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THE EFFECTS OF PERCEIVED ORGANIZATIONAL SUPPORT (POS) AND RESILIENCE ON WORK STRESS AMONG INDONESIAN MIGRANT WORKERS (PMI) EMPLOYED AS LIVE-IN CAREGIVERS

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Abstract

Work-related stress is a common issue among Indonesian Migrant Workers (IMWs) employed as live-in caregivers in Taiwan due to high job demands, elderly care responsibilities, limited rest, and separation from family. This study examines the levels of perceived organizational support (POS), resilience, and work-related stress, as well as the influence of POS and resilience on work-related stress. A quantitative correlational approach was employed involving 250 live-in caregiver IMWs selected through purposive sampling. Data were collected using the Survey of Perceived Organizational Support (SPOS-8), the adapted 22-item Connor-Davidson Resilience Scale (CD-RISC), and a work-related stress scale. Data were analyzed using descriptive statistics and multiple linear regression with IBM SPSS Statistics. The results indicate moderate POS and work-related stress, alongside high resilience. POS significantly negatively affects work-related stress, while resilience also has a significant effect. Together, both variables explain 29.4% of the variance in work-related stress (R^2 = 0.294), with 70.6% attributed to other factors. These findings highlight the importance of organizational support in reducing work-related stress. High resilience does not necessarily indicate low stress but may reflect the ability to adapt to continuous job demands. Organizational support and a supportive work environment are essential for protecting migrant caregivers' psychological well-being.

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1. INTRODUCTION

The increasing elderly population in many countries has contributed to a growing demand for workers in the elderly care sector, including long-term care personnel. Limited domestic labor supply has led several countries to rely on migrant workers to meet the demand for such services (WHO, 2020; Ministry of the Interior, 2025). Despite their important role in elderly care systems, migrant workers employed as caregivers face various challenges, including high workloads, emotional pressure, language and cultural barriers, and limited social support, all of which may increase the risk of occupational stress (International Organization for Migration, 2022; Lee et al., 2022).

These issues are particularly relevant to Indonesian Migrant Workers (PMI) employed as live-in caregivers in Taiwan. According to data from the Taiwan Ministry of Labor (2026), by the end of May 2026 there were 204,882 migrant workers in the family nursing/live-in caregiver category, of whom 175,351 were from Indonesia. Health screening conducted by the Faculty of Nursing, Universitas Indonesia, in May 2026 also showed that 88.9% of 126 PMI participants screened for depression

experienced depressive symptoms at varying levels, while only 23.6% of 130 participants screened for anxiety showed no symptoms of anxiety.

In addition, 55.3% of participants worked more than 10 hours per day and nearly 60% worked seven days a week (Focus Taiwan/CNA & Faculty of Nursing, Universitas Indonesia, 2026). These findings indicate the importance of greater attention to the psychological well-being of Indonesian migrant workers, particularly those employed as live-in caregivers.

The live-in work arrangement presents distinct challenges because workers reside with their employers or care recipients' families, making the boundaries between personal life and work less clearly defined (Munkejord, Ness, & Gao, 2021). According to the Transactional Model of Stress and Coping (Lazarus, 1984), stress arises when individuals perceive that environmental demands exceed the resources available to cope with those demands. In this context, Perceived Organizational Support (POS) and resilience may serve as factors that help workers manage occupational pressures.

POS refers to employees' perceptions of the extent to which an organization values their contributions and cares about their well-being (Eisenberger et al., 2016). Organizational support may function as an external resource that helps workers cope with job demands and is associated with the level of stress they experience (Shi et al., 2024). Meanwhile, resilience refers to an individual's ability to adapt positively and recover from adversity (Connor & Davidson, 2003). Resilience may also serve as a protective factor against the negative effects of caregiving burden and psychological pressure (Ong et al., 2018).

Although studies on POS, resilience, and occupational stress have been conducted across various worker populations, research specifically examining the effects of these two factors on occupational stress among female Indonesian migrant workers employed as live-in caregivers in Taiwan remains limited. The demanding characteristics of the work, including intensive caregiving responsibilities, living with employers, and adapting to different social and cultural environments, make this group particularly important to investigate.

