 63 respondents with an average age of 27 years. In addition, the minimum age of the respondents in this study was 18 years old and the maximum age of the respondents was 40 years old. This is in accordance with the regulations on the recruitment of PMI members in the PMI volunteer management guidebook which categorizes based on the age limit of PMI membership, namely members of the Volunteer Corps (KSR) and Volunteer Workers (TSR). KSR members have a minimum age range of 18 years to a maximum of 35 years, while for TSR members, the minimum age is 18 years old with additional requirements in the form of special skills.

A minimum age limit of 18 years is applied to both groups to ensure that members are emotionally and physically mature enough to engage in volunteer activities that may require physical and mental endurance. This age is also aligned with the general rule that individuals who are 18 years old are considered legally mature and capable of taking responsibility for their decisions and actions.

For KSR members, a maximum age of 35 years is applied to maintain efficiency and performance. The age under 35 is considered a period in which individuals are at the peak of their physical and mental abilities, allowing them to contribute optimally in activities that require high energy and resilience. Individuals under the age of 35 are usually at their best physical condition, with optimal stamina, strength, and endurance.

Under the age of 35 they have high cognitive acumen and the capacity to handle stress well, and are also able to perform tasks more efficiently due to their optimal physical and mental abilities. They react faster to emergency situations and can handle a variety of tasks with high energy and endurance.

In this study, it was found that although the formal limit for KSR membership is a maximum of 35 years, there are exceptions where some PMI Pekalongan members over 35 years old are still active in KSR status. There are 2 people aged 36 years, 1 person aged 38 years, and 1 person aged 40 years who are still participating in KSR activities. According to Central PMI Guidebook (2008) about Central Volunteer Management (KSR-TSR) This could be due to the possibility that their longer involvement in the KSR keeps them allowed to remain active due to their significant experience and contribution to the organization, in addition to the flexibility in the implementation of the age rule may reflect the need for the organization to retain experienced members to maintain the stability and sustainability of the KSR activities (Mira, 2018).

Meanwhile, TSRs do not have a maximum age limit, but they are required to have special skills. This suggests that the primary focus on TSRs is on the skills and knowledge they possess, which can contribute significantly in different forms from KSRs. These specific skills can include medical skills, disaster management, or other technical skills that can support the activities carried out by the organization.

#### b. Gender

Based on the results of this study, the majority of respondents were male, namely 42 people or 67% of the total respondents. Meanwhile, female respondents amounted to 21 people or 33%. This significant difference in number shows that men are more dominant in participating in PMI volunteer membership in Pekalongan.

Based on the results of an interview with the chairman of PMI Pekalongan who said that the dominance of male respondents can reflect several things. First, PMI in Pekalongan is more often followed by men, both because of social, cultural, and work environment factors. Second, this number could also reflect a general perception of physical or mental resilience that is more associated with men, so they are more motivated or encouraged to participate in activities that require resilience or the ability to survive difficult situations.

However, even though the number of women is smaller, the involvement of women reaching 33% is still quite significant. This shows that women also have an important contribution to this study, both in terms of involvement, participation, and influence on study results related to resilience and *psychological well-being*.

#### c. Long Join

Based on the results of the research conducted on 63 respondents, the average respondent in this study has joined as a member of PMI Pekalongan for 4 years. This reflects the high dedication and commitment of PMI Pekalongan volunteers in carrying out humanitarian tasks.

Based on the results of an interview with the chairman of PMI Pekalongan who said that several reasons for volunteers to join and stay for a long time at PMI Pekalongan are strong altruistic motivation to help the community, especially in emergency situations such as disasters or health crises. The inner satisfaction gained from making positive contributions and helping others is the main reason why they endure.

Second, the existence of communities and social networks in PMI Pekalongan also plays an important role. Volunteers often feel solidarity and togetherness with other members, which strengthens interpersonal relationships and creates a sense of belonging to the organization. This provides an emotional and social boost to continue contributing.

Third, PMI provides a continuous training and development system, thus allowing volunteers to improve their skills in disaster management, medical, and other skills. The opportunity to learn and develop professionally is an additional motivation for volunteers to stay committed.

In addition, there are regulations regarding the active period of membership and the obligation to participate in periodic training. This rule was created to ensure that volunteers

have adequate readiness and competence in carrying out humanitarian duties, so that they can make a significant contribution while being part of the organization.

d. Education

The results of this study show that the majority of high school graduates are 32 (51%) with the distribution of education of PMI members in Pekalongan as follows: 1 person is not in school, 1 person has an elementary education, 2 people have a junior high school education, 32 people have a high school education, and 27 people have an S1 education. Overall, there are no regulations governing the final education of prospective PMI volunteers. However, from the results of this study, it can be concluded that the variation in education levels among respondents shows that PMI in Pekalongan is an inclusive organization and is able to attract individuals from various educational backgrounds, focusing on how individual skills and motivation to contribute effectively to PMI's humanitarian mission.

