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THE RELATIONSHIP BETWEEN CO-WORKER SOCIAL SUPPORT AND WORK MOTIVATION AMONG EMPLOYEES OF ANTARANEWS

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Abstract:

This study aims to analyze the relationship between coworker social support and employee work motivation at ANTARANEWS. Coworker social support is considered an important factor in creating a conducive work environment, especially in media organizations that have dynamic and collaboration-based work demands. Employee work motivation is a crucial aspect in maintaining organizational performance, engagement, and sustainability.

This study uses a quantitative approach with a correlational method. The unit of analysis in this study is 63 employees of the Media and Communication Services Division of ANTARANEWS. Data collection was conducted through the distribution of questionnaires that measured respondents' perceptions of coworker social support and work motivation levels. Data analysis was performed using IBM SPSS ver 25,the data analysis techniques used included validity tests, reliability tests, normality tests, and Pearson Product Moment correlation tests to examine the relationship between the research variables.

The results of the hypothesis testing showed that there was a positive and significant relationship between coworker social support and employee work motivation at ANTARANEWS. The correlation coefficient value obtained was r = 0.650, indicating a positive relationship with a relatively strong level of closeness. These results indicate that the higher the level of social support employees receive from their coworkers, the higher their work motivation. Further research is recommended to add other variables and use more diverse research designs to gain a more comprehensive understanding.

Keywords: coworker social support, work motivation, employees, work environment, media organization

BACKGROUND

Work motivation is a critical component of organizational functioning, as it is closely associated with employees' willingness to invest effort, persist in their tasks, and perform effectively in their roles (Deci & Ryan, 2000). In contemporary organizations that operate in fast-paced and information-intensive environments, such as media institutions, employees are frequently exposed to time pressure, high workload, and constant demands for accuracy and responsiveness. Under such conditions, maintaining adequate levels of work motivation

becomes a significant challenge, and a decline in motivation may result in reduced productivity, lower work quality, and weakened organizational commitment (Gagné et al., 2021).

Previous research has identified multiple factors related to work motivation, including leadership style, compensation systems, job design, and organizational culture (Gagné et al., 2021). Among these factors, social support in the workplace has gained increasing scholarly attention because of its role in shaping employees' psychological experiences and well-being at work. Social support refers to the extent to which individuals perceive care, understanding, and assistance from others in their work environment, particularly from coworkers with whom they interact on a daily basis (House, 1981). Supportive coworker relationships may help employees manage job demands and sustain positive motivational states.

Despite the growing body of literature on social support and work motivation, several research gaps remain. First, many existing studies conceptualize social support primarily as a predictor or determinant of work motivation, often implying causal relationships between the two variables (Deci & Ryan, 2000). However, in organizational settings characterized by reciprocal and ongoing interactions, social support and motivation may be better understood as relationally connected constructs that develop simultaneously rather than through a one-directional causal mechanism. Empirical studies that explicitly frame this association as a relationship rather than an effect are still limited.

Second, previous research has largely focused on supervisory or organizational support, while empirical evidence specifically examining coworker social support remains relatively scarce (House, 1981). Coworkers play a unique role in employees' daily work experiences, particularly in team-based and collaborative work environments. The lack of focused attention on coworker social support represents an important gap in the literature, especially in organizational contexts where peer interaction is central to task completion.

In the Indonesian context, studies exploring the relationship between coworker social support and work motivation are still limited, particularly within state owned media organizations. AntaraNews operates in an environment characterized by tight deadlines, interdependence among employees, and high information demands. These characteristics make coworker social support a potentially salient aspect of employees' motivational experiences, yet empirical evidence from this specific context remains underrepresented in the literature.

Based on these considerations, the novelty of this study lies in its examination of the relationship between coworker social support and work motivation using a correlational perspective that avoids causal claims. By focusing on coworker social support within a national news agency, this study provides context-specific empirical evidence that extends existing research and contributes to a more nuanced understanding of how social support and work motivation are related in media organizational setting

Work motivation is an important factor that influences employee performance and productivity within an organization. Employees with high levels of work motivation tend to demonstrate greater responsibility, commitment, and enthusiasm in completing their tasks. Conversely, low work motivation can lead to decreased performance and reduced organizational effectiveness.