Therefore, this study aims to identify the levels of POS, resilience, and occupational stress, as well as to analyze the effects of POS and resilience, both partially and simultaneously, on occupational stress among female Indonesian migrant workers employed as live-in caregivers in Taiwan. This research is expected to enrich the literature in industrial and organizational psychology and provide a basis for developing organizational support and resilience-strengthening initiatives to improve the psychological well-being of migrant workers.

2. RESEARCH METHOD

This study employed a quantitative approach with an explanatory design and a cross-sectional method to analyze the effects of Perceived Organizational Support (POS) and resilience on occupational stress among female Indonesian Migrant Workers (PMI) employed as live-in caregivers in Taiwan. The sample was selected using purposive sampling with the following criteria: female Indonesian migrant workers employed as elderly live-in caregivers, having worked in Taiwan for at least six months, being able to understand Indonesian, and being willing to participate in the study. The targeted sample size ranged from 250 to 300 respondents.

Data were collected through an online questionnaire distributed via Google Forms and consisted of three instruments. POS was measured using the eight-item version of the Survey of Perceived Organizational Support (SPOS) developed by Eisenberger et al. (1986). Resilience was measured using the Connor-Davidson Resilience Scale (CD-RISC), whose psychometric properties were re-examined by Velickovic et al. (2020a), demonstrating good validity and reliability for the 22-item version. Occupational stress was measured using the Job Stress Scale (JSS) developed by Parker and DeCotiis (1983), which consists of 13 items across two dimensions, namely Time Stress and Job Anxiety. All instruments used a five-point Likert scale. The suitability of the instruments for the research context was evaluated through expert judgment.

Data collection was conducted online through Indonesian migrant worker communities and networks in Taiwan, with participants also assisting in disseminating the questionnaire to other eligible respondents. Data were analyzed using IBM SPSS. The analysis included descriptive statistics to identify the levels of POS, resilience, and occupational stress, as well as multiple linear regression to examine the partial and simultaneous effects of POS and resilience on occupational stress. The statistical procedures included regression assumption tests, t-tests, F-tests, and the coefficient of determination (R^2).

The study applied the principles of informed consent, voluntary participation, anonymity, and data confidentiality. Respondents had the right to refuse or withdraw from participation without any consequences for their employment or relationship with their agency. The data were used solely for academic purposes and were not shared with employers or any unrelated third parties.

3. RESULT AND ANALYSIS

This study involved 250 female Indonesian migrant workers employed as live-in caregivers in Taiwan. Based on demographic characteristics, the majority of respondents were aged 25–35 years (40.4%), had completed senior high school or vocational high school education (70.0%), had worked in Taiwan for more than six years (42.8%), had lived with their employers for more than three years (66.4%), and were divorced (38.4%). The descriptive analysis showed that Perceived Organizational Support (POS) had a mean score of 20.32 (SD = 4.80), resilience had a mean score of 94.20 (SD = 10.09), and occupational stress had a mean score of 45.26 (SD = 6.72).

Based on score categorization, the majority of respondents had moderate POS (90.8%), high resilience (96.4%), and moderate occupational stress (78.4%). A total of 15.2% of respondents experienced high occupational stress, while 6.4% were classified as having low occupational stress. These findings indicate that although most respondents demonstrated high levels of resilience, the majority continued to experience occupational stress at a moderate level.

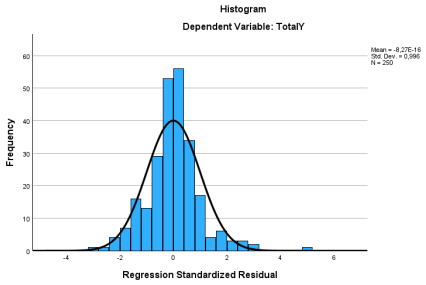
Table. Descriptive Statistics

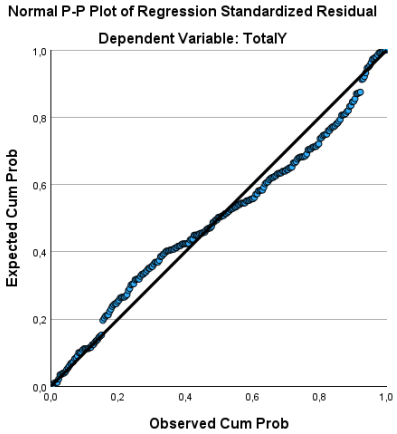
	N	Minimum	Maximum	Mean	Std.Deviation
*POS*_R	250	10	38	20,3240	4,79573
Resiliensi	250	23	110	94,20	10,085
Stres Kerja	250	23	65	45,26	6,721
Valid N (listwise)	250				