Although there is no minimum education rule for prospective volunteers, in the recruitment process of PMI members, there are important requirements and rules that must be met by each prospective member. Each prospective volunteer must be willing to take part in the orientation as well as education and training according to the category. This aims to ensure that PMI members have consistent understanding and skills, as well as are ready to carry out tasks with high competence, support operational effectiveness, and maintain the quality of humanitarian services.

e. Membership Status

In the research conducted, the results were obtained that all or as many as 63 (100%) respondents were registered as PMI volunteer members in Pekalongan. Where these people are people who are active in PMI. So that they are definitely able to adapt and have the ability to survive under pressure. This can affect the level of resilience and the level of *psychological well-being* of PMI volunteers in Pekalongan.

As said by Tedjo, Sasongko (2023) in the PMI volunteer management guidebook, before PMI volunteer members are officially registered, they are required to take basic training and education first for 67 hours of effective learning. So this is the first step to learn to adapt, build resilience, and become better at managing stress.

Based on the results of an interview with the chairman of PMI Pekalongan who said that there is a significant difference between registered members and unregistered members. Where registered members have gone through various processes such as basic training and education for 67 hours of effective learning. Then registered members have also fulfilled their rights and fulfilled their obligations as PMI volunteer members. Meanwhile, members who have not been registered have not fulfilled their rights and obligations and are said to have not been fully recognized by PMI Indonesia. Which will train the ability for registered members both in terms of adaptation, independence, and can train to be more controlling in stress management.

f. Work

Based on research conducted on 63 respondents, the results of the distribution of PMI volunteer work in Pekalongan were obtained as many as 5 people not working, 49 people working, 6 health science students, and 3 non-health science students.

The majority of respondents have jobs (49 people), this shows that most PMI volunteers in Pekalongan are active in the world of work while carrying out their role as volunteers. Their commitment to engage in PMI activities outside of working hours demonstrates high dedication and the ability to manage time well.

There were 5 respondents who did not have a job, which made their existence important because they had greater time flexibility to participate in volunteer activities. They can take advantage of unused time to contribute to various humanitarian activities of PMI.

There are 9 students in the membership of PMI in Pekalongan, including 6 health science students and 3 students who are not from the health department. Students from the health sciences field have a direct relevance between their studies and humanitarian activities, such as medical care and first aid. In addition, 3 students who are not from health show that PMI attracts individuals from various academic backgrounds. Although they do not focus on health sciences, they do contribute to other aspects of volunteer activities, such as disaster management, administration, or community development.

Overall, the characteristics of the respondents' occupations and academic backgrounds showed that PMI in Pekalongan had volunteers with various types of skills and experiences, which supported diversity and effectiveness in carrying out their humanitarian missions.

## 2. Resilience

Resilience is the ability to recover from difficult circumstances and positive personality traits that increase a person's ability to cope with negative emotions caused by stress (Saputro et al., 2021). In a study conducted from a total of 63 respondents, the average resilience score of PMI volunteers in Pekalongan was 41.5 (Standard Deviation = 6.18). And the minimum score of the respondent's answer was 27 and the maximum score of the respondent's answer was 53. Meanwhile, the respondents whose level of resilience is above average are 31 respondents. According to Budiyati & Oktavianto, (2020) There are factors that affect the level of resilience including age, gender, education level and occupation.

According to Hidayah et al., (2023) explained that the level of resilience can be influenced by age factors. This is supported by the results of the research conducted that the average age of respondents is 27 years old. Many of the research respondents under the age of 27 had a low level of resilience, which was 21 respondents. Meanwhile, respondents over 27 years old have a low level of resilience, namely 11 respondents. This is in line with research Husni et al., (2016) where age can have an influence on a person's level of resilience. The younger a person's age, the lower their resilience will be. This is because when encountering difficult circumstances, the ability to overcome problems at a young age tends to be lacking.

Meanwhile, when adults find problems, they will tend to be more able to think quickly and appropriately in solving the problem. So that it will further reduce the pressure in facing problems (Anggraini, 2015).

The high or low level of resilience is influenced by gender (Saputro et al., 2021). In the study conducted by the gender of the most respondents was male, namely 42 (67%) respondents. From these results, 21 male respondents had a high level of resilience and 10 female respondents had a high level of resilience. This is in line with research Husni et al., (2016) Where male respondents have a higher level of resilience compared to female respondents because men tend to use logical thinking in solving problems. They are quick and precise in finding solutions and can adapt better, and have a more confident attitude than women. Women tend to use a helpless, stubborn and panicked attitude when facing problems or burdens. In dealing with traumatic situations, a woman will find it more difficult to adapt again than a man.

