



Stress coping mediates between social support and religiosity against family resilience in driver travel agents in Sanur

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ABSTRACT

Since Covid 19 was declared a pandemic by WHO (World Health Organization) throughout the world, the closure of international airports has been carried out in various countries including Indonesia. This triggered the collapse of the Indonesian tourism sector. As a result of this, many Travel agents were closed resulting in employees and Travel agent drivers losing their jobs. Apart from losing a job, of course it will also affect the financial condition of travel agent drivers, especially in Sanur. The sampling technique used was purposive sampling involving 50 travel agent drivers in Sanur. This study aims to analyze coping stress mediating between social support and religiosity on family resilience. Data analysis was performed using PLS-based SEM. the results of the study show that there is no direct relationship between social support and religiosity on family resilience. In this case coping stress becomes a mediating variable between social support and religiosity on family resilience.

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INTRODUCTION

Covid 19 began to spread to Indonesia in early February 2020. The number of cases continued to increase until finally on March 9 2020 WHO (World Health Organization) declared Covid 19 a pandemic. Covid 19 handling continues to be carried out and handled seriously. In fact, cases of Covid 19 and the deaths of medical personnel are among the highest in the world in 2020. As positive cases continue to increase, many business sectors are also affected, including tourism.

The closure of the entrance to the international airport has drastically reduced the arrival of foreign tourists. Not only flights carrying passengers, flights carrying goods also decreased significantly from 2019 to 2020 (Sugiarti, 2020). Data from the Indonesian Statistics Center show that the number of international tourists entering Indonesia in 2019 was 16.11 million visits and decreased drastically in 2020 to 4.02 million visits or a decrease of around 75.03%. In 2021 the number of foreign tourists returning will decrease to 0.25 million visits or a decrease of 88.25% from the previous year. This proves that the tourism sector is experiencing turbulence which is felt during this pandemic

Bali is a tourism pioneer in Indonesia, but when the Covid-19 outbreak and the enactment of the closure of the entrance to the International Airport caused the number of tourists to drop very

drastically. A very drastic decrease in 2020, amounting to 82.96% and continuing to decrease in 2021 to 100%. Bali, which relies on the tourism sector, before Covid 19, the tourism sector alone contributed up to 53% of Bali's economy. But now, due to Covid 19 March 2021, there are 79,103 workers who have been laid off and 3,349 people have been laid off, which is dominated by the tourism and hospitality sector. (Kadafi, 2021). Of course this greatly impacts the economy of Bali. One of the tourism sectors that has had an impact on the decline in the number of tourists is travel agents. Based on a survey by the Association of Indonesian Travel Agents (ASTINDO) last December 2020, many business actors have taken extreme measures, ranging from swerving to selling food retail to selling assets such as operational cars such as minibuses, buses to cover costs during the pandemic. (2021 Password).

So many fleets or cars sold by travel agents, of course, have an impact on the loss of jobs for travel agent drivers. The Covid-19 pandemic has made travel drivers lose their jobs and turn to other jobs such as selling on the side of the road, becoming online motorcycle taxi drivers, and even returning to their hometowns. From the results of interviews with former travel agent drivers, when Covid-19 was declared a pandemic, the decline in tourist visits dropped dramatically, so they lost their jobs. The condition of being unprepared and having no other job made him desperate and even sold his goods to meet his daily needs. Plus most of them are heads of families who have to support their families and of course this will affect family resilience.

Rising up from a downturn caused by an event is not an easy matter, there needs to be a strong adaptation in order to be able to accept the pressure that is felt so as to prevent bad things from happening to the individual. The ability to survive and rise in difficult situations is commonly referred to as resilience (Iacoviello and Charney 2014). Conditions of high resilience will enable a person to survive and adapt in certain situations even under difficult pressures. Resilience is not a personality, but resilience involves more behaviors, thoughts or actions that can be learned by anyone (Kiding & Matulesy, 2020). It can be proven that a person's level of resilience can change and even differ according to the external and internal conditions of that person.