Table. Categorization of Research Variable Levels

Variable	Category	Score Range	Empirical Mean	Mean Category
Perceived Organizational Support (POS)	Low	≤ 18	20.32	**Moderate**
	Moderate	19–29		
	High	≥ 30		
Resilience	Low	≤ 51	94.20	**High**
	Moderate	52–80		
	High	≥ 81		
Occupational Stress	Low	≤ 34	45.26	**Moderate**
	Moderate	35–51		
	High	≥ 52		

The normality test indicated that the residuals were not fully normally distributed based on the Kolmogorov–Smirnov test ($p < 0.001$). However, visual inspection of the histogram and the Normal P–P Plot showed a distribution pattern that was approximately normal.





One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			250
Normal Parameters[a,b]	Mean		,0000000
	Std. Deviation		5,64866799
Most Extreme Differences	Absolute		,078
	Positive		,078
	Negative		-,068
Test Statistic			,078
Asymp. Sig. (2-tailed)[c]			<,001
Monte Carlo Sig. (2-tailed)[d]	Sig.		<,001
	99% Confidence Interval	Lower Bound	,000
		Upper Bound	,001

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

The multicollinearity test indicated that there was no multicollinearity problem, as both independent variables had a Tolerance value of 1.00 and a Variance Inflation Factor (VIF) value of 1.00.

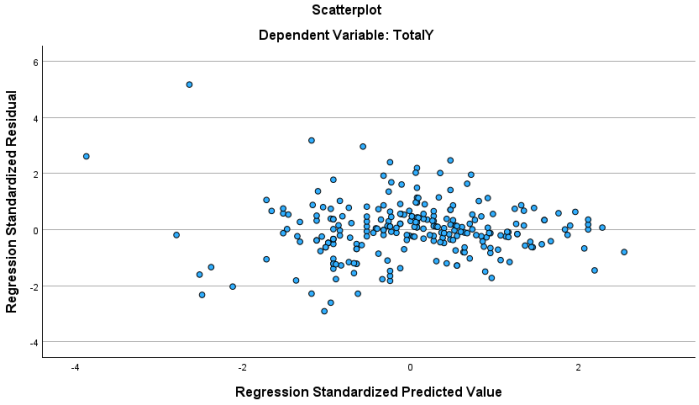
Table. Coefficients for the Multicollinearity Test

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.	Collinearity Statistics	
	B	Std. Error	Beta	t		Tolerance	VIF
(Constant)	49,480	3,679		13,448	<,001		
POS	-,726	,075	-,518	-9,691	<,001	1,000	1,000
Resiliensi	,112	,036	,168	3,141	,002	1,000	1,000

The heteroscedasticity test produced differing results between the statistical and visual methods. The Glejser test indicated the presence of heteroscedasticity in POS ($p < 0.001$), whereas the scatterplot did not show a clear pattern in the distribution of residuals. Therefore, the indication of heteroscedasticity should be taken into consideration in subsequent analyses.

Table. Results of the Glejser Test for Heteroscedasticity

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	T	
(Constant)	,615	2,444		,252	,802
POS	,263	,050	,318	5,273	<,001
Resiliensi	-,021	,024	-,052	-,867	,387



The linearity test showed that the relationship between POS and occupational stress exhibited a significant deviation from linearity ($p < 0.001$). In contrast, the relationship between resilience and occupational stress satisfied the linearity assumption, with a Deviation from Linearity significance value of 0.732 ($p > 0.05$). Therefore, the appropriateness of the regression model should be evaluated further before interpreting the hypothesis-testing results.

