Well-being in Generation Z: Antecedent and Consequences

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Abstract: - Generation Z (Gen Z) occupies 20% of the workforce so it can be said that Gen Z will dominate the workforce in a short time. Due to the characteristics of the environment and Gen Z, Gen Z is more prone to experiencing a decline in well-being so the problem of well-being in Gen Z must be handled properly. Therefore, the purpose of this study was to evaluate Gen Z's assessment, the factors that influence Gen Z, and the consequences that Gen Z will face. This study used a qualitative method using questionnaires and interviews. Respondents from this study amounted to 25 people from Generation Z in Indonesia. This study concludes that Gen Z's Well-being score is still quite low and this score is influenced by several internal factors such as self-confidence and lifestyle, besides that there are also external factors such as family, work, and the presence of COVID-19.

Key-Words: - Generation Z, Characteristic of generation Z, well-being, Positive Psychology, Workforce, Self-confidence, Lifestyle, Environment

1 Introduction

Generation Z (Gen Z) are people who were born between 1993 and 2005, [1]. Currently, Gen Z is the majority of Indonesia's population occupying 27.94% of the total population based on the 2020 census results of the Central Statistics Agency. [2], said that in 2020 Gen Z occupied 20% of the workforce. So, it can be said that Gen Z will dominate the workforce in a short time.

Generation Z was born and raised with technology, so they have a strong connection with digital life in one way or another in their daily lives. Therefore, they engage in technology-based interactions, [3].

In addition to being born and growing along with the rapid development of technology, Gen Z was also born when the world was in unfavorable conditions. The prolonged economic recession since 1998, [1]. The world is facing environmental problems with Climate Change that must be addressed immediately, [4]. COVID-19, which caused more than 32 million cases and more than 500,000 deaths nationally, [5] and which lasted long enough, was also experienced by Gen Z.

This unfavorable situation affects the characteristics of Gen Z. Because they experience uncertainty, Gen Z tends to be pessimistic, [6].

Due to the environment and characteristics of Gen Z, Gen Z is more vulnerable to experiencing a decline in well-being. According to a 2019 study published in the Journal of Abnormal Psychology, [7], between 2009 and 2017 depression rates increased by more than 47% among adolescents aged 12-13, 60% among adolescents aged 14-17, 46% among young adults aged 18-21.

Well-being issues in Gen Z must be addressed properly. A study shows employee mental health is directly related to creativity and innovation in the workplace. Employee mental health and well-being improve productivity, performance, and retention, and reduce costs associated with lost talent and potential, [8]. Therefore, this research wants to explore further qualitative research on the well-being of Gen Z in Indonesia.

2 Problem Formulation

2.1 Research Design

According to, [9], research design is a blueprint or plan for data collection, measurement, and analysis, which is made to answer a research question. The research strategy will help to fulfill the research objectives and to answer the

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study's research questions. For the method of the research "Well-being in Gen Z: Antecedents and Consequences" the researcher used a qualitative approach. Qualitative methods are research that intends to collect and analyze data in the form of numbers that are generally obtained through structured questions.

In this study, the data collection technique (time horizon) used was cross-sectional studies. The cross-sectional studies technique is a study that can be done where data is collected once, perhaps over several days weeks, or months, to answer research questions, [9].

2.2 Determination of Population and Sample

2.2.1 Population
According to, [9], population refers to the entire group of people, events, or interesting things that researchers want to investigate. In conducting research, researchers took Gen Z in Indonesia as the object of research. Based on data from the Central Statistics Agency (BPS), the results of the 2020 population census recorded that the majority of Indonesia's population is dominated by Generation Z as much as 27.94 percent of the total population in Indonesia.

