Dynamics of Social Interaction, Social Support, and Psychological Well-Being in Urban Communities: Social Support Theory Perspective

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Abstract

This study aims to investigate the effect of Quality of Social Relationships on Social Welfare and Urban Community Quality of Life, using the Structural Equation Modeling (SEM) quantitative analysis method with the SMARTPLS tool. This research method involves collecting data from 600 samples representing various backgrounds and characteristics of individuals in an urban environment. The results showed that Quality of Social Relationships has a positive and significant influence on Social Welfare and Urban Community Quality of Life. The quality of strong and supportive social relationships is shown to play an important role in enhancing individual social welfare and improving the overall quality of life in urban communities. From the analysis using the SEM method with SMARTPLS, the findings suggest that social interaction, life satisfaction, social support, and the ability to adapt to environmental changes contribute positively to the quality of social relationships which in turn influence Social Welfare and Urban Community Quality of Life. The implication of these findings is the need to consider the importance of strengthening the quality of social relationships in developing social policies and programs aimed at improving social welfare and quality of life in urban environments.

Keywords: Quality of Social Relationships, Social Welfare, Urban Community Quality of Life, SEM, SMARTPLS, Social Welfare, Urban Environment.

INTRODUCTION

Social interaction encompasses the myriad ways individuals engage with one another within societal contexts, encompassing verbal and non-verbal exchanges, shared activities, and interpersonal relationships. It serves as a cornerstone of human existence, facilitating the formation of social bonds, cultural transmission, and emotional expression. Social support, on the other hand, refers to the provision of assistance, empathy, and resources within social networks to address stressors and promote well-being. It acts as a buffer against adverse circumstances, bolstering individuals' resilience and coping mechanisms. Psychological well-being reflects the subjective evaluation of one's mental state, encompassing aspects such as life satisfaction, positive affect, and self-esteem. It is influenced by various factors, including social relationships, environmental stressors, and personal characteristics.

A scientific perspective on understanding this dynamic through the lens of social support theory reveals a robust logical connection between social interaction, psychological well-being, social support, and self-resilience in urban settings (Hölscher et al., 2023). A person's level of psychological well-being is influenced by internal factors and the social environment in which the individual exists (Bergeman et al., 1991; Keyes & Waterman, 2003; Turner, 1981). Positive social interactions, such as solid emotional connections, good social support, and community involvement, have positively impacted psychological well-being (Tang et al., 2017). People who feel supported by their community tend to have lower stress levels, higher levels of happiness, and a better ability to cope with life's challenges (S. Cohen & Hoberman, 1983). In urban contexts, where life pressures and demands are often high, social support and self-resilience become even more crucial. Social support theory underscores those vital connections with others, both emotional and instrumental (tangible assets), can serve as a protective layer against the adverse effects of stress and social isolation in crowded environments such as big cities (Jolly et al., 2021; Xu & Burleson, 2001).

However, it is important to note that not all social interactions are positive. Some social interactions can be a source of stress or discomfort, which underscores the importance of the quality of these interactions (Semmer et al., 2008). Therefore, self-resilience, an individual's ability to recover from challenges and difficulties, is vital

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in influencing psychological well-being in urban environments (Bangun & Pratiwi, 2023). Individuals with high levels of self-resilience tend to be better able to adjust to environmental pressures and overcome feelings of isolation or social anxiety (Karakuş & Göncü-Köse, 2023; Zhao et al., 2022). Overall, scientific perspectives highlighting the relationship between social interaction, psychological well-being, social support, and self-resilience demonstrate the importance of these aspects in creating a supportive urban community environment (Van Dijk-Wesselius et al., 2018). Adequate social support, positive interactions, and the ability to rise above challenges are vital to enhancing individuals' psychological well-being in big cities' fast-paced and complex lives (Cooper et al., 2019; Mayer et al., 2023). The quality of healthy social relationships in urban environments is not only determined by social support factors alone but is also influenced by existing social diversity (Qiao et al., 2014). Social diversity, regardless of ethnicity, culture, or socio-economic background, plays a vital role in shaping the dynamics of social interaction and psychological well-being.

