

# THE SOCIO-ECONOMIC STATUS ON SURABAYA RESIDENTS' RESILIENCE DURING THE *NEW NORMAL PERIOD* (A REVIEW)

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**ABSTRACT:** *The current COVID-19 pandemic has entered a new period, namely the new normal period or the era of adaptation to new habit. During this new normal period each individual is expected to be able to carry out a series of new habits. The condition in which someone is asked to immediately adapt to new rules and conditions while still surviving the impact of COVID-19 of course has the potential to cause psychological pressure on someone, including residents of Surabaya. So that in this case it is important for residents to have and develop psychological resilience or resilience. This research was conducted to determine whether there were differences in the resilience conditions of Surabaya residents and the social status of Surabaya residents during the new normal period. The research method used is a quantitative method, the analysis technique used is ANOVA with the help of SPSS 21. The data collection tool uses a resilience scale and a questionnaire on the monthly income of residents. The research sample in this study was 400 residents of Surabaya and used incidental sampling techniques. ANOVA test results show an F value of 0,000. These results indicate that there are differences in resilience in people with low, medium, and high social status. From the results of the mean difference between the resilience of residents of Surabaya and their social status, it was found that people with middle social status were the most resilient groups of citizens compared to groups of residents in high and low social status groups. The expected implementation of this research is as a material for evaluating the condition of the community and as a tool for making new policies.*

**Keywords:** Resilience, Social Status, Covid-19, New Normal

## 1. INTRODUCTION

Early 2020, the world is being hit by a deadly Covid-19 pandemic outbreak. This pandemic has not only attacked the health sector but also has an impact on other vital sectors such as education and economic aspects are no exception. Indonesia, like other countries in general, also feels that the economic sector is almost paralyzed due to a large amount of limited physical activity to minimize the risk of Covid-19 transmission. Therefore, in order to anticipate the negative impact on the economic sector that could expand, the government has set a new policy called the new normal period or the new adaptation period. This policy is a policy made by the government to create a new pattern of life during the Covid-19 pandemic. During the new normal period, people are encouraged to carry out daily activities by using new habits by not leaving health protocols such as always using masks when leaving the house, limiting distances between individuals or physical distancing, washing hands, and so on. It is hoped that the enactment of this policy can make people return to their activities but still pay attention to the health aspect.

The policy regarding the new normal has been established in all cities in Indonesia including the city of Surabaya. Surabaya is one of the second largest cities after Jakarta which has the highest population density. Known as a city of commerce and industry, Surabaya felt a significant impact on the economic sector during the Covid-19 pandemic and also during the new normal period. Among the impacts on the economic sector felt by Surabaya residents is the decrease in income during the pandemic. As many as 68% of respondents from Surabaya residents claimed to have experienced a decrease in income during the Covid-19 pandemic [1].

The various impacts caused by Covid-19 are not only felt by certain circles but are also felt by all levels of Surabaya society, be it upper, middle or lower class people. In this condition, the ability to adapt and survive both physically and psychologically when facing problems is one of the

most important abilities that every individual must-have.

This good ability to survive is expected so that individuals can face and solve a problem well. This ability is commonly called resilience. Resilience is an individual's ability to face, overcome and gain strength and be able to achieve self-transformation after experiencing difficulties because starting from these difficulties an individual will find a way to solve problems for the difficulties he is experiencing [2]. Based on this definition, it can be said that individuals who have high resilience can survive and rise when facing problems and individuals who have low resilience tend to feel depressed when facing problems.

The resilience that occurs is influenced by several things, including the social status of the community. Socio-economic status is the position of an individual based on economic elements [3]. Each economic status is also closely related to a variety of background information such as the type of work and educational history that will provide variations in each form of response to an event. Based on the description above, the researcher wants to know the description of the resilience condition of Surabaya residents when viewed from their respective social status. It is hoped that by knowing this condition, residents of Surabaya can get more appropriate treatment related to ways that can be done to minimize the impact of stress so that they can become more resilient.

## 2. LITERATURE REVIEW

Resilience

Resilience is an individual's ability to overcome difficulties and continue their development as before [4]. Resilient individuals are individuals who have resilience when faced with psychological stresses associated with negative experiences [5]. Individuals with a high level of resilience have good skills in adapting to changes that occur within themselves and their environment [6]. A resilient person is a person who can withstand the physical and psychological levels when they are not protected from such a

complicated event [7]. Positive psychological emotions are not only for calming the mind, relieving tension, and reducing stress [8]. This can actually help the brain to open up alternative deadlocks.