2.2.2 Sample
A sample is a portion of the population. It consists of some members selected from it. In other words, some, but not all, elements of the population make up the sample, [9]. If the population is large-scale, then studying the entire population cannot be done due to limited human resources, and time. Therefore, research is conducted using a sample that is representative of the population. For qualitative research, there is no set minimum sample size limit. However, generally, qualitative research uses a relatively small sample size, [10]. Therefore, the researcher set 25 respondents as the interview sample

2.3 Sampling Technique
This study uses the convenience sampling method because the data collected by researchers comes from individuals in the population who are easy to reach and willing to participate as respondents.

2.4 Types and Sources of Data

2.4.1 Primary Data
The primary data used in this study are the results of questionnaires distributed to informants through Google Forms regarding Subjective Well Being (SWB) and also the results of interviews conducted virtually through ZOOM Video Meetings and in-person meetings and then recorded directly through the application after asking permission from the informant. The data that has been collected will later be analyzed to find solutions and answers to the phenomena currently being investigated.

2.4.2 Data Source
In this study, researchers used interviews as a reference for the data sources to be used. An interview is a guided and purposeful conversation between two or more people, [9]. In addition, the interviews conducted are included in the Structured Interview, where interviews are conducted when it is known from the beginning what information is needed, [9]. The content of a structured interview is also pre-prepared and consists of an introduction, where the interviewer introduces himself, the purpose of the interview, guarantees confidentiality, asks permission to record the interview; a series of topics (in the form of questions) in a logical order; suggestions for probing questions, i.e., follow-up questions used when the first answer is unclear or incomplete, the interviewer does not fully understand the answer, or in other cases where the interviewer needs more specific or in-depth information. In addition, there was a questionnaire containing Subjective Well Being (SWB) given during the interview. The purpose of this questionnaire is a compare the interview results to see whether the interviewee's assessment when filling out the questionnaire and the interviewee's assessment directly match or not. The questionnaire contains the value of the interviewee's feelings in accordance with Subjective Well-Being (SWB).

2.5 Data Collection Method
For this research, data collection will be done through conducting interviews with a portion of Generation Z in Indonesia. The interview will consist of four parts, starting with Informed consent which contains a brief explanation of our academic research that will not be published and guarantees data confidentiality. Respondents will then be asked to give their consent to take part in the interview. The second section is participant screening, where only respondents who meet the research criteria will participate in the interview. The third section contains the respondent's demographic information, such as initials, status, and so on. The last section will contain questions related to the influence of Well Being on Gen Z.

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2.6 Data Analysis Method

To process the data in this study, researchers used specialized software to process data and information with qualitative methods. The data analysis technique used is using QSR NVivo software. The use of the software assists researchers in performing data entry, coding processes, text searches, memo management, data retrieval, working with multiple attributes and variables, building models, and presenting data in matrix form as part of Data Display. In addition, this software also facilitates the production of research reports.

The software reduces a large number of manual tasks and gives researchers more time to find trends, recognize themes, and draw conclusions. In analyzing the data, researchers used Content Analysis. According to,gg [9], Content Analysis is an observational research method used to systematically evaluate the symbolic content of all recorded forms of communication. The Content Analysis method allows researchers to analyze (large amounts of) textual information and systematically identify its properties, such as the presence of certain words, concepts, characters, themes, or sentences.

3 Problem Solution

3.1 Demographics

In this study, 25 respondents were interviewed. The respondents in this study are Generation Z in Indonesia. The profile of the sample in this study such as year of birth, place of residence, status, length of service, workload score, born as, type of person, number of friends, and length of screening time.
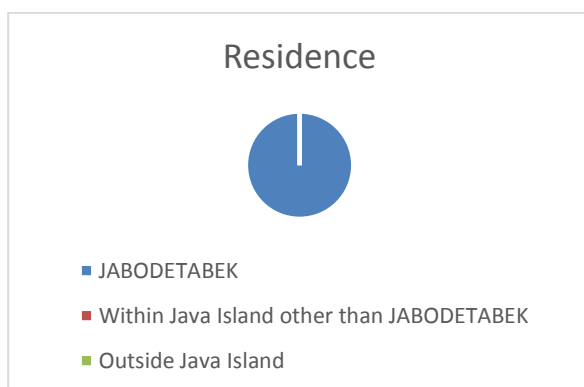

