



## SEXUAL VIOLATION-BASED ANXIETY AND LEADERSHIP SOCIAL SUPPORT IN THE KARAOKE AND LOUNGE WAITRESSES IN SEMARANG CITY, INDONESIA

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### Abstract:

Sexual harassment of women is a case that happens from time to time. Women will experience fear, anxiety, concern for sexual harassment, especially women who work as waitress serving guests. Supervisor's social support is needed so that anxiety is not bad for waitress jobs. So the purpose of this study was to determine whether or not there is a relationship between leadership social support and anxiety about sexual harassment of maids in Semarang City. The population in this study was a female waitress totalling 42 people who worked in karaoke rooms and Semarang. This study uses a population study. The methods of data collection used were psychological scales: Anxiety Scale of the Sexual Harassment and Social Support Scale Tops. Anxiety Scale of the Sexual Harassment consists of 19 items ( $\alpha = 0.846$ ) and the Social Support Scale Tops 40 items ( $\alpha = 0.960$ ). Data analysis was conducted using simple regression analysis version. The results showed a correlation coefficient  $r_{xy} = -0.601$  with  $p = 0.000$  ( $p < 0.01$ ) which means that there is a significant negative the relationship between supervisors and social support on anxiety about sexual harassment of servants in the city of Semarang. The supervisor's social support gave an effective contribution of 36.2% to the fear of sexual harassment. A percentage of 63.8% is influenced by other factors.

**Keywords:** anxiety about sexual harassment, social support supervisor, waiters and karaoke lounge

### 1. Introduction

Waiters who work late into the night until the early hours such as waiters at the Karaoke and Lounge have a higher risk for sexual harassment. Whereas one of the tasks and

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responsibilities of waiters (especially in karaokes and lounges) that is vital is to provide direct service to guests and establish relationships with guests (Firman, 2011). Waiters should try to persuade guests to be impressed with the services provided (this can be done by speaking interesting and fun), so that the guests served will feel happy and satisfied (Fera, 2009, p.18).

These impacts include turnover, declining productivity and the emergence of obstacles in friendship or working alliances with male workers because women will avoid men who are known to be sexual harassers, as a result the organization has a total negative influence and ultimately the company's capability to provide services and services to the community also declined. Sexual harassment is a form of violence against women. As stated by Subhan (2004, p. 12), that acts of violence against women include sexual harassment such as touching, unwanted pokes, beatings, torture, and rape. Soeroso (2010, p.19) explains that forms of crime can be categorized as gender violence include sexual harassment.

Nadia (in Iswarati, 2005, p.221) explained that one of the examples of cases of violence against women was sexual harassment both physically and non-physically. Fakhri (2008, p.21) describes forms that can be categorized as sexual harassment including telling dirty vulgar jokes to someone in a way that is felt to be very offensive, hurting or embarrassing someone with dirty talk, interrogating someone about life or activities sexual or personal life, ask for sexual rewards in the context of promises to get work or to get promotions or other promises, and touch or nudge any part of the body without any interest or permission from the person concerned.

Health psychology studies how socially supportive relationships can reduce the effects of stress or anxiety, help people cope with stress and increase health (Sarason et al., in Taylor et al., 2009, p.554). Clark (in Baron and Byrne, 2005, p.245) says that when an individual experiences stress or anxiety, telling others about his problem will not only reduce negative feelings, but will also reduce the onset of health problems. The above conditions show that social support can reduce stress or anxiety felt by individuals.

## **2. Formulation of the Problem**

Based on the description above, the problems in this study can be formulated as follows, is there a relationship between superiors' social support and the waiter's anxiety about sexual harassment?

### **2.1 Benefits of Research**

#### **2.1.1 Theoretical Benefits**

This research is expected to be able to contribute psychology specially to work psychology and social psychology related to superiors 'social support and waiters' anxiety towards sexual harassment.