In a multicultural and multiethnic city, social diversity can enrich social interactions. Interactions between individuals from different backgrounds can open minds, broaden horizons, and enable the exchange of valuable ideas and experiences (Kutor et al., 2022). The quality of inclusive social relationships, where individuals feel accepted and valued in such diversity, can enhance psychological well-being (Eisenman et al., 2017). Connecting to diverse groups can provide broader social support, enrich social networks, and increase tolerance and intercultural understanding (Beech, 2015). However, there are also challenges to managing social diversity. Intergroup conflict, prejudice, or discrimination can hinder the formation of healthy social relationships (Johnson & Johnson, 2013). Discomfort in interacting with individuals from different backgrounds or social segregation can reduce the quality of social relationships, negatively impacting psychological well-being (Eisenberger, 2012). In urban communities, the dynamics of social interaction, social support, and psychological well-being are influenced by unique contextual factors. The density of population, diversity of inhabitants, and complexity of social structures characterize urban environments, shaping the quality and quantity of social interactions. Moreover, rapid urbanization, socioeconomic disparities, and cultural heterogeneity pose challenges to the provision and receipt of social support, impacting individuals' psychological well-being. Understanding the interplay between these factors is essential for devising interventions and policies to foster healthy urban communities. Several phenomena underscore the significance of studying the dynamics of social interaction, social support, and psychological well-being in urban contexts. Social isolation, loneliness, and mental health disorders are prevalent issues in many urban areas, highlighting the need for effective social support systems. Additionally, phenomena such as gentrification, community displacement, and social fragmentation underscore the complexities of urban life and their implications for individuals' well-being. Exploring these phenomena through a Social Support Theory lens offers insights into the mechanisms underlying social relationships and their impact on psychological health.

Strengthening inclusive social networks, reducing prejudice, and promoting positive interactions between groups can improve the quality of social relationships and psychological wellbeing in urban environments (Juvonen et al., 2019). Logically, good-quality social relationships and healthy management of social diversity are intertwined in shaping a community environment that supports individuals' psychological wellbeing (Kelley-Gillespie, 2009). Good integration between diverse community groups and the quality of positive social interactions can be essential determinants in creating an urban environment that promotes optimal psychological wellbeing for all community members (Allen et al., 2014). Social wellbeing in urban environments relies heavily on quality social interactions and the healthy management of social diversity (Taylor & Hochuli, 2015). Its importance lies in the impact that it directly affects the psychological wellbeing of individuals and the whole community (Huppert, 2009).

Previous research has extensively investigated the linkages between social interaction, social support, and psychological well-being in urban communities, contributing valuable insights to the field. Studies have explored the role of social networks, community resources, and interpersonal dynamics in shaping individuals' mental health outcomes. Furthermore, research utilizing Social Support Theory has elucidated the mechanisms through which different forms of social support influence psychological well-being, highlighting the importance of both structural and functional aspects of social relationships. However, gaps remain in understanding the specific dynamics of these phenomena within diverse urban contexts, warranting further empirical

investigation. A range of studies have explored the dynamics of social interaction, social support, and psychological well-being in urban communities. Ahmad et al (2018) found that family and local community support were moderate, while peer and social media support were underutilized. Lin et al (2009) highlighted the mediating role of social support in the link between community environment and psychological distress, particularly among low-income African American women. Yang et al (2022) emphasized the positive impact of neighborhood mutual support on well-being, especially for those with low social status. Mair et al (2021) and Palisi & Canning (1986) both underscored the importance of neighborhood social environment and primary relationships in influencing social support and well-being. P. Cohen et al (1982) and Evans et al (1989) explored the role of social support in mitigating the impact of community stressors and residential density on well-being. Besides that, the perceptions of social support among adolescents in disadvantaged neighborhoods. These studies collectively highlight the complex interplay between social interaction, support, and well-being in urban communities.

However, more in-depth research is needed to fill this knowledge gap and provide more comprehensive insights into how social interactions, social support, and the management of social diversity can better influence psychological well-being in urban environments. The research adopts a quantitative descriptive approach, employing surveys to collect data from residents of diverse urban neighborhoods. Findings reveal patterns of social interaction, utilization of social support networks, and associations with psychological well-being. The paper concludes with recommendations for interventions and policies to enhance social support systems and promote psychological well-being in urban environments. The introduction sets the stage by providing an overview of the research landscape concerning social interaction, social support, and psychological well-being in urban communities. It discusses the significance of understanding these dynamics and outlines the objectives of the study. The literature review critically examines previous research on social interaction, social support, and psychological well-being in urban contexts. It synthesizes key findings, identifies gaps in the literature, and provides theoretical frameworks, including Social Support Theory, to guide the study. The research method section outlines the study design, sampling strategy, data collection procedures, and measures used to assess social interaction, social support, and psychological well-being. It describes the quantitative descriptive approach employed and justifies the chosen methods. The results and discussion section presents the findings of the study, the findings are contextualized within existing literature and theoretical frameworks, providing insights into the dynamics of urban communities. The conclusion summarizes the main findings of the study and their implications for theory, research, and practice. It highlights the contributions of the study to the field and identifies avenues for future research.