In order to maintain family resilience, a high sense of resilience will certainly help families adapt and rise from difficult situations (Garmezy, 1991; Rutter, 1999 ; Froma, 2012). Studies conducted by (Saefullah, et al 2019) states that the family is the smallest institution of a society or nation as well as being the most important center of education in human development. The results of this study prove that the importance of family resilience is for the health of the community and the nation's next generation.

Studies conducted Froma (2012) shows that for the sake of family resilience it is necessary to have several aspects including belief systems, Organizational Patterns, and Communication/Problem Solving. These three basic points have also become family resilience, which is also called Walsh family resilience. Walsh family resilience is used as the basis for measuring family resilience. In addition to belief systems, Organizational Patterns, and Communication/Problem Solving, many studies state that coping has factors that can affect family resilience. (Noviyanti, et al. 2021; Irzalinda and Sofia, 2019; Muslims, 2020; Rofik et al., 2020).

Social support has the influence of being an important variable in shaping family resilience, (Nurhidayah et al., 2021; Lyrakos, 2012; Darmawanti, 2012). The existence of social support from fellow family members provides positive thoughts so that other family members can survive even in bad conditions such as (1) providing emotional support; (2) Real support; (3) information support; and (4) social network support (Zahro, 2021); (Riselin 2020). Another factor that can affect family resilience is religiosity. The attitude of religiosity or belief in God is a tendency for people to carry out religious practices (Suprpto, 2020). Studies conducted by Zahro (2021) factors that can affect religiosity are (1) belief; (2) Religious practices; (3) Experience; and (4) Religious knowledge.

Survey conducted by Roosniawati and Hatta (2022) stated that in dealing with the Covid 19 pandemic the community must strengthen psychological resilience, secondly increasing economic resilience, thirdly increasing social resilience and fourthly increasing spiritual resilience. However,

coping with stress is also an important point so that people, in this case travel agent drivers, can survive and deal with stress (True 2021). In this study stress coping mediated between Social Support and Religiosity on Resilience. This was done because during the preliminary study, the results of interviews with travel agent drivers, social support is not enough to make their families survive or be resilient, but travel agent drivers also need to do stress coping to reduce stressors. This is supported by a study conducted by Wu et al., (2021) that stress coping mediates the effect between social support and resilience. The problems presented, this study aims, (1) to analyze the effect of social support on resilience, (2) to analyze the effect of religiosity on resilience, (3) to analyze the effect of social support on coping stress, (4) to analyze the effect of religiosity on coping stress, (5) to analyze the effect of coping stress on resilience, (6) to analyze the effect of social support on resilience mediated by coping stress, and (7) to determine the effect of religiosity on resilience mediated by coping stress.

RESEARCH METHOD

The design in this study used a quantitative method consisting of social support, religiosity, coping with stress and family resilience with a total of 50 respondents using a purposive sampling method. purposive namely taking samples using certain considerations in accordance with the desired criteria (Sugiyono, 2019). The characteristics of the respondents in this study are travel agent drivers who work in the Sanur area. The instrument of this research was using the Google form and conveying it to the respondents, either the researchers visited them directly or through the WhatsApp group of travel agent drivers. The measurement ratio of the research instrument is a Likert scale from 1 strongly disagree to 5 strongly agree and the results will be analyzed using PLS-based SEM, namely PLS 3.3.

RESULTS AND DISCUSSIONS

This research questionnaire was given to travel agent drivers in the Sanur area of Bali. Table 2 below describes the characteristics of respondents based on gender, age and last education.

Table 1. Data on respondent characteristics

No	Variable	Classification	Number of people)	Percentage
1	Gender	Man	50	100%
		Woman	0	0%
2	Amount	20-29 Years	13	26%
		30-39 Years	28	56%
		40-49 Years	7	14%
		>50 Years	2	4%
		Amount	50	100%
3	Last education	SD	3	6%
		JUNIOR HIGH SCHOOL	7	14%
		SENIOR HIGH SCHOOL	29	58%
		Diploma	9	18%
		S1	2	4%
		Amount	50	100%
4	Status	Married	46	92%
		Not married yet	4	8%
		Amount	50	100%

Data source: Primary will be processed in 2022

Table 1 shows that 100% of all respondents are male, this is because the profession of a driver is mostly carried out by men and they are required to have a B1 driving license (SIM). The age of 30-39 years is the dominating age, with a percentage of 56 percent, which shows that the age of travel agent drivers is still very productive. Apart from being of productive age, most of the respondents had married status of 92%, meaning that the respondents were heads of families who were responsible for family resilience, especially when facing the Covid 19 pandemic.