In language, resilience is a term derived from the English word resilience which means resilience, resilience, or joy [9]. The term resilience was first formulated by Block with the name ego-resilience which is defined as a general ability that involves a high ability to adjust and be flexible when faced with internal and external pressures [10]. According to R-G Reed defines resilience as the capacity or ability to adapt positively in overcoming significant life problems [11].

Based on the various definitions put forward by the experts above, we can conclude that resilience is an ability that is used to positively adapt in overcoming pressure, difficulty, or trauma, the ability of resilience will help a person to rise up and develop from the problems he is facing.

#### 1. Aspects of Resilience

Resilience has seven aspects according to Revinch & Shatte, namely [12]:

- a. Emotional regulation: Ability to remain calm under pressure.
- b. Impulse control: The individual's ability to control the urges, desires, distresses, and pressures that arise in oneself.
- c. Optimization: When the individual sees a bright future.
- d. Causal analysis: The ability to be able to identify problems properly and accurately.
- e. Empathy: An individual's ability to be able to read and feel the emotions and feelings of others.
- f. Self-efficacy: The belief that an individual has in overcoming the problems that are being faced.
- g. Achievement: The ability an individual has in improving his own positive aspects such as in dealing with fear.

According to Davis, the factors forming resilience are [13]:

- a. Risk factors: include things that can cause adverse effects or put an individual at risk for developmental disorders or psychological disorders.
- b. Protection factor: is a factor that is delaying, minimizing, and even neutralizing the negative outcome. There are three protective factors related to individual resilience, namely:
  - Individual factors: are factors that originate from within the individual himself, namely, sociable, self-confident, self-efficacy, high self-esteem, talent.
  - Family factors: family related to resilience, which is a close relationship with parents who care and care, a warm, regular and conducive parenting style for individual development, adequate socioeconomic conditions, having a harmonious relationship with other family members.
  - Surrounding community factors: giving influence to individual resilience, namely receiving attention from the environment,

being active in community organizations in the neighborhood.

#### Socio-Economic Status

Socio-economic status is a combination of social status with the existing economic conditions in the community. In society, the grouping of community members into groups (social classes) is a common thing. Because in reality it can be seen that in society there are groups of people who economically have high opinions and vice versa. Besides that, the education received by the community varies. Then from the social status of the community, there are those with low social status. The word status in the large Indonesian dictionary means a state or position (person or body) in relation to the community around it [9]. A social status is a place where a person, in general, relates to other people, relationships with other people in the social environment, prestige and rights, and obligations [3]. Socio-economic status according to Mayer means the position of an individual and a family based on economic elements [3]. Santrock defines socioeconomic status as grouping people based on similar characteristics of work, education, and economy [14]. Socio-economic status means a condition that shows the family's financial ability and material completeness, where this condition is of good, adequate, and lacking standard [15]. According to Suryani, there are several indicators that are often used to measure socioeconomic status, namely (1) employment, (2) income, and (3) education [16]. Meanwhile, according to Yuliati, the socio-economic indicators are housing and household welfare [15]. According to Sangaji, socio-economic status is a description of the condition of a person or a society in terms of social and economic aspects such as education level, income level, and so on [17]. According to Quin adding that socio-economic status is a measure to determine a person's position based on work, income, and membership in social associations [17]. Based on the explanation above, social status can be defined by grouping several people based on the similarity of the characteristics that exist in that person, namely education, work, and income.

#### 3. Research Methods

This type of research is correlational quantitative research. The dependent variable (Y) in this study is resilience, while the independent variable (X) is social status. The research subjects were residents of Surabaya who when the research was being carried out were experiencing a COVID-19 pandemic. The sampling technique used random sampling with the resilience questionnaire data collection tool, this questionnaire was structured using the principle of the attitude scale from Linkert with 5 answer options, namely: strongly agree (ss), agree (s), sufficient (c), less (k) and very less (SK). Before the questionnaire is used on the research subject, it is first tested its validity and reliability so that the questionnaire has reliability and is able to represent answers to the conditions experienced by the subject [18]. The tested questionnaires were then distributed via google form to collect a total of 400 respondents. The results of the answers to these subjects are then tabulated to get a score for each subject based on class / social status. The statistical test to prove the hypothesis is carried out through a one-way ANOVA test that compares the average resilience between groups of subjects based on low, medium, and high social status.