LITERATURE REVIEW

Social Interaction, Psychological Wellbeing, Social Support, Self Resilience as indicators to form the Level of Psychological Wellbeing

An individual's level of psychological well-being is often influenced by various factors, particularly in the context of social interaction, social support, self-resilience, and quality of life in urban communities (Yao et al., 2015). A literature review on this subject is essential for an in-depth understanding of how these factors shape an individual's psychological well-being and impact quality of life in urban settings. Social interaction is a necessary foundation of human life (Mouratidis, 2018). Different types of interactions, such as interpersonal, group and community social interactions, play a crucial role in shaping individuals' perceptions of their surroundings (Li et al., 2023). Studies show that positive and constructive social interactions can contribute significantly to a person's psychological well-being (Li et al., 2023). Positive interactions make individuals feel connected and recognized and have a sense of accomplishment that strengthens their mental well-being (Dionigi, 2007).

Social support, which is emotional, instrumental, and informational support from others, is vital in enhancing psychological well-being (Deichert et al., 2021). Research has highlighted that individuals who experience strong social support tend to have lower stress levels and higher levels of happiness and are able to cope better with life's challenges (S. Cohen & Hoberman, 1983). Social support also plays a role in sustaining individuals when facing social pressures or psychological problems, thus affecting their overall psychological well-being (Labrague & De los Santos, 2020). In addition, self-resilience is also an important factor; individuals with high

levels of self-resilience tend to have the ability to recover from stressful or traumatic situations (Ortiz, 2019). Self-resilience helps individuals to remain emotionally stable, even under challenging conditions and can be protective against mental disorders and improve their psychological well-being (Singh, 2016). When all these factors are linked in the context of urban community quality of life, the dynamics of the urban environment can influence individuals' psychological well-being (Krefis et al., 2018). The quality of life in urban environments, such as access to public facilities, safety, availability of open spaces, and the community's social structure, can influence social interactions, available social support, and the level of self-resilience of individuals (Park et al., 2020). An environment that supports positive interactions and solid social support and facilitates self-resilience development can play a role in improving the psychological well-being of urban residents (Wadumestrige Dona et al., 2021).

Recent studies have shown a correlation between the quality of life in urban communities and the psychological well-being of their residents. An urban environment that promotes healthy social interactions provides strong social support networks and encourages self-resilience development, which can contribute positively to an individual's psychological well-being (Van Dijk-Wesselius et al., 2018). This indicates the importance of considering social and environmental aspects in designing public policies and developing sustainable urban communities to improve residents' quality of life and psychological well-being (Mouratidis, 2021). The literature review on social interaction, social support, self-resilience, and quality of life in urban communities highlights the complexity of the relationship between these factors in shaping individuals' psychological well-being (Figueiredo et al., 2024). Through a deeper understanding of these dynamics, more effective intervention strategies can be developed to improve psychological well-being in the context of urban living (Jennings & Bamkole, 2019). An individual's level of psychological well-being is a multidimensional construct influenced by various factors, particularly in the context of social interaction, social support, self-resilience, and quality of life in urban communities (Tavakoli & Makhtoom Nejad, 2022). This literature review explores the interrelationships between these factors and their impact on an individual's psychological well-being in urban settings (Schmitt et al., 2014). Social interaction is a fundamental aspect of human life and plays a crucial role in shaping individuals' perceptions of their surroundings. Interpersonal, group, and community social interactions contribute to individuals' sense of connectedness, recognition, and accomplishment, strengthening their mental well-being (Cicognani et al., 2015). Positive and constructive social interactions have been found to significantly contribute to an individual's psychological well-being (Deichert et al., 2021).