Questionnaire results data that has been distributed to 50 travel agent drivers were analyzed using Partial Least Square (PLS) based Structural Equation Modeling (SEM). The results of the analysis using Partial Least Square can be seen in table 3 below.

Table 2. Partial least square analysis

Variable	Instrument	AVE	Cross Loading
Social Support (X1)	X1.1	0.724	0.865
	X1.2		0.843
	X1.3		0.861
	X1.4		0.835
Religiosity (X2)	X2.1	0.734	0.852
	X2.2		0.836
	X2.3		0.867
	X2.4		0.871
Stress Coping (M)	M1.1	0.646	0.798
	M1.2		0.742
	M1.3		0.783
	M1.4		0.804
	M1.5		0.833
	M1.6		0.751
	M1.7		0.797
	M1.8		0.871
	M1.9		0.843
Family Resilience (Y)	Y1.1	0.677	0.826
	Y1.2		0.872
	Y1.3		0.820
	Y1.4		0.868
	Y1.5		0.717
	Y1.6		0.849
	Y1.7		0.779
	Y1.8		0.812
	Y1.9		0.848

Data source: Primary will be processed in 2022

Table 3. Fornell-larcker criterion results

	Stress Coping	Social Support	Religiosity	resilience
Stress Coping	0.804			
Social Support	0.817	0.852		
Religiosity	0.871	0.820	0.857	
resilience	0.920	0.861	0.877	0.823

Data source: Primary will be processed in 2022

The results of the discriminant validity test include the output cross loading and the Fornell Lacker Criterion value indicating that the cross loading value of each research indicator has a higher indicator correlation value in its construct than the other constructs. Meanwhile, it is known that the square root value of AVE is higher than the correlation between latent variables. Based on these results, it was concluded that the research data fulfilled the validity requirements

Table 4. Reliability test results

	<i>Composite Reliability</i>	<i>Crobach's Alpha</i>
Social Support	0.913	0.873
Religiosity	0.917	0.879
Stress Coping	0.942	0.931
Family Resilience	0.949	0.940

Source: Primary data processed in 2022

The results of the reliability test in table 3 show that each construct has a Composite Reliability and Crobachs Alpha value greater than 0.7, which means that all research statement items have met the reliability requirements.

Table 5. Reliability test results

	<i>R Square</i>	<i>R Square Adjusted</i>	<i>Information</i>
Religiosity	0.791	0.783	Strong
Stress Coping	0.890	0.883	Strong
R2 Total	0.840	0.883	Strong

Source: Primary data processed in 2022

The results of the test for the coefficient of determination show that the R2 value for religiosity is 0.791 which is categorized as strong and the stress coping value is 0.890 which is categorized as strong. The conclusion from the results of R2 with a value of 0.84 and categorized as strong, the conceptual framework can proceed to hypothesis testing.

Table 6. Hypothesis testing

	<i>Original sample</i>	<i>Sample Means</i>	<i>Standard Deviation</i>	<i>T Statistics</i>	<i>P Value</i>
Coping Coping with stress >> Resilience	0.531	0.549	0.130	4,087	0.000
Social support >> stress coping	0.313	0.294	0.140	2,233	0.026
Social support >> Family resilience	0.269	0.273	0.137	1,958	0.051
Religiosity >> Coping with stress	0.615	0.548	0.173	3,550	0.000
Religiosity >> Family Resilience	0.194	0.159	0.131	1,486	0.138

