

## Mindfulness at Work Increase Prosocial Behavior; Mediated by Job Satisfaction

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### ABSTRACT

*A change in work patterns that want to be more flexible due to technological developments makes people want to work independently. However, by working independently, they have challenges such as lack of job security and income uncertainty. So that these conditions require independent workers to always have good psychological well-being and social behavior in order to survive the pressure of work, therefore, this study discusses the effect of mindfulness at work on prosocial behavior mediated by job satisfaction. In this study using 255 respondents who are independent workers who were then processed using the SmartPLS 4 application: 1) Mindfulness has a positive and significant effect on Prosocial Behavior, 2) Mindfulness has a positive and significant effect on Job Satisfaction, 3) Job Satisfaction has a positive and significant effect on Prosocial Behavior, and 4) Job Satisfaction mediates positively and significantly the effect of Mindfulness on Prosocial Behavior.*

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## INTRODUCTION

A shift in the working patterns of employees seeking flexibility has had a significant impact on the way people work and interact in the workplace. On the other hand, companies are increasingly pushing organizations to be more proactive in the face of increasing change and uncertainty. One of the impacts of this change is the emergence of the trend of independent workers. According to Poon (2019), independent worker are individuals with a high degree of autonomy in the workplace, receive payment based on assignments or sales, have short employment contracts, and establish short-term relationships with clients. Katz and Krueger (2019) added that independent workers earn their main income from project work or specific tasks through digital platforms or networks, without the involvement of a traditional employment relationship with a single employer.

In Padang City and Bukittinggi City, the trend of independent workers has increased along with the development of online platforms that allow individuals to work flexibly and independently. A common example of independent workers is online motorcycle taxi drivers. However, the freedom and flexibility offered is often accompanied by challenges, such as income uncertainty, lack of job security, and pressure to maintain productivity independently (Kamarudin & Arif, 2024). In this condition, the psychological well-being and social behavior of independent workers are important aspects that need to be considered so that they can survive the pressure of work.

One factor that is considered to support their psychological well-being is mindfulness (Lomas et al.2019). Mindfulness is defined as a state of open and non-judgmental present moment awareness, which is able to improve the ability to focus, concentrate, and reduce internal distractions such as overthinking (Pann et al., 2022 and Badham & King, 2021). Previous research shows that mindfulness not only contributes to emotional well-being, but also improves cognitive performance.

Bolm et al. (2022) noted that mindfulness has a positive influence on job satisfaction, especially in service sector workers who often face high job stress. Research by Hülshager et al. (2013) showed that mindfulness practices can improve employee well-being and job satisfaction, both at the individual level and in the context of the organization as a whole. Mindfulness can involve awareness of feelings, thoughts, and body, which has been shown to improve stress management and general psychological well-being (Pang & Ruch, 2019). With mindfulness at work, employees can feel less stress and more happiness in their work, which has a positive impact on feelings of satisfaction with the work performed (Hülshager et al., 2013).

Hafenbrack et al. (2020) suggested that mindfulness also has a significant influence on prosocial behavior. Prosocial behavior is an action taken to help or benefit others in various social situations, which can be spontaneous or planned Penner et al. (2005). Prosocial behavior is one way that a person can feel connected to others (Ryan, 2017). Mindfulness can increase individual awareness of the surrounding environment and reduce self-focus, thus encouraging prosocial actions. Chen and Jordan's (2020) research showed that a brief mindfulness practice can increase social helping behavior. This is also supported by Malin (2023), who found that mindful individuals tend to be more empathic towards their coworkers or clients which will ultimately lead to prosocial behavior.

Job satisfaction also plays an important role in encouraging prosocial behavior. Cuesta-Valiño et al. (2024) showed that happiness and job satisfaction can increase an individual's tendency to engage in prosocial behavior. Jung et al. (2023) added that workers who feel their work has a positive impact on society tend to be more motivated to help others. With someone feeling satisfied with their job, they will feel the need to help others.

Independent workers need 3 basic psychological needs (Ryan, 2017) and relationships with the social environment in order to deal with various pressures at work. With a state of mindfulness, independent workers are expected to be able to cope with pressure at work which will ultimately also have an impact on prosocial behavior. This study aims to analyze the effect of mindfulness on prosocial behavior in independent workers mediated by positive emotions and job satisfaction. The results of this study are expected to make theoretical and practical contributions in understanding the behavioral dynamics of independent workers and provide recommendations for the importance of paying attention to psychological conditions that can ultimately improve the quality of relationships with their social and work environment.

## LITERATURE REVIEW

### Self-determination Theory

Self-determination theory (Ryan, 2017) is a motivational theory that focuses on the importance of fulfilling basic psychological needs to support individuals' intrinsic motivation, well-being, and optimal functioning. This theory views three basic psychological needs at the core of SDT, namely 1) autonomy, 2) competence, and 3) relatedness, which are considered universal, applicable across cultures, and essential for the development of various aspects of life (Ryan, 2017).