One factor that is believed to influence work motivation is social support in the workplace. Social support refers to the assistance, attention, and encouragement received by individuals from colleagues, supervisors, or the organization. Adequate social support can help employees cope with work demands and increase their motivation to perform better.

ANTARANEWS, as a national news agency, requires employees who are motivated and able to work effectively under dynamic work conditions. However, differences in perceived social support among employees may affect their level of work motivation. Therefore, this study aims to analyze the relationship between social support and work motivation among employees at AntaraNews.

THEORETICAL FRAMEWORK

Work Motivation

Work motivation refers to the internal and external forces that initiate, direct, and sustain work-related behavior (Deci & Ryan, 2017). According to Self-Determination Theory, motivation is divided into intrinsic motivation, which arises from inherent interest and satisfaction in work, and extrinsic motivation, which is driven by external rewards, recognition, or pressures. In the organizational context, motivated employees tend to demonstrate higher levels of engagement, persistence, and performance.

In addition, Maslow's Hierarchy of Needs explains that individuals are motivated to fulfill a series of needs, ranging from basic physiological needs to higher-level needs such as esteem and self-actualization(Maslow, 1943) in (Tarigan et.al 2020). Within the workplace, social interactions and supportive relationships contribute to the fulfillment of social and esteem needs, which in turn enhance employee motivation.

Coworker Social Support

Social support in the workplace is defined as the perception or experience of being cared for, valued, and assisted by others. Based on Social Support Theory (foa and foa 1981), social support can be categorized into emotional support, informational support, appraisal support, and instrumental support. Emotional support involves empathy and concern, informational support includes advice and guidance, appraisal support relates to feedback and recognition, and instrumental support refers to tangible assistance.

Resource Theory further explains that social support functions as a valuable resource that helps individuals cope with work demands and stress. Employees who receive adequate social support are more likely to feel secure, confident, and capable of managing job-related challenges, which positively influences their motivation to work.

Previous empirical studies have consistently shown that social support from coworkers and supervisors is positively associated with work motivation. A supportive work environment fosters positive emotions, strengthens a sense of belonging, and encourages employees to invest greater effort in their work roles .

METHOD

This study employed a quantitative approach with a correlational research design. The purpose of the study was to examine the relationship between coworker social support and work motivation . The study was conducted at AntaraNews, Jakarta Pusat

The population of this study consisted of all employees of the Media and Communication Services Division of Perum LKBN ANTARA, including permanent and contract employees, with a total of 63 individuals. A saturated sampling technique was applied, meaning that all members of the population were included as research respondents.

Data were collected using an online questionnaire based on a five-point Likert scale. Work motivation was measured by integrating Self-Determination Theory and Maslow's Hierarchy of Needs Theory, adapted from the Work Extrinsic and Intrinsic Motivation Scale (WEIMS) and the Multidimensional Work Motivation Scale (MWMS), consisting of 12 items. Coworker social support was measured based on Resource Theory and Social Support Theory, covering emotional, appraisal, informational, and instrumental support, with a total of 10 items.

Instrument validity was tested using Pearson Product Moment correlation with a criterion of r-calculated greater than r-table (0.248). Reliability testing was conducted using Cronbach's Alpha, with a minimum acceptable value of 0.70. Data analysis included descriptive statistics, assumption tests (normality and linearity), and hypothesis testing using Pearson Product Moment correlation analysis with the assistance of SPSS version 25.

RESULT

The total number of respondents in this study was 63 employees, consisting of 33 males (52%) and 30 females (48%). In terms of length of employment, 21% of respondents had worked for less than one year, 43% had a tenure of 1–10 years, and 36% had worked for more than 10 years.