Table 7. Mediation hypothesis test results

<i>Total Impact</i>	<i>Original Sample</i>	<i>Sample Means</i>	<i>Standard Deviation</i>	<i>T Statistics</i>	<i>P Values</i>
Social Support >> Family Resilience	0.269	0.273	0.137	1,958	0.051
<i>Indirect Influence</i>	<i>Original Sample</i>	<i>Sample Means</i>	<i>Standard deviation</i>	<i>T Statistics</i>	<i>P Values</i>
Social Support >> Stress Coping >> Resilience	0.166	0.153	0.087	1,981	0.048
VAF Value of Stress Coping Mediation Variables					
$\frac{\text{Indirect Influence}}{\text{Influence Total}}$	$\frac{0,166}{0,269+0,166} = 0,381 = 38,1\%$				<i>Partial mediation</i>

Table 8. Mediation hypothesis test results

<i>Direct influence</i>	<i>Original Sample</i>	<i>Sample Means</i>	<i>Standard deviation</i>	<i>T Statistics</i>	<i>P Values</i>
Religiosity >> Family Resilience	0.194	0.159	0.131	1,486	0.138
<i>Indirect Influence</i>	<i>Original Sample</i>	<i>Sample Means</i>	<i>Standard deviation</i>	<i>T Statistics</i>	<i>P Values</i>
Religiosity >> Stress Coping >> Family Resilience	0.327	0.298	0.125	2,658	0.008
VAF Value of Stress Coping Mediation Variables					

$\frac{\text{Indirect Influence}}{\text{Influence Total}}$	$\frac{0,327}{0,194 + 0,327} = 0,627 = 62,7 \%$	<i>Partial mediation</i>
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Primary data source processed 2022

The relationship between the independent construct and the dependent construct in this study is as follows

1. Social support has a positive effect on family resilience

The first hypothesis in this study states that social support has a positive effect on family resilience. The results of the hypothesis analysis in table 6 can be seen that the path value obtained is 0.269. While the t-statistic and p-values obtained were 2.058 (t-statistic > 1.65) and 0.051 (p-values < 0.05) respectively. The conclusion of the first hypothesis is rejected. The results of hypothesis testing in table 6 show that the relationship between social support and family resilience has a path coefficient. The results show that there is no influence on the construct of family resilience. The results of the hypothesis show that the significance with p-values is already greater than the significance level α (0.05). thus, the conclusion of the relationship between social support and family resilience is statistically proven to have no effect. The statistical results of social support on family resilience for travel agent drivers in Sanur show that travel agent drivers feel that social support cannot directly increase family resilience. This is not in line with the study conducted by Wahyudin, (2022); Nurhidayah et al., (2021) which states that social support has an influence on family resilience. This support can be in the form of emotional support, appreciation support, instrumental support and informative support from people around them. (Nurhidayah et al., 2021) (SN Jannah and Rohmatun 2020) (Setiawan & Pratitis, 2016).

2. Religiosity has a positive effect on family resilience

The second hypothesis in this study states that religiosity has a positive effect on family resilience. The results of the hypothesis analysis in table 6 can be seen that the path value obtained is 0.194. While the t-statistic and p-values obtained were 1.496 (t-statistic < 1.65) and 0.135 (p-values > 0.05) respectively. The conclusion of the second hypothesis is rejected. The results of the hypothesis test in table 6 show that the relationship between religiosity and family resilience shows that there is no positive influence on the construct of family resilience. Based on table 6, it shows that the t-statistic value is smaller than the t-table (1.65). the same is the case with the results of significance with p-values greater than the significance level α (0.05). thus, the conclusion of the relationship between social support and family resilience is statistically proven to have no effect. Statistical results between religiosity and family resilience for travel agent drivers in Sanur show that religiosity cannot directly provide a sense of family resilience. This is certainly not in line with studies conducted by Setiawan and Pratitis, (2016) which states that low religiosity will make a person feel hopeless. Studies conducted Saputra et al, (2022) found that trust in Allah can significantly predict academic resilience. As well as studies conducted (Zahro, 2021) also found that religiosity has a significant effect on family resilience.