#### 4. RESULTS

The results of the resilience value test in three groups of subjects based on social status (low, medium, high) using one-way ANOVA showed a significance level of 0.792, this value is greater than 0.05 ( $0.792 > 0.05$ ). These results indicate that the variance of the three groups/populations tested is the same. While the ANOVA test results show an F value of 8.735 with a p of 0.000, this value indicates a difference in resilience in people with low, medium, and high social status. While the results of the calculation of the post hoc test with multiple comparisons (mean comparisons) obtained a mean difference between the moderate and low social status of 7.078, this value shows that community groups who are in moderate social status tend to be more resilient than community groups who are at low social status? Meanwhile, the mean difference between groups of people with moderate social status and groups of people with high social status shows a value of 3.099, this value shows that groups of people who are in moderate social status are more able to survive (resilient) than groups of people who are at high social status. For the calculation of the mean difference between groups with high social status and groups with low social status of 3.979, this value shows that groups with high social status are more able to survive (resilient) than groups with low social status.

#### 54. DISCUSSION

Research that has been conducted shows empirical evidence of differences in people's ability to survive amid the coronavirus pandemic. This difference in the ability to survive will cause vulnerability to community groups, causing psychological problems such as stress. Based on the results of research conducted by Septiani & Fitria, it was found that the higher the individual's resilience ability, the lower the tendency to experience stress, and conversely the lower the individual resilience level, the higher the tendency to experience stress [19]. Stress is a psychological condition experienced by individuals due to their inability to adapt to environmental demands. Selye states that the source of stress can come from the environment as well as from within the individual itself, but the output from the two sources tends to be the same, namely in the form of a typical physical and psychological reaction. In fact, individuals are always faced with problems due to environmental pressure, this pressure creates psychological discomfort which then demands that individuals be able to carry out coping strategies to solve problems [20]. However, the ability to do coping is not fully owned by all individuals, there are limitations so that each person has a limit to experience stress.

The ability of the community to withstand various problems is important, especially when this research was conducted, the community was in a pandemic situation. A situation that then makes the community faced with various problems such as the problem of job layoffs, during 2020 alone there have been 3.5 million workers who have been laid off, the threat of contracting the covid-virus 19, restrictions on access to and from the city, restrictions on entertainment and shopping places (malls, cinemas, cafes, etc.) are added to the burden on parents who have to teach their children while schools are closed. Social life during the pandemic was also limited to suppress the spread of the Covid 19 virus through the Surabaya city regulation to

implement Large-Scale Social Restrictions (PSBB). The implementation of this PSBB then had an impact on society because it had the main consequence of economic factors.

The implementation of the PSBB which was enforced in the city of Surabaya had an influence on various groups of society, including those in low, medium, and high socioeconomic groups. For low socioeconomic groups, the application of this PSBB has the potential to fall into the poor group. The potential they have is not really able to prevent them from various environmental pressures. This group does not have good survival skills because they do not have sufficient knowledge, good skills, open access, and their weak ability to manage themselves better. In addition, based on the results of interviews, several subjects who were classified as having low economic status stated that they did not have savings funds, both in the form of valuables and savings in banks, so that their only source of the economy was the salary of the work they were in. They experience layoffs or layoffs, which causes them to become even more depressed. Meanwhile, groups of people with high economic status also seem less able to survive in the midst of the COVID-19 pandemic. Even though they actually have better potential than people who are at low socioeconomic status. People in the upper socio-economic strata during the pandemic feel more of the economic impact due to the cessation of various businesses being undertaken. Based on the government's policy regarding PSBB, making various businesses that are owned and operated by groups of people with high socioeconomic status must be temporarily closed to prevent the spread of Covid 19 that is increasingly widespread. Besides their business opinion has decreased significantly, they also have to keep paying some permanent employees who have been dismissed (not laid off), so that their economic burden becomes heavier, therefore they have to spend part of their personal savings for this kind of unexpected benefit. This condition is increasingly pressing the people from the high socio-economic circles because before this pandemic, they were used to living in comfort and getting what they want besides that they can freely go anywhere. However, with this pandemic, all levels of society, both from low, medium, and high economic status, have become restricted both to be involved and economically limited due to a very significant decrease in income. Therefore, due to this quite drastic change in conditions, people with high economic status are also affected, even though they explicitly have better potential economically, compared to people with low economic status.

The groups of people who are most able to survive are those who are at the middle level. They tend to be more flexible with stresses during a pandemic. This group is on average workers,

highly educated and in productive age. When a pandemic occurs, people in this group are more open to various information, are easier to adapt, and are able to manage themselves to avoid environmental pressures. Based on the results of interviews with several subjects, groups of people with moderate socioeconomic status tend to have a number of personal savings, so that some of them can use the savings to open a business or to make a living, unlike people with high socioeconomic status who are burdened to bear the conditions. economy of employees, this group is much more flexible economically, because the economic

responsibility they bear is only for themselves and their families.

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