- a. autonomy, which refers to the need to feel in control of actions and decisions. When individuals feel that they are acting according to their own values and desires, they will feel more intrinsically motivated.
- b. competence, which describes the need to feel capable and effective in overcoming challenges and achieving desired outcomes. Fulfilling this need provides confidence in the individual's abilities.

- c. relatedness, describes the need to feel connected to others and have meaningful relationships. Positive interpersonal relationships can strengthen motivation to contribute to the well-being of others.

### **Prosocial Behavior**

Penner et al. (2005) stated that prosocial behavior is an action taken to help or benefit others in various social situations, which can be spontaneous or planned. With someone who has prosocial behavior, it will create synergy between team members, strengthen trust, and build a more supportive and productive work climate (Bierhoff, 2005). prosocial behavior can be measured by 6 dimensions referring to (Carlo & Randall, 2002), namely: 1) *Altruism*, is a voluntary helping activity motivated by concern for the needs and welfare of others, 2) *Complaint*, defined as helping others in response to verbal or non-verbal requests, 3) *Emotional*, conceptualized as the orientation of helping others in emotional circumstances, 4) *Public*, prosocial behavior performed in front of an audience is likely to motivate the helper, 5) *Anonymous*, helping is done without the knowledge of the helped (anonymous), 6) *Dire*, defined as helping activities in emergency situations.

### **Mindfulness at Work**

Dane and Brummel (2013) mindfulness at work encompasses the extent to which individuals are psychologically present in their work activities. Mindfulness at work refers to an individual's ability to be fully present in the present moment, with focused attention and acceptance without judgment of what is happening (Brown et al, 2007). A person with mindfulness at work can be seen if the individual is able to be in a calm state or behavior of returning to the current work task with focus and mindfulness in order to always be in the task at hand without anger, disappointment, or self-criticism (Zivnuska et al., 2016).

### **Job Satisfaction**

Job satisfaction is a reflection of the level of balance between individual expectations and the reality faced at work (Luthans, 2011). When work is able to meet individual expectations, values, and needs, it creates a higher feeling of satisfaction and engagement. Judge and Robbins (2017) state that job satisfaction is the extent to which a person feels comfortable with various aspects of their job, including salary, work environment, career opportunities, and relationships with coworkers. When individuals feel their jobs meet their personal expectations and needs, this can trigger a positive feeling of satisfaction, for that individual. Job satisfaction can be assessed by looking at satisfaction with various aspects of the job, such as the work environment, interpersonal relationships, and the fit of the job with personal expectations (Sinval and Marôco, 2020).