Table. ANOVA Results of the Linearity Test between Occupational Stress and POS

			Sum of Square	Df	Mean Square	F	Sig
Stres Kerja *POS	Between Group	(Combined)	5262,861	23	228,820	8,639	<,001
		Linearity	2986,228	1	2986,228	112,750	<,001
		Deviation from Linearity	2276,632	22	103,483	3,907	<,001
	Within Groups		5985,715	226	26,485		
	Total		11248,576	249			

Table. ANOVA Results of the Linearity Test between Occupational Stress and Resilience

			Sum of Square	Df	Mean Square	F	Sig
Stres Kerja *Resiliensi	Between Group	(Combined)	1564,147	35	44,690	,988	,495
		Linearity	282,647	1	282,647	6,246	,013
		Deviation from Linearity	1281,500	34	37,691	,833	,732
	Within Groups		9684,429	214	45,254		
	Total		11248,576	249			

The t-test results showed that POS had a negative and significant effect on occupational stress ($B = -0.726$; $t = -9.691$; $p < 0.001$). This indicates that the higher the organizational support perceived by Indonesian migrant live-in caregivers in Taiwan, the lower their level of occupational stress. Therefore, H_1a was accepted.

Resilience had a positive and significant effect on occupational stress ($B = 0.112$; $t = 3.141$; $p = 0.002$). This means that an increase in resilience scores was accompanied by an increase in occupational stress scores. Accordingly, the hypothesis predicting a negative effect of resilience was rejected. Based

on the standardized beta coefficients, POS (β = -0.518) had a more dominant effect than resilience (β = 0.168).

Table. Results of the t-Test

Model	Unstandardized B	Coefficients Std. Error	Standardized Coefficient Beta	T	Sig
(Constant)	49,480	3,679		13,448	<,001
POS	-,726	,075	-,518	-9,691	<,001
Resiliensi	,112	,036	,168	3,141	,002

The F-test results showed an F-value of 51.353 with a significance level of p < 0.001. This indicates that POS and resilience simultaneously had a significant effect on occupational stress among Indonesian migrant workers employed as live-in caregivers in Taiwan. Therefore, the major hypothesis was accepted.

Table. Results of the F-Test

Model	Sum of Square	Df	Mean Square	F	Sig
Regression	*3303,621*	*2*	*1651,810*	*51,353*	*<,001*[b]
Residual	*7944,955*	*247*	*32,166*		
Total	*11248,576*	*249*			

a. Dependent Variable: totally
b. Predictors: (Constant), Total_POS_R, TotalX2

The R value of 0.542 indicates a moderately strong relationship among POS, resilience, and occupational stress. The R^2 value of 0.294 indicates that the two independent variables explain 29.4% of the variance in occupational stress, while the remaining 70.6% is explained by other factors outside the model. The Adjusted R Square value of 0.288 indicates that, after adjustment, the model explains 28.8% of the variance in occupational stress.

Table. Results of the R Square Test

a. Model	R	R Square	Adjusted R Square	Std.Error of the Estimasi
1	,542[a]	,294	,288	5,671

The hypothesis testing results showed that the major hypothesis (H1) was accepted, indicating that POS and resilience simultaneously had a significant effect on occupational stress. The minor hypothesis (H1a) was also accepted, demonstrating that POS had a negative and significant effect on occupational stress. In contrast, the minor hypothesis (H1b) was rejected because the findings showed that resilience had a positive and significant effect on occupational stress. This means that higher resilience scores were associated with higher occupational stress scores among Indonesian migrant workers employed as live-in caregivers in Taiwan.

POS was categorized at a moderate level. This finding indicates that respondents perceived a certain degree of organizational support, although it had not yet reached an optimal level. According to Eisenberger et al. (1986), POS refers to employees' perceptions of the extent to which the organization values their contributions and cares about their well-being. In the context of Indonesian migrant live-in caregivers in Taiwan, limited communication with agencies and insufficient day-to-day assistance may influence perceptions of organizational support. Therefore, improvements in communication, recognition, and assistance from agencies are needed to strengthen perceived organizational support.

POS had a negative and significant effect on occupational stress (B = -0.726; p < 0.001). The higher the level of organizational support, the lower the level of occupational stress experienced by Indonesian migrant workers. This finding is consistent with Organizational Support Theory proposed by Eisenberger et al. (1986) and with the Job Demands–Resources (JD-R) framework. Support in the form of responsive communication, assistance in problem solving, information regarding workers' rights, and attention to employee well-being may reduce psychological pressure. Accordingly, strengthening agency support represents an important strategy for reducing occupational stress among Indonesian migrant workers.