3. Religiosity has a positive effect on stress coping

The third hypothesis in this study states that social support has a positive effect on family resilience. The results of the hypothesis analysis in table 6 can be seen that the path value obtained is 0.615. While the t-statistic and p-values obtained were respectively 3.550 (t-statistic > 1.65) and 0.000 (p-values < 0.05). The conclusion of the first hypothesis is accepted. The results of the hypothesis test in table 6 show that the relationship between religiosity and stress coping obtains a path coefficient. The results show that there is a positive influence on the stress coping construct. Based on table 6 shows that the value of the t-statistic shows more than the t-table (1.65). the same is the case with the results of significance with p-values that are already smaller than the significance level α (0.05). thus, the conclusion that the relationship between social support and family resilience is statistically significant. The findings of this study indicate that

the higher the religiosity of the travel agent driver in Sanur, the higher the perceived stress coping, and vice versa if the worse the religiosity of the travel agent driver in Sanur, the worse the perceived stress coping. This is certainly in line with the study conducted by (Darmawanti, 2012) found that there is a correlation between religiosity and stress coping which is done by controlling stress levels or in other words the higher the religiosity, the higher the stress level. Another study also found that a person's ability to overcome tensions (ability to cope) due to the problems faced. In addition, individuals who are highly religious certainly have good guidelines and endurance as well (Roosniawati and Hatta, 2022; Roosniawati and Hatta, 2022; Suprpto, 2020).

4. Social support has a positive effect on stress coping

The fourth hypothesis in this study states that social support has a positive effect on coping with stress. The results of the hypothesis analysis in table 6 can be seen that the path value obtained is 0.313. While the t-statistic and p-values obtained were 2.233 (t-statistic > 1.65) and 0.026 (p-values < 0.05) respectively. The conclusion of the first hypothesis is accepted. The results of the hypothesis test in table 6 show that the relationship between social support and stress coping has a path coefficient. The results show that there is a positive influence on the stress coping construct. Based on table 6 shows that the value of the t-statistic shows more than the t-table (1.65). the same is the case with the results of significance with p-values that are already smaller than the significance level α (0.05). Thus, the conclusion of the relationship between social support and stress coping is statistically proven to have a significant effect, that the higher the social support, the higher the stress coping felt by travel agent drivers in Sanur. And vice versa, if social support decreases, then the coping stress felt by the travel agent driver will also decrease. Studies conducted by Jannah and Rifayanti (2021) found that social support can enhance individual coping strategies by providing alternative strategic suggestions based on previous experiences and by inviting other individuals to focus on the more positive aspects of the situation. Social support is also very helpful in motivating so that it can prevent the psychological impact of a person (Lyrakos, 2012).

5. Coping with stress has a positive effect on family resilience

The fifth hypothesis in this study states that social support has a positive effect on family resilience. The results of the hypothesis analysis in table 6 can be seen that the path value obtained is 0.531, while the t-statistic and p-values obtained are respectively 4.921 (t-statistic > 1.65) and 0.000 (p-values < 0.05). The conclusion of the fifth hypothesis is accepted. The results of the hypothesis test in table 6 show that the relationship between stress coping and family resilience has a path coefficient. The results show that there is a positive influence on the construct of family resilience. Based on table 6 shows that the value of the t-statistic shows more than the t-table (1.65). the same is the case with the results of significance with p-values that are already smaller than the significance level α (0.05). Thus, the conclusion is that the relationship between stress coping and family resilience is proven to be significant in this study. The results of this study are consistent with the results of the study (Revelation 2022) Another aspect that can affect family resilience is coping strategies. There are two types of coping that can be used by individuals including problem focused coping and emotion focused coping. Nurhidayah et al., (2021) also emphasized that the use of coping strategies depends on who, when and how coping is used. Stress coping is used to be able to give strength to someone in dealing with problems (Pratwi, 2016; Rahmawati, 2012).