Descriptive analysis results indicated that coworker social support was categorized as high. Most respondents expressed agreement and strong agreement with statements describing care, assistance, and cooperation among coworkers. Validity testing showed that all social support items were valid, with correlation coefficients ranging from 0.384 to 0.819. Reliability testing yielded a Cronbach's Alpha value of 0.821.

Work motivation was also classified as high, encompassing both intrinsic and extrinsic dimensions. All work motivation items were declared valid, with correlation coefficients ranging from 0.493 to 0.831. The reliability test resulted in a Cronbach's Alpha value of 0.911.

The Kolmogorov Smirnov normality test produced a significance value of 0.200 for both variables, indicating that the data were normally distributed. The linearity test showed a deviation from linearity significance value of 0.060 (> 0.05), confirming a linear relationship between coworker social support and work motivation.

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Correlation analysis was conducted to examine the direct relationship between coworker social support and work motivation.. Pearson Product Moment correlation was applied because the data were measured on an interval scale and met the assumption of normality.

According to Creswell and Creswell (2022), the strength of correlation coefficients can be classified into several categories, ranging from very low to very high. Correlation coefficients ranging from 0.60 to 0.799 are considered to indicate a strong relationship.

TABLE 1 CORRELATION TEST RESULTS

Correlations

		Dukungan Sosial	Motivasi Kerja
Dukungan Sosial	Pearson Correlation	1	.650**
	Sig. (2-tailed)		.000
	N	63	63
Motivasi Kerja	Pearson Correlation	.650**	1
	Sig. (2-tailed)	.000	
	N	63	63

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

The results of the Pearson Product Moment correlation analysis are presented in Table 1. The analysis shows a positive correlation coefficient of $r = 0.650$ between coworker social support and work motivation, with a significance value of $p = 0.000$ (< 0.05). This finding indicates a positive and statistically significant relationship between the two variables, meaning that higher levels of perceived coworker social support are associated with higher levels of work motivation among employees at Perum LKBN ANTARA.

The positive value of the correlation coefficient suggests that the relationship between coworker social support and work motivation is unidirectional. As employees perceive greater emotional, informational, and instrumental support from their coworkers, their level of work motivation tends to increase accordingly. Based on the classification proposed by Creswell and Creswell (2022), the correlation coefficient obtained in this study falls within the strong category. This result indicates that coworker social support is an important relational factor associated with employees' work motivation. However, given the correlational nature of the analysis, the findings should be interpreted as evidence of a relationship rather than a causal effect between the variables.

DISCUSSION

The findings of this study indicate a positive and statistically significant relationship between coworker social support and employees' work motivation at AntaraNews. This result suggests that higher levels of perceived social support are associated with higher levels of work motivation, without implying a causal relationship between the two variables.

This relationship reflects the importance of interpersonal interactions in the workplace. Employees who perceive emotional understanding, recognition, information sharing, and practical assistance from coworkers tend to feel more connected to their work environment. Such connectedness is closely aligned with motivational states, as supported employees are more likely to maintain enthusiasm, engagement, and commitment in their work roles.

Rather than positioning social support as a direct determinant of motivation, the findings emphasize that both variables are meaningfully related within the organizational context. Social support and motivation appear to coexist and reinforce one another through daily collaboration and shared work experiences. This perspective aligns with motivational theories that highlight relatedness and social connection as fundamental components of human motivation.

CONCLUSION

Based on the results of this study, it can be concluded that there is a positive and significant relationship between coworker social support and work motivation among employees at AntaraNews. Higher levels of perceived social support are associated with higher levels of work motivation. These findings highlight the importance of supportive social relationships in the workplace as part of employees' motivational experiences.

Despite its contributions, this study has several limitations. First, the use of a correlational design does not allow for causal inferences between social support and work motivation. Second, the data were collected through self-report questionnaires, which may be subject to response bias. Future research is encouraged to employ longitudinal or experimental designs and involve broader organizational contexts to further examine the relationship between social support and work motivation.

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