In the research conducted, the average respondent had joined as a member of PMI Pekalongan for 4 years. Respondents who have joined for less than 4 years have a low level of resilience as many as 21 respondents. Meanwhile, respondents who have joined for more than 4 years have a low level of resilience as many as 11 people. This is in line with research Saleha, (2021) Membership period or length of membership has a significant influence on the level of resilience because the longer a person joins an organization or agency, the better the level of resilience. Everyone will need a long time to be able to adapt from the helplessness or pressure they face. So that the longer you stay in a community, the more capable you will be when facing difficult circumstances (Saputro et al., 2021).

Education level is a factor that affects resilience (Saputro et al., 2021). In the research conducted, the results were obtained that the education of the most respondents was high school, which was 32 respondents. From these results, the majority of respondents with high school and S1 education have a high level of resilience, namely 32 respondents. Meanwhile, of the respondents who have high school and S1 education who have a low level of resilience, as many as 27 respondents. This is because the higher the education, the better a person's psychological condition will be because individuals with higher education tend to have formed a good mindset in dealing with difficult and stressful situations. Therefore, the level of education has a complex correlation with the level of resilience (Said et al., 2021).

One of the factors that affect the level of resilience is the employment factor (Saputro et al., 2021). In the research conducted, the results were obtained that most of the respondents were still working, namely 49 respondents. Of the results of the 49 respondents, 26 of them had a low level of resilience and 23 respondents had a high level of resilience. This can be because every individual who is still working tends to have a workload which can be one of the factors that can affect the high or low level of resilience (Saputro et al., 2021). So that job status has a significant relationship with the level of resilience and stress experienced by each person (Azzahra, 2017).

Each individual's ability to overcome and rise from problems will be determined by cognitive abilities, experiences, personality, and support that has been obtained. These conditions will determine the extent of risks and difficulties that may arise during the individual's life journey (Saputro et al., 2021). This is in line with research Husni et al., (2016) who said that in the process of building good resilience in PMI volunteer members, various kinds of training and education have been held to improve their abilities, skills, and competencies. So that from this it is expected to be able to increase the level of resilience.

From the description of the results of the research conducted in line with the research Husni et al., (2016) which revealed that PMI volunteers with a high level of resilience will be faster to adapt to the situation before trauma or stress and appear more immune in living a bad life situation, able to rise from a stressful situation, able to complete tasks quickly and precisely, dare to take risks that occur in front of them, and not easy to give up in the face of anything.

However, not all PMI volunteers have a high level of resilience, there are also some who have a low level of resilience. This can be seen from the fact that when carrying out duties, they will feel pressured, they are unable to manage stress when they are in the field, it is very easy to give up immediately before trying, they do not have a commitment to carry out their duties as volunteers, they are not optimal in carrying out their duties or tend to avoid when given heavy and stressful tasks, and they are easy to complain when facing pressure in the field or disaster sites (Husni et al., 2016).

### 3. *Psychological Well Being*

*Psychological Well Being* It is a state in which people can embrace who they are, build love relationships with others, be free from social pressure and have control over their environment, find meaning in life, and consistently reach their full potential (Nikmah, 2014).

Based on the results of the research conducted, from a total of 63 respondents, the average score was obtained *Psychological Well-Being* for PMI volunteers in Pekalongan is 76.3 (Standard Deviation = 12.18). And the minimum score is 51 and the maximum score is 99. Meanwhile, respondents who have a level of *Psychological Well-Being* Above the average of 32 respondents. This can be caused due to several factors that can affect the level of *Psychological Well-Being* somebody (Supatmi et al., 2022).

Some factors that affect the rate *Psychological Well-Being* Among them is age. Where environmental competence and independence increase with age. Along with that, as they get older, their life goals and personal growth decline drastically. In addition, age differences do not indicate a positive association or measure of self-acceptance (Nisrina et al., 2018). In the

research conducted, the results were obtained that many respondents under the age of 27 had a *psychological well-being* which is low, namely 22 respondents. Meanwhile, respondents over 27 years old only 9 respondents had a level of *psychological well-being* low. This is because the ability to manage stress and independence will increase as a person gets older (Supatmi et al., 2022). As a person ages, their life goals and personal growth will decline (Pedhu, 2022).

Then the gender factor can also affect the level of *Psychological Well-Being*. Gender differences have an impact on a person's psychological health. This has to do with the way coping mechanisms and social interaction are thought of (Supatmi et al., 2022). In the research conducted, the results of female respondents who had a level of *psychological well-being* low by 8 respondents. Meanwhile, male respondents who have a level of *psychological well-being* low by 23 respondents. This is because the coping mechanism and social interaction in women are better than in men. Women also have better interpersonal skills than men (Supatmi et al., 2022).