### **2.1.2 Practical Benefits**

This research is expected to be able to contribute information to the waitresses, the waitress superiors, and the management of cafes or karaoke places, related to the waitress's anxiety about sexual harassment and social support of superiors.

## **3. Anxiety about Sexual Harassment in Waiters**

### **3.1 Definition of Anxiety About Sexual Harassment in Waiters**

Anxiety is understood as a mixed feeling of fear and concern about the future without a specific reason for that fear (Chaplin, 2009, p.32). Furthermore, Chaplin (2009, p.189) expressed fear as a strong emotional reaction, including subjective feelings full of displeasure, agitation, and the desire to escape or hide, accompanied by attentive activities.

Nevid et al. (2005, p.163) defines anxiety as a frightening or worrying condition that complains that something bad is imminent. Many things that must be worried about, for example health, social relations, examinations, careers, and environmental conditions are some of the things that can be a source of concern.

Hastuti and Hernawati (2003, p.139) give the meaning of sexual harassment against women as sexual behavior committed by men against women because men consider women as objects of their sexual desires. Sexual behavior is not expected by women and offends women. Farley (in Kurniingsih, 2003, p.117) defines sexual harassment as the unwanted sexual seduction of the recipient, where the seduction appears in various forms both smooth, rough, open, physical and verbal and in the same direction.

Kusumiati (2001, p.6) said that sexual harassment is any form of sexual connotation that denigrates, belittles and ignores the rights of others and is carried out unwanted by the person being targeted so as to cause feelings of being offended. Luthans (2006, p.94) says that sexual harassment can be defined as unwanted sexual acts, requests for sexual treatment, or sexual acts that are verbal or physical in nature.

Sugiarto (in Fera, 2009, p.16) said that the term waiter as a substitute for the waiter or waitress from English. Furthermore Fera (2009, p.16) said that the waitress was a person who served or worked in the field of food and beverage serving. The waiter can also be interpreted as a restaurant or room service employee who has the task and responsibility of providing services for food and drink needs for visitors.

Based on the description above, it can be concluded that anxiety about sexual harassment in waiters is a concern or anxiety as an unpleasant condition or threatening to all forms of behavior (whether subtle, rude, open, physical or verbal and in the same direction) that is sexually connoted and carried out without the wishes of the victim (the person in charge or working in the field of serving food and drink) so as to cause feelings of being offended.

### 3.2 Symptoms of Anxiety

Smart (2010, p.61) suggests the following symptoms of anxiety:

- Physiological symptoms: include trembling, tension, muscle aches, fatigue, not being able to relax, eyelids shaking, brow wrinkled, tense face, unable to be silent, easily shocked, sweating, rapid heart palpitations, cold sensation, moist palms, dry mouth, dizziness, head feels light, tingling, nausea, hot cold, frequent urination, diarrhea, discomfort in the pit of the stomach, throat clogging, red and pale face, pulse and rapid breathing at rest.
- Psychological symptoms - include excessive worrying about things to come, such as worrying, fearing, thinking repeatedly, imagining the coming of misfortune towards himself or others, excessive vigilance, including observing the environment excessively resulting in attention.

Based on the description above it can be concluded that anxiety symptoms can be divided into two namely physiological and psychological symptoms.

### 3.3 Forms of Sexual Harassment

Luthans (2006, p.94) says that sexual harassment is a sexual act that is both verbal and physical in nature. Fasih (2008, p.21) suggests various forms that can be categorized as sexual harassment as:

- a. Communicating vulgar jokes to someone in a way that is felt very offensive.
- b. Hurting or embarrassing someone with dirty talk.
- c. Interrogate someone about his life or sexual activities or personal life.
- d. Ask for sexual rewards in the context of promises to get work or to get promotions or other promises.
- e. Touch or touch a part of the body without any interest or permission from the person concerned.