Fig. 1: Residence Demographic

On Figure 1, there are 25 respondents living in the Jabodetabek area with a total of 100%.
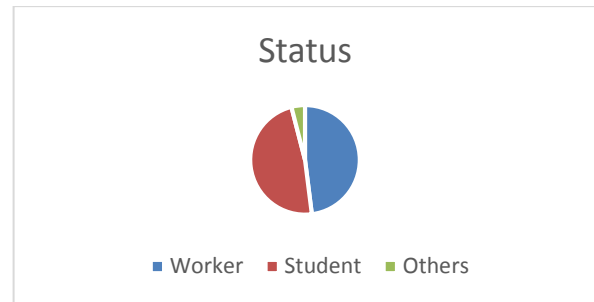

Fig. 2: Status Demographic

Based on Figure 2, 12 respondents with 48% were workers, 12 respondents with 48% were students, and 1 respondent with 4% was other.
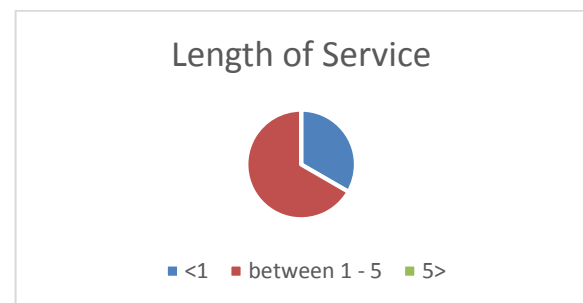

Fig. 3: Length of Service Demographic

Based on Figure 3, 4 respondents 33% worked for less than 1 year. Then as many as 8 respondents with 67% worked 1 to 5 years. Then as many as 0 respondents with a total of 0% worked more than 5 years. So, it can be concluded that the length of work is dominated by working 1 to 5 years.

Fig. 4: Workload Score
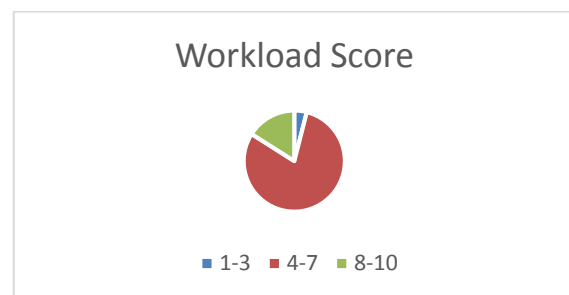
Based on Figure 4, 1 respondent with a total of 4% is a respondent who has a workload score of 1 - 3. Then as many as 20 respondents with a total of 80% were respondents who had a workload score of 4 - 7. Then as many as 4 respondents with a total of 16% were respondents who had a workload score of 8 - 10. So, it can be concluded that the workload score is dominated by scores 4 - 7.

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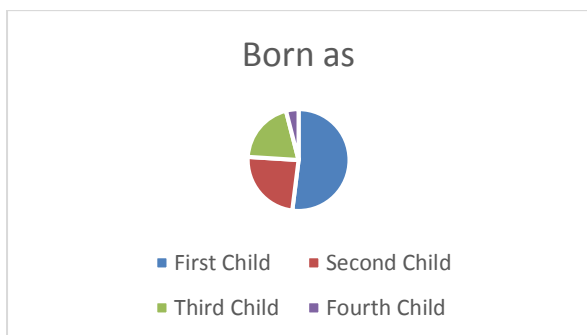Clara Vanessa Putri, Claurendio Harijono,
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Fig. 5: Born as