The results of the study showed that respondents who had joined for less than 4 years had a higher rate of *psychological well-being* low as 14 respondents. Meanwhile, respondents who have joined for more than 4 years have a *psychological well-being* as low as 7 people. In accordance with the results of the study (Saragih & Yuniasanti, 2023) that the length of time joining has an effect on the level of *psychological well-being*. The longer the term of office or the period of joining a group, the more able to accept its conditions better. The longer a person is in a group, the easier it will be to adapt so that they can accept their strengths and weaknesses as they are, and can build good relationships with others in their group. So that it can increase the level of *psychological well-being* (Saragih & Yuniasanti, 2023).

The results of the research were obtained by respondents who were educated in high school and S1, the majority of whom had a level of *psychological well-being* which is high, namely 31 respondents. Meanwhile, of the respondents who have high school and S1 education who have a low level of resilience, as many as 28 respondents. This is in accordance with the opinion Coal, (2019) that the higher a person's education level, the higher the level of *psychological well-being*. This can be because a person who has a higher education will be better able to explore and recognize the potential that exists in the individual. And a person with a high level of education will find it easier to manage stress so that they are more able to accept their situation (Asih et al., 2018).

*Level psychological well-being* In the research conducted, the results were obtained that most of the respondents were still working, which was 49 respondents. From the results of the 49 respondents, 25 of them had a *psychological well-being* and 24 respondents had a low *psychological well-being* high. This is because a person who works will tend to feel under pressure when working for a long time can cause low levels *psychological well-being* (Grahani et al., 2021). In addition, the low level of *psychological well-being* It can also be caused by companies or workplaces where there are often conflicts between workers, and workers will face many other pressures such as excessive working hours, inhumane work schedules that can have an impact on mental health and psychological well-being. Where it greatly affects the level of resilience of workers (Grahani et al., 2021).

In the research that has been conducted, it has been found that most of the respondents have a level *Psychological Well Being* above average. Where this is in line with research Abdurrahim, (2020) which states that most disaster volunteers tend to be able to accept their situation, be able to face social pressure independently, be able to control the surrounding environment, and be able to realize their potential optimally. So it can be said that disaster volunteers have a high level of psychological well-being.

This is not in line with research Permatasari & Ariati, (2015) which states that there are various sources of stress in volunteers that can make their psychological condition not good.

Among the sources of stress are heavy physical demands and an unsupportive work environment, a large workload, a lack of resources such as the number of volunteers, time, logistical assistance and volunteers who have skills can cause anxiety because volunteers cannot meet the existing demands. If volunteers continue to be in this condition for a long time, then psychological weakness will appear in volunteers. This is due to the depletion of energy to deal with such a situation during his continuous work as a volunteer.

According to research conducted by Raudatussalamah & Susanti, (2014) which says that a person with a level *Psychological Well Being* A high person will show a positive attitude towards himself, be able to understand and accept various aspects of himself including the acceptance of good and bad qualities, and make past events positive.

While someone who has a level *Psychological Well Being* The low will always feel dissatisfied with themselves, dissatisfied with events that happened in the past, feel that they have problems with their quality, and cannot be themselves in any way (Raudatussalamah & Susanti, 2014).

#### 4. Research Limitations

The research on the description of the characteristics of resilience and *psychological well-being* in PMI volunteers in Pekalongan has limitations, including:

- a. The respondents in this study were PMI volunteers with various levels of education, so there were often errors in the interpretation of the research questions. To overcome this, the researcher tries to explain the questions in simpler and more detailed language.
- b. In this study, no correlation analysis was carried out because this study used a descriptive design. Therefore, it is not possible to draw conclusions in general factors that affect the resilience and *psychological well-being* of respondents directly. It is recommended for researchers to analyze the factors that affect resilience and *psychological well-being*.

## CONCLUSION

Based on the results and discussions that have been explained, it can be concluded that

- 1) The results of this study were obtained by a total of 63 respondents with an average age of 27 years. The average length of time respondents have joined is 4 years and all respondents (100%) have been registered as members of PMI Pekalongan. The gender of the most respondents was male (67%). Most of the respondents have a high school education (51%). And the majority of respondents are still actively working (78%).
- 2) From a total of 63 respondents, the average resilience score of PMI volunteers in Pekalongan was 41.5 (Standard deviation = 6.18). Of the 63 respondents, as many as 32 (51.8%) respondents had a low level of resilience.
- 3) From a total of 63 respondents, the average *psychological well-being score* of PMI volunteers in Pekalongan was 76.3 (Standard deviation = 12.18). Of the 63 respondents, as many as 32 (51.8%) respondents had a high level of *psychological well-being*.

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