Till (in Kusumiati, 2001, p.6) has made a category of forms of sexual harassment that can be divided in:

- a. Gender harassment: a verbal expression and behavior that undermines the position and ability of a person who is associated with his gender.
- b. Seduction: a sexual or sensual seduction or temptation which is revealed profanely and condescendingly.
- c. Bribery: a seduction or temptation accompanied by an effort to bribe, for example in the form of a salary increase appointment and promotion.
- d. Sexual coercion: the act of enforcing the will in various ways so that victims of abuse are willing to fulfill their sexual desires.
- e. Sexual Imposition: the treatment of forcibly attacking so that the victim of abuse is helpless to resist.

Based on the description above, it can be concluded that sexual harassment consist of two forms, namely the type of non-verbal behavior or physical movements, and verbal behavior.

### **3.4 Factors that Affect Anxiety**

May (in Friedman and Schustack, 2006, p.347) says that anxiety is triggered by threats to the value of basic human existence. Feelings of helplessness are often the main cause. For example, a young woman's anxiety may be caused because she was ignored by her parents, alienated from her religion, or treated as an object by her peers.

Freud (in Suryabrata, 2011, p.141) suggests factors of anxiety including the process of physiological growth, frustration, conflict, and threats. Smart (2010, p.60) says that anxiety triggers can be grouped as below:

- a. Threats to physical integrity: includes a shadow of impending physiological disabilities. Can decrease the capacity to carry out daily activities.
- b. Threats to the self-system: include images that can jeopardize their identity, self-esteem, and function of social integrity. Internal and external factors can threaten self-esteem. External factors such as loss of self-worth due to death, changes in position, and so on. While internal factors such as interpersonal difficulties at home or at work.
- c. Pathophysiological, namely factors related to basic needs including food, comfort, and safety.
- d. Situational (people and the environment) related to the threat of self-concept to changes in status, the existence of failure, or lack of self-esteem by people around.

Based on the opinions of the figures above, it can be concluded that the factors that influence anxiety include threats to physical integrity and self-system (including threats to the value of basic human existence), pathophysiological, situational, non-fulfillment of needs or frustrations, conflicts, and processes physiological growth.

## **4. Social Support**

### **4.1 Understanding Social Support**

Sarason et al. (in Baron and Byrne, 2005, p.244) say that social support is physical and psychological comfort provided by others (friends or family members). Ross et al. (in Taylor et al, 2009, p.556) say that the clear and important point here is that social relationships can help psychological adjustment, strengthen healthy living practices, and help recovery from illness only when the relationship is supportive. Thomas (in Hasan, 2008, p.84) said that the supportive relationship is that individuals feel they have someone who gives confidence and a place to share their thoughts and feelings, will have a better immune function than those who do not have.

Buunk et al. (in Taylor et al, 2009, p.555) say that social support can come from spouses or partners, family members, friends, social and community contacts, group friends, church or mosque members, and coworkers or superiors at work. Baron and Byrne (2005, p.245) say that friends and family might be able to help solve problems.

Based on the description of the opinions of some of the figures above, superiors' social support can be concluded as physical and psychological comfort so that

individuals feel given a belief and a place to share their thoughts and feelings by their supervisors.

#### **4.2 Types of Social Support**

Cutrona and Suhr (in Cohen et al, 2000, p.168) put forward the types of social support with the term Social Support Behavior Code (SSBC), namely:

- a. Informative support (for example: advice or suggestions, factual information).
- b. Real support (e.g., offer of help or material).
- c. Emotional support (showing concern or empathy).
- d. Appreciation support (showing respect or believing ability).
- e. Social network support (similarity in terms of conversation or ownership of other groups that have similarities).

According to Buunk et al. (in Taylor et al, 2009, p.555), social support can be provided in several ways that can be grouped into four types, namely:

- a. Emotional support, expressed through love, love or empathy.
- b. Instrumental support, such as providing services or goods during times of stress.
- c. Informative support, such as providing information about stressful situations.
- d. Appreciation support, support in the form of approval from others for ideas or behavior.

Based on the description above it can be concluded that there are four types of social support, namely emotional support, appreciation support, instrumental support and informative support.