Based on Figure 5, 13 respondents with a total of 52% were respondents who were the first child. Then as many as 6 respondents 24% were respondents who were the second child. Then as many as 5 respondents with 20% being respondents who were the third child. Then as many as 1 respondent with 4% is the fourth child. So, it can be concluded that the first child is dominated by the first child.
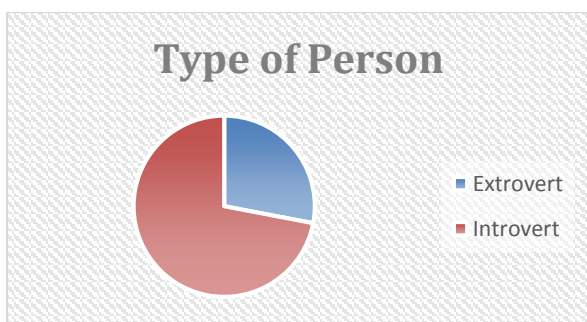

Fig. 6: Type of Person

Based on Figure 6, 7 respondents 28% are extroverts. Then as many as 18 respondents 72% were introverted. So, it can be seen that the type of person is dominated by the introverted type.
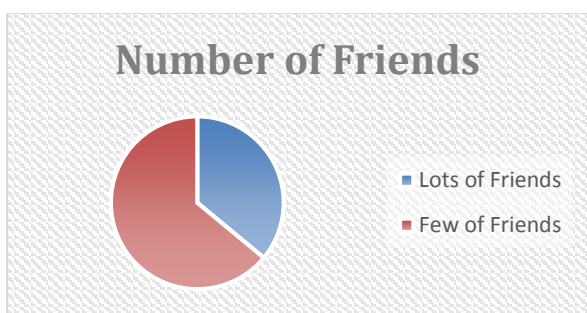

Fig. 7: Number of Friends

Based on Figure 7, 9 respondents 36% have many friends. Then as many as 16 respondents 64% have few friends. So, it can be seen that the number of friends is dominated by a small number of friends.
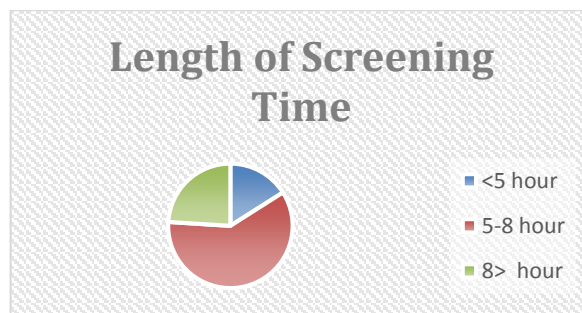
Fig. 8: Length of Screening Time

Based on Figure 8, 4 respondents with a total of 16% did screening time less than 5 hours. Then as many as 15 respondents with a total of 60% did a screening time of 5 to 8 hours. Then as many as 6 respondents with a total of 24% did screening time more than 8 hours. So, it can be seen that the length of screening time is dominated by 5 to 8 hours.

3.2 Gen Z's Assessment of Their Well-Being

The definition of well-being generally refers to "an individual's level of happiness and satisfaction with his or her life, career, and physical and mental health". Well-being, as a positive emotional characteristic, broadly refers to the presence of favorable emotions such as joy, contentment, and happiness. Based on the interview results, on a scale of 1 to 6, the respondents gave an average score of 4 for their well-being. While on the Subjective Well-Being (SWB) questionnaire that has been collected on a scale of 1 to 6, they rate a score of 4. From these results, two conclusions can be drawn. The first is that the respondents' assessment based on their own assessment and the assessment based on the SWB inventory, turned out to give the same results. This means that respondents are able to assess their level of well-being. The second conclusion is that Gen Z's level of well-being is still not good because they only give a score of 4 out of a maximum score of 6.

