

RELATIONSHIP OF SOCIAL SUPPORT WITH SELF ADJUSTMENT OF PENSION PERIOD IN TELKOM'S RETIREMENT UNIT (P2TEL)

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ABSTRACT

Retirement is a change that occurs in an employee who initially worked to become unemployed, or a change that includes losing a position, making a pension will feel no longer have self-respect by the environment, feel not getting attention, and care. This will show reactions such as being unable to control excessive emotions, being unrealistic, and unable to overcome feelings of frustration. The purpose of this study is to look at the relationship between social support and adjustment in retirement. A total of 100 research samples were collected from the Telkom Pensioners Association (P2TEL). The social support scale refers to the Sarafino theory with 27 items and reliability (α) 0.903 and the adjustment scale of the Scheneiders theory with 38 items and reliability (α) 0.876. The results showed a significant positive relationship (sig 0.000 and r 0.410) between social support and the adjustment of P2TEL retirees. Based on the value of $r^2 = 0.168$ shows that social support influenced adjustment to 16.8%. Pensioners who have high social support (57%) and low social support (43%). P2TEL retirees who have a bad adjustment more (52%) compared to a good adjustment (48%). There is no relationship of conformity of retirees at P2TEL with people who are contacted by retirees when they have a problem.

Keywords: Social Support, Self-Adjustment, Pension.

Preliminary

Work has an important meaning for one's life, because by working someone will get the results achieved and can meet the needs of one's life, so work becomes an inseparable part of the life of an individual. In developing a company involved human resources in it, and pay great attention to the development of the company itself. As in PT Telkom, employees who work pay attention so that the company's development continues to advance. In the development of PT Telkom also give attention not only to the employees who are still active, but also to the employees who will face a period pension.

For the employees who used to provide services to the progress of the company, PT Telkom has shared program debriefing before retirement among other SMEs, business independently, training, and counseling for the employees to be ready for retirement.

The goal of the program is to equip so that employees who have retired have productive activities do not feel lonely when retirement and prevent the occurrence of post power syndrome due to stress facing retirement are experiencing. (interview with the chairman of the board of directors of PT Telkom, 21 M arch

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2019). It was also stated by H Andayani (Biya & Suarya, 2016) that those who become post power syndrome will look when after entering the period pension

Not only providing a debriefing program before retirement, but also PT Telkom provides a program of activities after retirement as held at the Telkom Pensioners Association (P2TEL), which has routine activities that are carried out every month for retirees. Retired PT Telkom has activities that can be done together when retirement, and it is different from other retirees who are fellow State-Owned Enterprises (SOEs).

The PERUMTEL Board of Directors stipulates the position of P2TEL as the only official organization for deputy retirees. Which referred to by the Union of Pensioners is an organization Pensioners whose founding obtain endorsement of Directors PERUMTEL and its members are all retired PERUMTEL From the intent and purpose of establishment which is essentially related to aspects of well-being and relationships of friendship Family Large Telkom (P2TEL, 2011).

In the Telkom pension union, which contains 1,100 retirees within the age range of about 56-65 years. Routinely activities held in every month like gymnastics together, hold tausiyah and sharing that aims among other things that the retirees still have activities after retirement, can exchange ideas with the retirees, and do not feel lonely because of lost friends during work.

From a number of P2TEL members there are only 160 active people and there are a number of other members who are not active on the grounds because some retirees feel that their health is declining due to age and some have had a stroke and there are also those who feel unbelievable and uncomfortable joining in the organization because they feel they are no longer employees of Telkom.

However, there are some who actively participate in activities not only at P2TEL but also at home activities such as, social gathering activities held by old friends, some have succeeded in developing their businesses in their current homes and in their hometowns.

Future pension is a period of transition towards lifestyle that is new, from the work becomes not work Newman (in Rahmi, 2013) so that future art shows un also can be said as one of the events of the changes that can be followed by a variety of physical reactions, psychological, social, and the economy. What is faced by a pensioner in an economic change where in retirement employees only get a smaller retirement salary with salaries during work.