Resilience was categorized at a high level. This indicates that respondents possessed a strong capacity to adapt to and endure occupational pressures. According to Connor and Davidson (2003), resilience refers to an individual's ability to cope with and recover from adversity. High resilience among respondents may be associated with work experience, adaptation to cultural and language differences, and motivation to improve family well-being. Resilience therefore represents an important psychological resource; however, high resilience does not necessarily imply the absence of occupational stress.

Resilience had a positive and significant effect on occupational stress (B = 0.112; p = 0.002). This result differs from the initial hypothesis, which predicted a negative effect. Although resilience generally helps individuals manage pressure, a high level of resilience does not always correspond to lower stress. Among Indonesian migrant live-in caregivers, high resilience may reflect the ability to endure continuously demanding working conditions. In other words, workers may remain functional and adaptive despite continuing to experience substantial psychological pressure.

Occupational stress was categorized at a moderate level. This indicates that respondents experienced pressure arising from job demands, although the level remained relatively manageable. According to Lazarus (1984), stress arises when environmental demands are perceived as exceeding an individual's capacity to cope with them. Elderly caregiving responsibilities, long working hours, cultural differences, and separation from family may constitute important sources of occupational stress. However, work experience and adaptive capacity may help workers cope with these pressures. This interpretation is consistent with the Job Demands–Resources (JD-R) theory, which explains that job and personal resources may buffer the negative effects of demanding working conditions.

POS and resilience jointly had a significant effect on occupational stress (F = 51.353; p < 0.001), explaining 29.4% of the variance in occupational stress. Within the JD-R framework, POS functions as a job resource, whereas resilience represents a personal resource. Together, these resources contribute to explaining occupational stress among Indonesian migrant workers who face demanding conditions such as elderly caregiving responsibilities, long working hours, cultural differences, and separation from family. Therefore, strengthening organizational support and enhancing adaptive capacity should be pursued simultaneously.

This study has several limitations. First, the cross-sectional design captures respondents' conditions at only one point in time and therefore cannot adequately explain temporal changes or establish causal relationships. Second, the use of self-administered questionnaires may introduce subjective response bias. Third, the respondents were limited to Indonesian migrant live-in caregivers in Taiwan; consequently, the generalizability of the findings should be interpreted cautiously. In addition, although most respondents had more than six years of work experience, differences in POS, resilience, and occupational stress according to length of employment were not examined.

This study also focused exclusively on POS and resilience. Therefore, other factors such as workload, social support, and work–family conflict should be investigated in future research. The research instruments also require further psychometric evaluation to ensure their suitability for the specific characteristics of this population. Future studies are therefore recommended to employ longitudinal designs, expand the scope of respondents, conduct more comprehensive instrument validation, and incorporate additional individual and workplace factors in order to develop a more comprehensive understanding of occupational stress among Indonesian migrant workers employed as live-in caregivers.

4. CONCLUSION

The findings of this study indicate that Perceived Organizational Support (POS) among Indonesian migrant workers employed as live-in caregivers in Taiwan was at a moderate level, resilience was high, and occupational stress was moderate. POS had a negative and significant effect on occupational stress, whereas resilience had a positive and significant effect. Simultaneously, POS and

resilience significantly influenced occupational stress, explaining 29.4% of the variance, while the remaining 70.6% was accounted for by other factors outside the scope of this study.

Organizations or employment agencies are expected to strengthen support through improved communication, continuous assistance, and greater attention to workers' well-being. Employers should also create a more supportive working environment by considering workload management and adequate rest periods. Meanwhile, Indonesian migrant workers are encouraged to continue developing stress-management skills and to make effective use of available social support. Government institutions and other relevant agencies are also expected to strengthen worker protection and provide accessible psychological support services for Indonesian migrant workers.

Future research is recommended to employ longitudinal designs, involve broader and more diverse respondent groups, and examine additional factors such as workload, social support, and work–family conflict. Further investigation is also needed to explain the positive relationship identified between resilience and occupational stress. In addition, qualitative methods, particularly in-depth interviews, could be incorporated to obtain a more comprehensive understanding of the psychological experiences of Indonesian migrant workers employed as live-in caregivers.

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