Fig. 9: Word Cloud Assessment on Self Well Being

Based on Figure 9 from the Word Frequency Query of NVivo 12 software from the question of why they assess well-being with the score they mentioned, the word "happy" is the word with the most frequency appearing, which is 4.06% of all research sources. This was followed by the words "alive" and "mental" at 3.32% and 2.95% of all sources. Therefore, it can be concluded that most respondents considered the words "happy", "alive", and "mental" as the assessment they felt toward well-being for themselves. In addition, there are words suffice, get, need, work, family, physical, goals, problems, taste, feel, pressure, primary, fulfill, health, stable, friends, balance, have, and take are mentioned by respondents when assessing themselves regarding well-being.

3.3 Factors that Can Affect Gen Z's Level of Well-Being

The level of well-being can be influenced by certain factors. These factors are divided into 2 forms, namely external and internal factors. Based on the interview results, there are 20 external factors that can improve their well-being, namely environment, family, work, friends, parents, sports, social support, sharing, traveling, playing games, watching movies, buying goods, traveling, seeing the scenery, listening to the sound of rain, supportive environment, financial stability, concerts, activities, and time. As for internal factors, there are 17 points, including expectations, hobbies, gratitude, self-esteem, personality, abilities, motivation, self-introspection, self-development, reflection, lifestyle, time, health, rest, work-life balance, self-reward, and purpose in life.
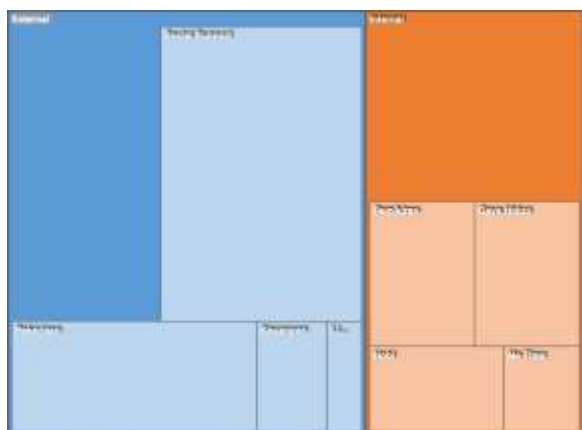
Fig. 10: Hierarchical Diagram of Factors Affecting the Level of Well Being

Based on Figure 10 above, it can be seen that external factors are more dominant than internal factors. In external factors, social support factors have a major influence in increasing or decreasing Gen Z's level of well-being. This can be seen from one of the respondents' answers who said "The factor is social support such as support from friends or parents. Why, because with them I can share the anxiety I have. Who knows, by sharing with them, they can provide a solution or not just win me over".

As for internal factors, lifestyle is the most dominant factor. This can be seen from one of the respondents' answers who said "a regular lifestyle and eating and getting enough sleep, because it really feels if for example, the lifestyle is messy like sleeping at dawn staying up late and then eating sober and not healthy and nutritious. Then when there is no movement, no exercise, it's like I often get sick and fall down".

3.4 What Consequences Will Be Faced If Well-Being is Not Addressed

Fig. 11: If the Level of Well-Being is Good What Impact is Felt

Based on Figure 11 of the Word Frequency Query NVivo 12 software from the question if the level of well-being is good and what impact is felt, the word "good" is the word with the most frequency that appears, namely 13.66% of all research data sources. Then followed by the words "productive" and "creative" which amounted to 6.61% and 2.64% of all research data sources. Therefore, it can be concluded that most respondents think the word "good" for the impact felt when their level of well-being is good. Other words that are often mentioned by respondents are stability, satisfaction, fit, calm, hyperactive, performance, happy, healthy, comfortable, trust, quality, performance, mood, focus, positive, maximum, and smooth.

Fig. 12: If the Well-Being Level is Poor What Impact is Felt

Based on Figure 12 of the Word Frequency Query NVivo 12 software from the question of the level of well-being is bad and what impact is felt, the word "lazy" is the word with the most frequency that appears, namely 4.49% of all research data sources. Then followed by the words "angry" and "bad" which amounted to 3.93% and 3.37% of all research data sources. Therefore, it can be concluded that most respondents think the word "lazy" for the impact felt when their level of well-being is poor. Other words that are often mentioned by respondents are stress, delay, negative, burden, demotivation, depression, ugly, overthinking, insomnia, underperforms, anxiety, sad, disappointed, anxious, heavy, health, pressure, burnout, bete, disturbance, and decline. These words are things that Gen Z feels when their well-being is bad.