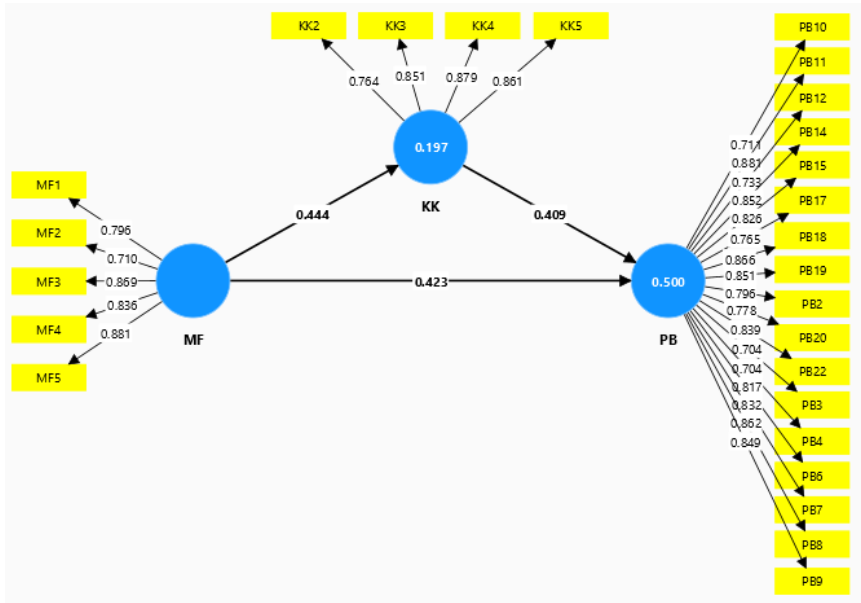
## **METHOD**

This study uses a quantitative research design that aims to determine whether there is a causal relationship between variables. The population in this study were independent workers in the city and the city of Bukittinggi who got a sample of 255 independent workers who worked as online motorcycle taxi riders in Padang City and Bukittinggi City who were taken by nonprobability sampling method with purposive sampling technique. Based on research by Bolm et al. (2022) and Hülsheger et al., (2013) concluded mindfulness affects job satisfaction, Chen and Jordan (2020) concluded mindfulness affects prosocial behavior, Cuesta-Valiño et al. (2024) and Jung et al. (2023) stated that prosocial behavior is influenced by job satisfaction. We propose that there is an influence between mindfulness on prosocial behavior with job satisfaction as mediation. This study uses a Likert scale (1-5) with a questionnaire filled out by participants to generate perceptions of prosocial behavior (Y), mindfulness (X), and job satisfaction (M). The questionnaire contains 5 items of mindfulness at work (Zivnuska et al., 2016), 5 items of job satisfaction (Sinval & Marôco, 2020), and 23 items of prosocial behavior variables (Carlo and Randal, 2002). And the data analysis method with SEM analysis using Smart PLS 4.

## RESULT AND DISCUSSION

### 1. Result

#### a. Validity Test



**Figure 1. Outer Model**

Sources: SmartPLS 4

Based on the table of loading analysis results, it can be seen that the measurement of each research variable above has outer loading ranging from 0.7 to 0.9 so that all indicators as construct measures have proven to meet convergent validity because they are valued between 0.7 to 0.9 so that the constructs for all variables after feminizing items KK1, PB1, PB13, PB16, PB21, and PB23.

**Table 1. AVE Value**

Variabel	Average Variance Extracted (AVE)
Prosocial Behavior	0.649
Mindfulness	0.674
Kepuasan Kerja	0.705

Sources: SmartPLS4

Based on the table above, it can be seen that the Average Variance Extracted (AVE) value of each variable ranges above 0.5, for the Prosocial behavior variable (Y) the AVE value is 0.649, the mindfulness variable (X) is 0.674 and the job satisfaction variable (M) is 0.705. This proves that all variables meet the requirements of convergent validity.

#### b. Reliability Test

The reliability test is used to measure the consistency of respondents in answering question items in the questionnaire. Reliability shows the accuracy and accuracy of a measuring instrument. The following are the results of composite reliability from the SmartPLS output.

**Table 2. Reliability Test**

	Composite reliability (rho a)	Cronbach's alpha
KK	0,859	0,860
MF	0,887	0,877
PB	0,968	0,966

Sources: SmartPLS4

The table shows that the value of composite reliability and Cronbach's alpha for all constructs is above 0.7, so it can be concluded that all constructs in the estimated model are reliable or meet the criteria.

### c. Inner Model Test

In the value of the model using SmartPLS, it starts by looking at the R-Square for each endogenous latent variable. This is done to see how much one variable affects another. The following are the results of the R-Square estimation using SmartPLS.

**Table 3. Inner Model Test**

	R-square
Kepuasan Kerja	0.197
Prosocial Behavior	0.500

*Sources: SmartPLS4*

The R-Square value of the Prosocial behavior variable (Y) is 0.500. From this data it can be concluded that the prosocial behavior variable (Y) can be explained by mindfulness (X) and job satisfaction (M) by 50% and the remaining 50% is explained by other variables outside the study. The R-Square value of the job satisfaction variable (M) is 0.197. From these data it can be concluded that the job satisfaction variable (M) can be explained by the mindfulness variable (X) by 19.7% and the remaining 80.3% is explained by other variables outside this study.

### d. Hypotesist Test

Hypothesis testing is done by comparing the Ttable value with the T-statistics value generated from the bootstrapping test results in Smart-PLS.

**Table 4. Hypotesist Test**

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics ( O/STDEV )	P values
<b>MF -&gt; PB</b>	0.423	0.424	0.076	5.590	0.000
<b>MF -&gt; KK</b>	0.444	0.448	0.069	6.431	0.000
<b>KK -&gt; PB</b>	0.409	0.410	0.067	6.142	0.000
<b>MF -&gt; KK -&gt; PB</b>	0.181	0.183	0.040	4.510	0.000

*Sources: SmartPLS4*

- 1) The results of testing the first hypothesis show that the relationship between mindfulness variables and prosocial behavior shows a path coefficient of 0.423 with a T-statistics value of 5.590 which is greater than 1.96. So, hypothesis 1 shows that there is a positive and significant influence between mindfulness on prosocial behavior.
- 2) The results of testing the second hypothesis show that the relationship between mindfulness variables and job satisfaction shows a path coefficient of 0.444 with a T-statistics value of 6.431 which is greater than 1.96. So, hypothesis 2 shows that there is a positive and significant influence between mindfulness and job satisfaction.
- 3) The results of testing the third hypothesis show that the relationship between job satisfaction variables and prosocial behavior shows a path coefficient of 0.409 with a T-statistics value of 6.142 which is greater than 1.96. So, hypothesis 3 shows a positive and significant influence between job satisfaction on prosocial behavior.
- 4) The results of testing the fourth hypothesis show that the relationship between mindfulness variables and prosocial behavior mediated by job satisfaction shows a path coefficient of 0.181 with a T-statistics value of 4.510 which is greater than 1.96. So, hypothesis 4 shows that job satisfaction mediates the relationship between mindfulness and prosocial behavior.