Social change decreases activities that are usually done on a daily basis, decreases relationships with friends during work, lack of interaction with neighbors around thinking more about themselves, and less interaction with family and relatives. Psychological changes such as not accepting to retire, unpleasant feelings due to retirement because they can no longer wear uniforms, no longer have positions, and feel worthless in the home environment. Physical changes such as being easily fatigued, and began to arise complaints from the physical like feeling various complaints of illness due to age that affect it. However, not all retirees experience the same reaction when faced with changes that occur during retirement.

For retirees who still have a good relationship with friends during work, are actively involved in activities in the home environment and participate in several community activities, do not feel inferior even though they have retired, and do not show complaints of perceived illness, so that retirees are able to face all changes with feeling comfortable, happy, feeling still valued by the surrounding family environment, being able to accept his retirement conditions, having fun and productive activities can be said to be an individual who is able to adjust himself.

According to Schneider (1964) adjustment is a response to mental and behavior where an individual seeks to successfully address the needs of himself, seh i guns materialized alignment or harmony between the demands of the self with what are expected by environmental temp at living his.

According to Hurlock (in Arifin, 2013) adjustments themselves are the subject of which is capable to adjust themselves to the public or a group and people are memprlihatkan attitudes and behaviors that delight, means people are accepted by the group and its environment. The adjustment factors include internal factors such as physiological factors, and psychological factors, while external factors include environmental, religious, and cultural factors.

Based on aspects according to Scheineders (in Kumala, 2013) good adaptation is an individual who can provide a mature, useful, efficient, and satisfying response, good adjustment characteristics can be seen from several aspects namely being able to manage excessive emotionality, being able to overcome feelings of frustration personal, rational consideration and ability to direct oneself, ability to learn, ability to utilize past experience, and have a realistic and objective attitude.

As stated by retired R, who said that having an attitude can accept retirement decisions and carry out retirement well, by being able to overcome feelings of concern. On the subject of the new B undergoing retirement for one year, but has a positive perception that the environment provides a good support in retirement, so feel confident to live a life of good over the years. Whereas subject M has a poor adjustment in retirement from his behavior who cannot control excessive emotions, and are unable to overcome feelings of frustration during his retirement.

In previous studies "The relationship between perceptions of social support and adjustment in retirement " examined by (Ermayanti & Abdullah, 2007) states that there is a positive relationship between perceptions of social support with adjustments in retirement

According Sarafin o (in Sari, 2010) social support as comfort , awards or aid that is received by individual from others . According to King (in Maziyah 2012) Support social is information or feedback from others that show that someone loved and noticed , appreciated , and respected and involved in network communications and obligations that lead back . According to Smet (in Ushfuriyah, 2015) said that social support is one of the functions of social ties, and these ties describe the general quality level of interpersonal relationships and friendship with others are considered as aspects that provide emotional satisfaction in the lives of individuals. When someone is supported by the environment, everything will feel easier.

Social support can be in the form of emotional support, instrumental support, appreciation support, support and information support (Saudi, 2014). Obtained by a retiree on a daily basis that is given by the family, because the family is the smallest social group where individuals are an integral part of it. Likewise with individuals who have retired are part of the family so the family influences the individual in adjusting at retirement (Scheneider, 1964).

But not only limited to the family environment but also support from the home environment such as neighbors, friends who have established relationships well for years, friends during work, relatives, or even new people who are known and can provide good support and support from friends in the P2TEL community.

This is reinforced by the opinion according to Johnshon (in Lestari, 2013) who argues that the environment is a source of social support that will influence individuals to adjust well in the face of new events.

Based on the description that has been described above, it is suspected that the social support obtained by retirees is the social support provided by the environment also influenced by perceptions of those who receive social support. If retirees feel the social support will feel cared for, feel valued, feel respected, and loved. Because the retired employee gets attention, getting a place to tell will make the retirement feel comfortable, happy, and be strong in living his retirement.

Conversely retirees who have low social support such as the attitude of the couple who ignores, the attitude of the couple who continues to criticize and demand, lack of attachment to family, left by friends at retirement, and no neighbors who care about giving information to a pensioner. This makes a retiree not get emotional support and support for appreciation.