Fig. 13: What to Do to Overcome Poor Well-Being Levels

Based on Figure 13 from the Word Frequency Query of NVivo 12 software from the question of what is done to overcome the poor level of well-being, the word "consultation" is the word with the most frequency that appears, which is 5.59% of all research data sources. Then followed by the words "expert" and "friend" which amounted to 3.95% and 3.29% of all research data sources. Therefore, it can be concluded that most respondents think that the word "consultation" to overcome their poor level of well-being. In addition, there are other words such as calming, advice, reference, motivating, traveling, best friend, professional, weekend, psychologist, spiritual, contemplate, overcome, information, story, family, solution, play, confide, game, rest, chat, watch, psychologist, hobby, and sport are things that Gen Z do to overcome their poor level of well-being.

4 Conclusion

From the results of thesis research with the title "Well-being in Gen Z: Antecedents and Consequences," the conclusions are:

1. Gen Z's assessment of their well-being can be said that most Gen Z understand the meaning of well-being. This is evidenced by their Well-being score which is still quite low with an average score of 4.
2. Generation Z says that their level of well-being is important because it is influenced by several factors. Factors that can affect Gen Z's level of well-being are divided into 2 forms, namely external factors (e.g. family, social support, work) and internal (e.g. self-confidence, lifestyle).
3. The impact of well-being is on productivity, performance, motivation, and mood. Generation Z is more likely to consult or tell stories to friends or family because they feel more comfortable telling stories.
4. The impact of COVID-19 on Generation Z's well-being is that their level of well-being decreases because they feel confined and unable to socialize due to social distancing, and PSBB.

Fig. 14: During Covid the level of Well-Being Increases or Decreases

Based on Figure 14 of the Word Frequency Query NVivo 12 software from the question of when COVID level of well-being increases or decreases, the word "decrease" is the word with the most frequency that appears, namely 5.10% of all research data sources. Then followed by the words "time" and "college" which amounted to 4.31% and 3.53% of all research data sources. Therefore, it can be concluded that most respondents thought the word "decreased" for the level of well-being at the time of COVID-19. In addition, there are also other words such as increasing, at home, online, college, friends, china, limited, routine, bored, watching, tasks, burden, regulation, introvert, psbb, language, health, frustration, illness, Korea, moving, work, fear, work, distancing, worry, pandemic, mental, physical, interaction, activity, learning, environment, alone, stress, scholarship, salary, rest, and internship which are reasons for increasing or decreasing the level of Gen Z Well-Being.

Fig 15: Activities Performed to Improve Well-Being during Covid

Based on Figure 15 of the Word Frequency Query NVivo 12 software from the question of

activities carried out to improve well-being during COVID-19, the word "exercise" is the word with the most frequency that appears, namely 6.67% of all research data sources. Then followed by the words "study" and "game" which amounted to 3.53% and 2.35% of all research data sources. Therefore, it can be concluded that most respondents think the word "exercise" is the main activity they do to improve their Well-Being during COVID-19. In addition, there are also words such as telephone, reading, watching drama, TikTok, ngegym, reading, futsal, discord, church, at home, Instagram, studying, jogging, books, badminton, introspection, designing, language, music, healing, songs, Netflix, working, youtube, Korea, knitting, halodoc, maintaining, lecture, cooking, business, gojek, organization, mall, hobby, WhatsApp, eating, resting, chat, courses, grab, playing and committee as activities they do to improve their Well-Being during Covid.

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Contribution of Individual Authors to the Creation of a Scientific Article (Ghostwriting Policy)

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Conflict of Interest

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