The availability of social support, which includes emotional, instrumental, and informational support from others, is also essential for enhancing psychological well-being (Thoits, 2011). Research has consistently highlighted the positive impact of social support on individuals' mental health. Individuals with access to vital social support networks tend to experience lower stress levels, higher happiness levels, and better coping abilities when faced with life's challenges (Feeney & Collins, 2015). Additionally, social support is a protective factor in sustaining individuals when confronted with social pressures or psychological problems. Furthermore, self-resilience, an individual's ability to bounce back from stressful or traumatic situations, is essential to psychological well-being (Chen et al., 2018). High levels of self-resilience enable individuals to remain emotionally stable and cope effectively with complex conditions. Self-resilience has been found to protect against mental disorders and improve individuals' overall psychological well-being (Chen et al., 2018).

When considering the interplay of these factors in urban communities, it becomes evident that the quality of life in urban environments can significantly influence individuals' psychological well-being (Van Kamp et al., 2003). The availability of public facilities, safety, access to open spaces, and the community's social structure all play a role in shaping social interactions, social support networks, and the development of self-resilience among individuals (Menconi et al., 2020). An urban environment that fosters positive interactions provides strong social support and facilitates the cultivation of self-resilience and can improve its residents' psychological well-being. Recent studies have highlighted the correlation between the quality of life in urban communities and the psychological well-being of its residents (Kapuria, 2016). Urban environments that promote healthy social interactions establish robust social support networks and encourage self-resilience development have positively impacted individuals' psychological well-being. This highlights the importance of considering social and environmental aspects in the design of public policies and the development of sustainable urban communities

to improve their residents' quality of life and psychological well-being. Based on the results of the literature review, the conceptual framework of this study is described as in Figure 1. Furthermore, the hypothesis of this study is as follows:
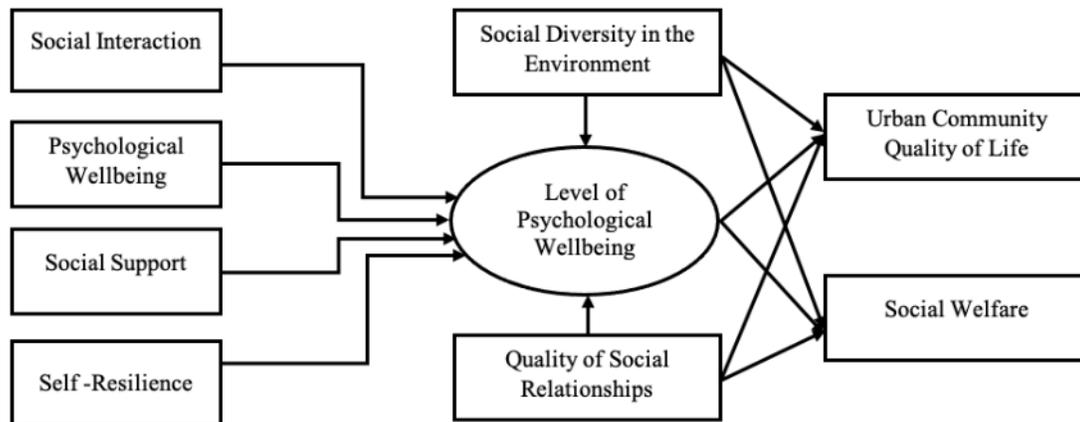

Figure 1. Conceptual Framework

RESEARCH METHODS

The analysis methods approach used quantitative data collection methods. This approach provided a comprehensive understanding of the complex dynamics involved and allow for a deeper exploration of individual experiences and perceptions. The participants/respondents were lecturers and staff working at various universities in Makassar City, Indonesia, whose data was obtained randomly using purposive random sampling method. The data analysis method used in this research is Partial Least Squares Structural Equation Modeling (PLS-SEM), which is applied through SmartPLS software. PLS-SEM is a very effective data analysis tool in testing and validating conceptual models in empirical studies. The application of SmartPLS in data analysis in this study involves several stages that are systematically carried out to obtain accurate results. These stages include; (1) Model Specification: This stage involves determining the variables to be included in the model, as well as the relationship between variables hypothesized in the conceptual framework as shown in Figure 1; (2) Data Quality Check: Prior to analysis, the collected data will be checked to ensure data validity and reliability (Outer loading, Cronbach Alpha, CR, AVE expected values > 0.60); (3) Descriptive Data Analysis: This stage involves initial descriptive analysis to understand the basic characteristics of the data, such as descriptive statistics and data visualization as described in the results and discussion section; (4) Model Confirmation: The specified model will be tested to ensure that the proposed constructs fit the empirical data; (5) Model Evaluation: The confirmed model will be evaluated using various metrics, such as goodness-of-fit, R-squared, and partial relevance; (6) Hypothesis Testing: The final stage involves hypothesis testing to validate the relationships between the variables proposed in the model. Data collection will take place over a period of six months. The study will be utilized consisting of an initial quantitative survey. Quantitative data analyzed using appropriate statistical techniques, including correlation analysis, regression analysis, and analysis of variance (ANOVA). These analyses examined the relationships between social interactions, social support, social diversity, and psychological well-being.