This study aims to determine the relationship of social support with adjustment in P2TEL retirees. The hypothesis in this study is that there is a significant relationship between social support for adjustment to retirees on P2TEL .

Research Method

The design of this study is quantitative research that is non-experimental in nature with a correlational type. The population in this study is Telkom retirees in the Tangerang P2TEL community who are assumed to have the same characteristics. The total number of Tangerang P2TEL pensioners is around 1,100 pensioners. Based on the results of calculations using the Slovin formula, population 1,100 and $e = 10\%$, the number of samples is 99.9 or 100 people.

Validity test uses construct validity. The results of the reliability test analysis using alpha cronbach, the results obtained that the value of the reliability coefficient of social support before testing $\alpha = 0.937$, after being tested 0.903 (very reliable) and adjusting before testing $\alpha = 0.920$, after being tested 0.914 (very reliable). The results of the Kolmogorof-Smirnov One-Sample Data Normality Test results obtained a probability of social support of 0.060 and an adjustment of 0.129. The probability number is greater than 0.05 so it can be stated that the research data has a normal distribution.

Results and Discussion

Table 1

Gender description of the respondent

Gender	Frequency	Percentage(%)
Male	68	68%
Female	32	32%
Total	100	100%

Based on Table 1, most of the respondents in the study were male, at 68%.

Table 2
 Status overview of the current

Status	Frequency	Percentage(%)
Married	93	93%
Divorced	4	4%
Widow	2	2%
Widower	1	1%
Total	100	100%

Based on Table 2 respondents have 93% married status. Divorced status has 4%, widow status 2%, and widower status is 1%. and it can be concluded that the dominant in this study is 93% married status.

Table 3
 Overview of people contacted when the subject has a problem

Contact person	Frequency	Percentage (%)
Family	74	74%
Friend	18	18%
Counselor	2	2%
Others	6	6%
Total	100	100%

Based on table 3 respondents this study was dominated by retirees who contacted families when they had a problem of 74%. Whereas pensioners who contacted friends were 18%, for others who were contacted 6%, and counselors who contacted pensioners were 2%.

Table 4
 Description of other activities

or Activities	Frequency	Percentage(%)
Yes	43	43%
Not	57	57%
Total	100	100%

Based on Table 4, most retirees do not have activities, namely 57%, and the rest who have activities other than P2TEL 43%.

Table 5
 A description of the number of members living together in one house

The number of members	Frequency	Percentage (%)
1 person	6	6%
2 persons	13	13%
3 people	27	27%
4 people	33	33%
5 people	14	14%
6 people	7	7%

Total	100	100%
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Based on Table 5 the number of members who live together in one house with a pension is dominated by the number of 4 people by 33% .

Table 6
 Overview history of being treated within the time

ory	Frequency	Percentage(%)
Yes	21	21%
Not	79	79%
Total	100	100%

Based on table 6, it is dominated by retirees who have never been cared for in a long time by 79%, and the remaining pensioners who have been treated are 21% .

Table 7
 Normality test results

Kolmogrov-Smirnov Test		
	Social Support	Adjustment
N	100	100
Asymp. Sig (2-tailed)	0.060	0.129

Based on the results of the normality test using the Kormogrov-Smirnov Test formula , social support data have a significance value of sig. (P) = 0.060 where $0.060 > 0.05$. Adjustment data have a significance value of sig (p) = 0.129 where $0.129 > 0.05$. With the condition if $(p) > 0.05$, then the population data for social support and adjustment is distributed or said to be normal .

Table 8
 Correlation of social support and adjustment

	Score	
	Social Support	Adjustment
Pearson	0.410	0.410
Correlation		
Sig. (2-tailed)	0,000	0,000
N	100	100

Based on the test results h association between social support with Adjustment on Telkom retired in P2TEL known by calculating the correlation coefficient Pearson Product Moment was obtained sig.p correlation of 0.410 with 0.000. Based on the magnitude of the sig value obtained at 0,000, when compared with the significance level of sig.p> 0.05 it means that there is a positive relationship between social support and adjustment. The value obtained is 0.168 or 16.8% which shows that social support contributes to the adjustment of retirement in the Telkom Pensioners Association (P2TEL). While the remaining 83.2% is influenced by other factors not examined in the study.