## 2. Discussion

Based on hypothesis 1 testing, it can be concluded that mindfulness affects the prosocial behavior of independent workers in Padang City and Bukittinggi City. This result is relevant to research conducted by Chen and Jordan (2020) which states that mindfulness has a positive and significant effect on prosocial behavior. Someone who has high mindfulness, then the prosocial behavior of the independent worker will also be high. Zivnuska et al. (2016) explained that an independent worker can be said to be mindful at work if they are able to focus on work by overcoming distracting thoughts or the environment that disturbs them at work. With a state of mindfulness at work, individuals are less likely to commit interpersonal deviance or deviance towards others (Robinson & Krishnakumar, 2022) Mindfulness is a positive condition in which an individual is full of awareness of their thoughts without coercion from themselves and demands from others. With this condition, they are able to fulfill their basic psychological needs, namely autonomy, which is the need for individuals to feel in control of themselves which is then continued by prosocial behavior, which will also make them directly able to fulfill other basic psychological needs, namely relatedness or the need to connect with others (Ryan, 2017).

Based on hypothesis 2 testing, it can be concluded that mindfulness has a positive and significant effect on job satisfaction. This is supported by the research of Bolm et al. (2022) which also noted that mindfulness has a positive and significant effect on job satisfaction. The study explains that someone with a state of mindfulness in the workplace will help them manage work stress which is often the cause of low job satisfaction. Pang & Ruch's (2019) research also noted that someone with mindfulness in the workplace will be able to improve their psychological well-being, one of which is job satisfaction. Job satisfaction can be seen if a person feels energized, feels comfortable and considers their work enjoyable (Sinval & Marôco, 2020), can be achieved if they can deal with pressures in the workplace, so a worker is expected to always have a state of mindfulness in order to deal with these pressures (Kamarudin & Arif, 2024).

Based on testing hypothesis 3, it can be concluded that job satisfaction significantly influences prosocial behavior. Cuesta-Valiño et al. (2024) also said that a person's job satisfaction is an important factor in increasing a person's concern for others, which is called prosocial behavior. Jung et al. (2023) also concluded that someone who feels that their work benefits others will tend to engage in prosocial behavior. Job satisfaction can be measured if someone feels happy with their job, feels excited to work and comfortable in doing the job (Sinval & Marôco, 2020), in the end they will need a feeling that they need to connect with others (Ryan, 2017), and by behaving prosocially they will be able to fulfill those needs. So, it can be concluded that if an independent worker has high job satisfaction, they will be able to behave prosocially towards their environment without any coercion or demands from others.

Based on the testing of hypothesis 4, it can be concluded that job satisfaction mediates the effect of mindfulness on prosocial behavior. This study is in line with Kil et al. (2021) which shows that mindfulness affects prosocial behavior not only directly, but also through mediators such as job satisfaction. Robinson & Krishnakumar's (2022) study noted that someone who is mindful at work tends not to feel negative effects in their work, but they will be able not to commit deviations in their workplace. Someone with high mindfulness at work will feel comfortable, feel enthusiastic about working so that it will increase their job satisfaction (Hülshager et al., 2013). Independent workers who are confident in their ability to focus their minds on the work they are currently doing will be more enthusiastic and comfortable with their work. Ultimately, satisfaction with the job can be a catalyst between mindfulness at work and prosocial behavior to behave prosocially. This finding is also reinforced by self-determination theory (Ryan, 2017) which states that the basic psychological needs of individuals are competence, namely the need for an individual to be able to achieve desired results despite challenges and culminating in relatedness, namely an individual feels the need to connect with others.

## CONCLUSION

Based on the results of the study "The effect of mindfulness on prosocial behavior in independent workers mediated by job satisfaction", it can be concluded that a person needs a mindful condition at work. This is because with mindfulness, a person can overcome the challenges that exist at work, thereby increasing their satisfaction with their work. However, on the other hand a worker must also pay attention to their social environment so that a safe, comfortable and prosperous environment is always created. This can be called prosocial behavior, namely, positive individual behavior voluntarily based on the individual's desire to help others and other social environments. The results of this study demonstrate that mindfulness is a factor influencing prosocial behavior, mediated by job satisfaction.

As for the limitations of this study, the researcher only focused on one type of independent worker, namely online motorcycle taxi riders in Padang City and Bukittinggi City. The researcher suggests that future researchers can research other objects or larger populations.

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