6. Social support for family resilience mediated by coping with stress

The sixth hypothesis in this study indicates that stress coping can mediate the effect of social support and family resilience. The results of testing the mediation effect indicate that the VAF value obtained is 38.1%. These results indicate that the stress coping variable is included in the category of mediating variables which are partially. So it can be concluded that the sixth hypothesis in this study is accepted, where coping stress partially mediates the relationship

between social support and family resilience. The results of the mediation hypothesis test through the bootstrapping process are presented in table 7 which shows that coping stress mediates the effect of social support on family resilience. Table 7 also shows that the t-statistic obtained by the value that meets the criteria where the t value is greater than the value of the t table (1.65). Based on the results of significance through p-values, it can be seen that the value obtained is lower at the significance level α (0.05). So the conclusion is that the relationship between social support and family resilience which is mediated by stress coping proves to be significant. The results of this study are in line with Wu et al., (2021) explained that positive coping styles and negative coping styles can mediate the effect of perceived social support on resilience in posttraumatic growth (PTG).

7. Religiosity towards family resilience mediated by coping with stress

The seventh hypothesis in this study indicates that stress coping can mediate the effect of religiosity and family resilience. The results of the mediation effect test indicate that the VAF value obtained is 62.7%. These results indicate that the religiosity variable is included in the category of mediating variables that are partially mediating. . So it can be concluded that the sixth hypothesis in this study is accepted, where coping stress partially mediates the relationship between religiosity and family resilience. The results of the mediation hypothesis test through the bootstrapping process are presented in table 7 which shows that stress coping mediates the effect of religiosity on resilience. family. Table 7 also shows that the t-statistic obtained by the value that meets the criteria where the t value is greater than the value of the t table (1.65). Based on the results of significance through p-values, it can be seen that the value obtained is lower at the significance level α (0.05). So the conclusion is that the relationship between social support and family resilience mediated by stress coping is proven to mediate partially. The results of this study indicate that in order to increase family resilience coping with stress is an important factor in determining family resilience, so that the right coping strategy will help travel agent drivers to be able to think more calmly so that family resilience can be maintained.

CONCLUSION

Based on the discussion of the results of this study, it can be concluded that the first and second hypotheses confirm that social support has no effect on family resilience. From the results of the interviews conducted, during Covid-19, travel agent drivers did not have jobs to support their families. So that social support alone is not enough to increase family resilience. Travel drivers need to overcome the stress that occurs because they are no longer working. After coping with stress is done and the travel agent driver can think calmly, then they can organize their family again and increase family resilience. The same is also obtained in the second hypothesis in

The second hypothesis confirms that religiosity has no effect on family resilience. The results of the interviews show that praying and asking God is always done, but it does not necessarily increase family resilience. The condition of panic and being under pressure because there is no income makes travel agent drivers must be able to calm down and think positively in order to get out of the shackles of adversity so as to be able to increase family resilience coping with stress is very necessary.

The third hypothesis confirms that it has a positive effect on coping with stress. The results of the questionnaire show that travel agent drivers have a high level of religiosity. The condition of the Covid-19 pandemic makes travel agent drivers depressed and because they are unable to control the situation and feelings so that they are in accordance with what is expected. There is a negative influence between religiosity and stress coping

The fourth hypothesis confirms that social support has a positive effect on coping with stress. The results of the study in this study indicate that the higher the social support provided by the social environment, the higher the stress coping or how to deal with stress felt during Covid-19.

The fifth hypothesis confirms that there is a positive relationship between stress coping and family resilience. The results of the study in this study indicate that if the travel agent driver has stress coping it will strengthen family resilience. In other words, the higher the coping stress, the higher the family resilience felt by the travel agent driver.

The sixth hypothesis confirms that stress coping can mediate the relationship between social support and family resilience. This study shows that the social support provided cannot directly increase family resilience considering the deteriorating conditions during the Covid-19 pandemic made travel agent drivers feel stressed and down so that there is a need for stress coping that can increase family resilience.

The seventh hypothesis confirms that stress coping can mediate the relationship between religiosity and family resilience. The study results in this study indicate that high religiosity does not necessarily increase resilience. The condition of dealing with stress during the Covid-19 pandemic is very necessary to be able to increase family resilience.

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