Table 9
 Social Support Categorization

Categorization	The mean	Frequency	Percent
High	≥ 79.78	57	57%
Low	<79.78	43	43%
Total		100	100%

Based on Table 9 the categorization of high social support of a pensioner, the most respondents were 57%. While social support is low as much as 43%.

Table 10

Self Adjustment Categorization

Categorization	The mean	Frequency	Percent
Good	≥ 87.73	48	48 %
Bad	< 87.73	52	52 %
Total		100	100%

Based on Table 10 the categorization of poor retirement adjustment, the most respondents were 52%. While good adjustment as much as 48%.

Table 11

The results of the cross-tabulation test are adjusted to the person contacted when having problems

Person	Adjustment		Total
	Good	Bad	Total
Family	31 (41.9%)	43 (58.1%)	74 (100%)
Friend	10 (55.6%)	8 (44.4%)	18 (100%)
Counselor	1 (50%)	1 (50%)	2 (100%)
Others	6 (100%)	0 (0%)	6 (100%)

Based on table 11 , the cross- tabulation of adjustment to the people contacted when retirees had a problem, namely in close relatives had 43 respondents (58.1%) of the 74 subjects had poor adjustment. Retirees who contact 10 friends (55.6%) have good adjustments, other contactees have 6 respondents (100%), and retirees who contact counselor 1 respondent (50%) have good and bad adjustments. The conclusion in this study that the dominant adjustment with people who are contacted when retirees have a problem that is in close relatives have 43 respondents (58.1%) of the 74 subjects have poor adjustment.

Table 12

The results of the cross-tabulation test were adjusted to the number of people living together in one house

amount	Adjustment		Total
	Good	Bad	Total
1	3 (50 %)	3 (50%)	6 (100%)
2	3 (23.1%)	10 (76.9)	13 (100%)
3	12 (44.4%)	15 (55.6)	27 (100%)
4	20 (60.6%)	13 (39.4)	33 (100%)
5	6 (42.9%)	8 (57.1)	14 (100%)
6	4 (57.1%)	3 (42.9)	7 (100%)

Based on Table 12 on adjustment themselves with the number of family members i.e. 4 people to people living together in one house 20 subjects (60.6%) of the 33 subjects had a good adjustment. For the number of family members 3 people , 15 subjects (55.6%) had poor adjustment, the number of family members 2 people, 10 respondents (76.9%) had poor adjustment , for the number of family members 5 people, 8 respondents (57 , 1%) had a bad adjustment, for the number of family members 6 people had 4 people (57.1%) had a good adjustment

The last number of members is 1 person, 3 people (50%) who have good and bad adjustments. It can be concluded that the dominant in this study is the number of members as many as 4 people 20 people (60.6%) as many as 20 respondents from 33 respondents have good adjustment.

Table 13

Results of the test of cross tabulation adjustment with a history of treated within lam a

History	Adjustment		Total
	Good	Bad	Total
YES	6 (28.6%)	15 (71.4%)	21 (100)
NOT	42 (53.2)	37 (46.8%)	79 (100)

Based on Table 1 3 dominant adjustment themselves with the history hospitalized for long periods i.e. pensioners who had been treated within the Lam total of 42 subjects (53.2%) of 79 subjects had a good adjustment.

Discussion

Based on the magnitude of the sig value obtained at 0,000, when compared with the significance level of sig.p> 0.05 it means that there is a positive relationship between social support and adjustment. The value obtained is 0.168 or 16.8% which shows that social support contributes to the adjustment of retirement in the Telkom Pensioners Association (P2TEL). While the remaining 83.2% is influenced by other factors not examined in the study.

Of all subjects, it is known that 57 retirees (57%) have high social support, 52 retirees (52%) have poor adjustment. Da lam the study of social support may include emotional support, instrumental support, esteem support obtained from your partner, family, close friends, community organization .

High social support if retirees receive treatment received in the environment and in a community, and a pensioner can perceive it positively so that it can lead to positive feelings so that a retiree will feel valued, respected, cared for, accepted, loved and loved.