#### **4.3 Relationship between Superiors' Social Support and Anxiety about Sexual Harassment in Waiters**

The support of people in the workplace is a very important element in working comfort. Sarason et al. (in Baron and Byrne, 2005, p.244) say that social support is physical and psychological comfort provided by others (friends or family members). In the work environment, superiors have an important role in determining employee comfort work. Superiors' social support provides physical and psychological comfort to employees who work so that the employee feels a sense of trust in doing his duty and has a place to share the thoughts and feelings he experienced while working.

Human resource management is very important for companies or organizations in managing, managing, and utilizing employees so that they can function productively for the achievement of organizational goals. Human resources in the company need to be managed professionally. Professional management of human resources must begin from the recruitment of employees, selection, classification, placement of employees according to ability, assessment of work performance, upgrading, and career development (Mangkunegara, 2009, p.1). The opinion above shows that one of the important things that can affect the success of a company in achieving its goals is how the company can manage its human resources, understanding the expected needs of employees so as to

provide great benefits for the company. This means that employees or workers are quite important components in the success of the company or organization.

Employees will feel comfortable in working can also be influenced by the treatment of work superiors. As the opinion expressed by Haryanti (2008, p.29), subordinates who have a supportive relationship with their superiors, among others, will get many benefits such as will get more attention and support from superiors, have accurate information, get commitment from superiors, get lots of approval from his boss. In addition, they will generally be more satisfied with their work.

Based on the opinion of Haryanti (2008, p.29) above, it can be obtained that employees who get social support from their superiors will feel comfortable in working. The support from the employer causes employees to feel calm in dealing with various work problems, including when the waitresses get treatment that leads to sexual harassment from visitors or guests. As stated by Frazier et al. (in Baron and Byrne, 2005, p. 244), that social support is useful when individuals experience problems, and something that is very effective regardless of which strategy is used to overcome the problem.

Health psychology studies show that socially supportive relationships can also reduce the effects of stress and anxiety, help people overcome problems and improve health (Sarason et al., in Taylor et al., 2009, p.554). Thomas (in Hasan, 2008, p.84) said that supportive relationships are individuals who feel they have someone who gives confidence and a place to share their thoughts and feelings, will have a better immune function than those who do not have.

The real form of karaoke and lounge manager to provide comfort for the waiter in working is to set clear rules and strict sanctions for individuals who break them. Sanctions provided are not only intended for visitors but also for these waiters. Examples of sanctions given to visitors are, if visitors make physical touch on the intimate part or throw words that are very unethical to the waitress, the waitress is obliged to report to their superiors, and then the boss follows up by giving a direct reprimand even can remove the visitor from karaoke place and lounge. On the other hand, the employer can give a reprimand or suspension in the form of not being allowed to come to work for a certain period of time to the waiter who violates the rules regarding courtesy procedures for serving visitors.

Bosses who maintain strict rules set by karaoke and the lounge will produce two positive benefits. The first positive advantage visitors will keep their behavior to the waiter in the karaoke and lounge. The second advantage, the waitress will be afraid if it violates the rules set by the karaoke and lounge manager. Based on these advantages, the comfort of the waiter in working becomes higher because of the support of superiors who protect the privacy of the waitress.

Based on the description above, it can be concluded that there is social support from superiors in the form of making rules that protect waitresses and provide strict sanctions for visitors and waitresses who violate them, resulting in waitresses feeling more prepared in dealing with various work problems including sexual harassment

issues. The readiness makes the waiter feel comfortable and reduces the anxiety of the waiter in experiencing sexual harassment.

## 5. Conclusion

There is a negative relationship between superiors' social support and anxiety about sexual harassment in waiters. The higher the supervisor's social support, the lower the anxiety about sexual harassment in the waiter, and vice versa. The superiors' social support contributed 36.2% to anxiety about sexual harassment, and the remaining 63.8% were other factors that allegedly contributed to anxiety about sexual harassment.

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