RESULTS AND DISCUSSION

Table 1. Data Respondent (n = 600)

Gender	Total	%
Male	413	69
Female	187	31
Age (Years)	**Total**	**%**

	Total	%
<20	29	4.83
20 - 30	218	36.33
30 - 40	236	39.33
40 - 45	117	19.50
Education	**Total**	**%**
Senior High School	35	5.8
Diploma-III	215	35.8
Bachelor	300	50
Magister / Doctor	50	8.3

Table 1 presents demographic data obtained from the respondents. It includes information on gender distribution, age groups, and educational backgrounds. In summary, the data from Table 2 reveals a male-dominated respondent group, a predominant presence of individuals between the ages of 20 and 40, and a higher representation of individuals with bachelor's degrees and Diploma-III qualifications in the study sample. Regarding gender distribution, the data shows that 413 respondents, constituting 69% of the total, identify as male, while 187 respondents, making up 31% of the total, identify as female. This indicates a higher representation of male participants in the study compared to female participants. The data on age groups indicates that most respondents fall within the age range of 20 to 40 years old. Specifically, 218 respondents, accounting for 36.33% of the total, are between the ages of 20 and 30. The next significant segment comprises 236 respondents, constituting 39.33% of the total, falling between the ages of 30 and 40. Furthermore, 117 respondents, comprising 19.50% of the total, are in the age range of 40 to 45. A smaller portion, 29 respondents, which makes up 4.83% of the total, are below 20 years old. This distribution indicates a substantial representation of individuals within the age bracket of 20 to 40 years old in the study. In terms of educational backgrounds, many respondents possess a bachelor's degree, with 300 individuals accounting for 50% of the total respondents. Following this, 215 respondents, making up 35.8% of the total, have completed Diploma-III education. A smaller segment, consisting of 50 respondents, or 8.3% of the total, hold either a Master's or Doctorate degree. Additionally, a minority of 35 respondents, representing 5.8% of the total, have completed Senior High School. This distribution shows a significant presence of individuals with bachelor's degrees and Diploma-III qualifications in the surveyed population.

Table 2. Fornell-Larcker Criterion

	LPW	PW	QSR	SR	SDE	SI	SS	SW	UCQL
LPW	0.766								
PW	0.913	0.854							
QSR	0.677	0.601	0.864						
SR	0.824	0.665	0.637	1.000					
SDE	0.929	0.845	0.686	0.794	0.779				
SI	0.863	0.710	0.521	0.625	0.745	0.843			
SS	0.924	0.786	0.663	0.779	0.900	0.688	0.836		
SW	0.604	0.533	0.851	0.568	0.602	0.453	0.605	0.863	
UCQL	0.951	0.869	0.696	0.822	0.935	0.737	0.933	0.640	0.856

Table 2 illustrates the Fornell-Larcker Criterion, presenting the square roots of the Average Variance Extracted (AVE) values on the diagonal and the correlations between constructs off the diagonal. This criterion is utilized to assess discriminant validity and the strength of relationships between constructs in a structural model. The diagonal elements represent the square roots of the AVE values for each construct. The AVE values, a measure of the variance captured by the latent variables, demonstrate the proportion of variance extracted by the indicators in relation to the total variance of the construct. These values are crucial for evaluating the convergent validity of the constructs. Higher AVE values indicate that the indicators effectively represent their respective constructs. Off-diagonal elements display the correlations between constructs. These correlations indicate the degree of shared variance between different constructs. Values off the diagonal represent the correlations among constructs. In this context, the correlations indicate the overlap or shared variance between pairs of constructs. Analyzing the table, the diagonal elements show that each construct's AVE square roots (LPW, PW, QSR, SR, SDE, SI, SS, SW, UCQL) are higher than the correlations with other constructs. This implies that each construct captures more variance from its indicators than it shares with other constructs, suggesting adequate discriminant validity among the constructs. Furthermore, the correlations among the constructs indicate the strength and direction of relationships. Lower correlations indicate a lower degree of shared

variance between constructs. Constructs with higher correlations might suggest potential areas of overlap or interrelatedness