This will make a retiree better able to control excessive emotions, be able to overcome feelings of frustration, and be able to be realistic like the attitude of accepting any changes to his retirement so that it does not make it difficult to adjust to his environment.

Conversely, if the low social support of a retiree does not get a feeling of being accepted by a neighbor, is shunned by his close friends and is not valued by his family or other friends and affects the perceptions of the pensioner then a pensioner feels ignored, ignored, abandoned so that the retiree feels himself, feels lonely, feeling weak in the face of all changes.

So that it will cause irritable reactions, become irritable, and unable to accept the situation after retirement will hamper the adjustment of a pensioner in his environment or in other words have a bad adjustment. The results of this study are in line with research conducted by Behr (in Isnawati & Suhariadi, 2012) entitled the relationship of social support with adjustment to retirement. The result of these studies indicate that support social can predict the adjustments themselves Pension s and social support can reduce depression and predict better health among pensioners.

According to Scheneiders (in Pritaningrum, 2013) self-adjustment is a process that involves mental response and behavior where individuals try to cope with the needs in themselves, overcome tension, frustration and conflict to improve the balance between the needs of the individual and the environment.

In this case if retirees have a bad adjustment will feel excessive worry, feel anxious and unable to overcome the various conflicts that are faced so that it can cause frustration on him. This is allegedly because many retirees who still have dependents to pay for their children who are still in school and require large costs up to further education, still have daily needs that are quite high at the age of 55-62 years, and do not have a job or business after retirement.

This is in accordance with Scheneiders (1964) said that an individual is said to be unsuccessful or fail to adjust if he is unable to overcome the various conflicts he faces so that it can cause frustration on him. This frustration can occur in an individual if the demands of life are felt to be burdensome because he cannot find an appropriate way to overcome the problem or demand, so this disrupts the effectiveness of his adjustment.

From the results of cross-tabulation of adjustment to people who were contacted when having problems showed that having bad adjustment (58.1%) who contacted close family when there was a problem. This is in line with research conducted by Kurniawati (in Rufaida, 2013) regarding the relationship between family psychosocial stressors to the level of depression in retirees that shows a positive relationship between the two. The higher the family psychosocial stressor, the higher the level of depression in retirees, and vice versa.

Family psychosocial stressors can affect the adjustment that is bad for individuals, thus giving a bad impact on the physical and psychological condition .

From the results of this study indicate that more retirees who have a good adjustment (60.6%) that the number of members living together amounts to 4 people, indicating the more family members the better the adjustment itself. It is suspected that family members can provide a support effect so that retirees feel that they are still cared for, loved, and understood so that it will help them to be adjusted well. This is in line with previous research (Hamka, Hariyanto , and Adi , 2017) which states that family members will support their parents in positive terms at retirement.

More retirees who have never experienced a history of illness in the long term are well adjusted (53.2%). Those who have never been sick usually feel they have a strong physical condition and are able to overcome any complaints of

illness that they feel. They do not feel excessive stress because for many years always been in a healthy condition. Besides that someone who has a healthy physical condition will have many activities that he can do.

This is supported by research Rufaida (2013) shows a significant negative relationship between adjustment and depression in retired employees. The higher the adjustment, the lower the depression in retired employees.

Conclusion

Based on the results of the data that has been done by researchers, then researchers can draw conclusions that the hypothesis is accepted. The results obtained a sig (p) value of 0,000 ($p < 0.05$) and a correlation coefficient of 0.410, which means that there is a significant positive relationship between social support and adjustment to retirees in the P2TEL community.

P2TEL retirees who have high social support then retirees have good adjustment, while P2TEL retirees have low social support, the P2TEL retiree has poor adjustment. Value $r = 0.168$ or 16.8% which shows that social support contributes to the adjustment of retirement in the Telkom pensioner association (P2TEL).

P2TEL retirees who have more high social support (57%) and have more good adjustment (48%). In this study people who were contacted while having problems and a long history of being hospitalized had a relationship in this study, while other supporting data such as the number of family members living together in one house had no relationship.

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