Table 3. R-Square

	R Square	R Square Adjusted
Level of Psychological Wellbeing (LPW)	1.000	1.000
Social Welfare (SW)	0.725	0.724
Urban Community Quality of Life (UCQL)	0.923	0.923

Table 3 presents the R-Square and Adjusted R-Square values derived from the smartPLS algorithm. These values provide insights into the variance in the endogenous constructs explained by the exogenous constructs in the structural model. In summary, the R-Square and Adjusted R-Square values demonstrate the extent to which the exogenous constructs in the structural model account for the variances in the endogenous constructs. These values provide insights into the model's effectiveness in explaining and predicting the observed variances in 'Level of Psychological Wellbeing (LPW),' 'Social Welfare (SW),' and 'Urban Community Quality of Life (UCQL).' The higher these values, the better the model's explanatory power in capturing and understanding the variances observed in these constructs. For the construct 'Level of Psychological Wellbeing,' both the R-Square and Adjusted R-Square values are 1.000, indicating that the exogenous variables included in the model explain the entire variance in the 'Level of Psychological Wellbeing (LPW)' construct. This implies that the model, when considering the exogenous constructs related to level of psychological wellbeing (LPW), comprehensively elucidates and accounts for the variance observed in this construct. Moving to 'Social Welfare (SW),' the R-Square value is 0.725, and the Adjusted R-Square is 0.724. These values indicate that the exogenous constructs within the model explain approximately 72.5% of the variance observed in the 'Social Welfare (SW)' construct. This suggests a moderately high level of explanatory power of the model in relation to social welfare (SW). Similarly, for 'Urban Community Quality of Life (UCQL),' both the R-Square and Adjusted R-Square values are 0.923, indicating that the exogenous constructs within the model explain approximately 92.3% of the variance observed in the 'Urban Community Quality of Life (UCQL)' construct. This implies a very high level of explanatory power, signifying that the included exogenous variables comprehensively elucidate the variance in the quality of life within an urban community context.

Table 4. F-Square

	LPW	PW	QSR	SR	SDE	SI	SS	SW	UCQL
LPW								0.805	0.647
PW	2333.141								
QSR	0.760							1.312	
SR	592.189								
SDE	0.614								0.252
SI	2902.301								
SS	1558.688								
SW									
UCQL									

Table 4 displays the F-Square values, presenting the statistical significance of the endogenous constructs influenced by the exogenous constructs within the smartPLS algorithm. F-Square values depict the effect sizes or strength of the relationship between the exogenous and endogenous constructs in the model. These values are obtained by dividing the R-Square of an endogenous construct by (1 - R-Square) and then multiplying it by the degrees of freedom. Looking at the table, the values represent the F-Square scores for various pairs of endogenous and exogenous constructs. For instance:

The F-Square for 'LPW' (Level of Psychological Wellbeing) concerning 'UCQL' (Urban Community Quality of Life) is 0.805, indicating a considerable effect size or relationship strength between these constructs. It suggests that 'UCQL' significantly influences the variance in 'LPW.'

'PW' (Psychological Wellbeing) exhibits an extremely high F-Square value (2333.141) in relation to an undisclosed exogenous construct. This high F-Square score signifies a strong relationship or influence of the exogenous variable(s) on 'PW.'

The F-Square for 'QSR' (Quality of Social Relationships) concerning 'SR' (Self Resilience) is 1.312, suggesting a moderate effect size or relationship strength between these constructs.

'SDE' (Social Diversity in the Environment) regarding 'UCQL' shows an F-Square value of 0.252, indicating a relatively weak relationship between these constructs.

'SI' (Social Interaction) demonstrates a notably high F-Square value of 2902.301 regarding an undisclosed exogenous construct, indicating a substantial influence of the exogenous variable(s) on 'SI.'

'SS' (Social Support) shows an F-Square value of 1558.688 with respect to an undisclosed exogenous construct, signifying a strong relationship between these constructs.

'SW' (Social Welfare) and 'UCQL' don't have specified F-Square values in this table, potentially suggesting either these relationships were not evaluated, or the corresponding values were not provided in this excerpt.

Table 5. The Role of SI, PW, SS, and SR as Predictors in Forming LPW Variables

	Sample Mean	Standard Deviation	T Statistics	P Values
Psychological Wellbeing → Level of Psychological Wellbeing	0.334	0.009	36.319	0.000
Self Resilience → Level of Psychological Wellbeing	0.151	0.006	26.567	0.000
Social Interaction → Level of Psychological Wellbeing	0.297	0.012	24.183	0.000
Social Support → Level of Psychological Wellbeing	0.338	0.013	26.000	0.000

Table 5 depicts the influence and predictive role of various constructs, specifically Social Interaction (SI), Psychological Wellbeing (PW), Social Support (SS), and Self Resilience (SR), in forming the Level of Psychological Wellbeing (LPW) variable. The table presents significant statistical measures including sample mean, standard deviation, T-Statistics, and corresponding P-Values. Looking at the data provided, it's evident that each of the examined constructs—Psychological Wellbeing (PW), Self Resilience (SR), Social Interaction (SI), and Social Support (SS)—plays a substantial and statistically significant role as predictors in forming the Level of Psychological Wellbeing (LPW) variable. The sample mean values represent the average values of each construct within the dataset. For instance, the mean value for the predictor Psychological Wellbeing (PW) concerning the formation of Level of Psychological Wellbeing (LPW) is 0.334, indicating the average effect or contribution of PW to LPW. The standard deviation measures the extent of variability or dispersion of values within each construct. It represents how much the values differ from the mean. In this context, the standard deviation values for PW, SR, SI, and SS indicate the spread or variability in the dataset for these predictors concerning their contribution to LPW. T-Statistics evaluate the significance of the relationship between the predictors (PW, SR, SI, SS) and the outcome variable (LPW). The higher the T-Statistics, the more significant the relationship. In this table, all the T-Statistics values (36.319, 26.567, 24.183, 26.000) are substantially high, signifying strong and significant relationships between PW, SR, SI, SS, and LPW. The P-Values associated with these T-Statistics are remarkably low (0.000), indicating a high level of significance. Specifically, P-Values of 0.000 denote that the relationships observed between PW, SR, SI, SS, and LPW are statistically significant and unlikely to have occurred by chance.

Table 6. The Role of SI, PW, SS, and SR as Predictors of the Dependent Variable

	Sample Mean	Standard Deviation	T Statistics	P Values
Psychological Wellbeing -> Social Welfare	0.087	0.028	1.988	0.001
Psychological Wellbeing -> Urban Community Quality of Life	0.195	0.016	11.991	0.000
Self Resilience -> Social Welfare	0.012	0.012	1.039	0.299
Self Resilience -> Urban Community Quality of Life	0.088	0.007	11.749	0.000
Social Interaction -> Social Welfare	0.074	0.025	2.033	0.002
Social Interaction -> Urban Community Quality of Life	0.173	0.017	10.494	0.000

Table 6 showcases the predictive roles of various constructs—Social Interaction (SI), Psychological Wellbeing (PW), Social Support (SS), and Self Resilience (SR)—as predictors of two dependent variables: Social Welfare

and Urban Community Quality of Life. The table presents essential statistical metrics including sample mean, standard deviation, T-Statistics, and corresponding P-Values. In summary, Table 7 highlights the substantial predictive roles of Psychological Wellbeing (PW), Self Resilience (SR), and Social Interaction (SI) as predictors of both Social Welfare and Urban Community Quality of Life. While PW and SI significantly predict Social Welfare, all three—PW, SR, and SI—show significant predictive capabilities for Urban Community Quality of Life, elucidating their substantial influence on these respective dependent variables based on the provided statistical measures. Examining the data provided, it's evident that Psychological Wellbeing (PW), Self Resilience (SR), and Social Interaction (SI) significantly predict both Social Welfare and Urban Community Quality of Life.

Starting with the prediction of Social Welfare, the analysis demonstrates that Psychological Wellbeing (PW) has a significant predictive role, as evidenced by its T-Statistics value of 1.988 and a corresponding P-Value of 0.001, indicating its statistical significance. Additionally, Social Interaction (SI) shows a notable role in predicting Social Welfare, with a T-Statistics value of 2.033 and a corresponding P-Value of 0.002, indicating its significance in forecasting Social Welfare outcomes. In contrast, Self Resilience (SR) does not exhibit a significant predictive role in Social Welfare, as indicated by its T-Statistics value of 1.039 and a relatively high P-Value of 0.299, suggesting its lack of statistical significance in predicting Social Welfare. Moving on to the prediction of Urban Community Quality of Life, all three predictors Psychological Wellbeing (PW), Self Resilience (SR), and Social Interaction (SI) demonstrate significant predictive roles. Psychological Wellbeing (PW) shows a strong predictive capability with a high T-Statistics value of 11.991 and a very low P-Value of 0.000, indicating its considerable influence on Urban Community Quality of Life. Similarly, Self Resilience (SR) and Social Interaction (SI) also display significant predictive roles for Urban Community Quality of Life, as evidenced by their respective high T-Statistics values of 11.749 and 10.494, both associated with very low P-Values of 0.000.

Table 7. Direct Relationship between Independent Variables and Dependent Variables

	Sample Mean	Standard Deviation	T Statistics	P Values
Level of Psychological Wellbeing -> Social Welfare	0.582	0.082	2.037	0.000
Level of Psychological Wellbeing -> Urban Community Quality of Life	0.584	0.049	11.946	0.000
Quality of Social Relationships -> Level of Psychological Wellbeing	0.800	0.020	6.249	0.000
Quality of Social Relationships -> Social Welfare	0.820	0.057	14.384	0.000
Quality of Social Relationships -> Urban Community Quality of Life	0.059	0.026	2.314	0.021
Social Diversity in the Environment -> Level of Psychological Wellbeing	0.601	0.051	2.279	0.001
Social Diversity in the Environment -> Social Welfare	-0.035	0.077	0.525	0.599
Social Diversity in the Environment -> Urban Community Quality of Life	0.353	0.048	7.358	0.000
Social Support -> Social Welfare	0.728	0.028	1.939	0.002
Social Support -> Urban Community Quality of Life	0.197	0.018	11.009	0.000

Table 7 illustrates the direct relationships between independent variables and dependent variables within the smartPLS algorithm. The table provides significant statistical measurements including sample mean, standard deviation, T-Statistics, and corresponding P-Values, offering insights into the strength and significance of these relationships. Analyzing the data presented, several noteworthy direct relationships between independent and dependent variables emerge; (1) Level of Psychological Wellbeing exhibits significant direct relationships with both Social Welfare and Urban Community Quality of Life. The T-Statistics values of 2.037 and 11.946, respectively, coupled with the extremely low P-Values of 0.000, highlight the substantial and statistically significant impacts of Psychological Wellbeing on both Social Welfare and Urban Community Quality of Life; (2) Quality of Social Relationships demonstrates direct relationships with Level of Psychological Wellbeing, Social Welfare, and Urban Community Quality of Life. Particularly, its influence on Level of Psychological Wellbeing is noteworthy with a T-Statistics value of 6.249 and a P-Value of 0.000, signifying a significant impact. Additionally, its influence on Social Welfare and Urban Community Quality of Life is evident through high T-Statistics values (14.384 and 2.314, respectively) and low P-Values of 0.000 and 0.021, indicating substantial

impacts on both dependent variables; (3) Social Diversity in the Environment directly influences Level of Psychological Wellbeing and Urban Community Quality of Life. The statistical analysis reveals its significant impact on Urban Community Quality of Life with a T-Statistics value of 7.358 and a low P-Value of 0.000. However, its impact on Level of Psychological Wellbeing appears less pronounced, as indicated by a T-Statistics value of 2.279 and a P-Value of 0.001, signifying a moderate yet statistically significant influence.

Social Support exhibits direct relationships with Social Welfare and Urban Community Quality of Life. While its influence on Social Welfare is moderately significant with a T-Statistics value of 1.939 and a P-Value of 0.002, its impact on Urban Community Quality of Life is more substantial, as indicated by a T-Statistics value of 11.009 and a low P-Value of 0.000.
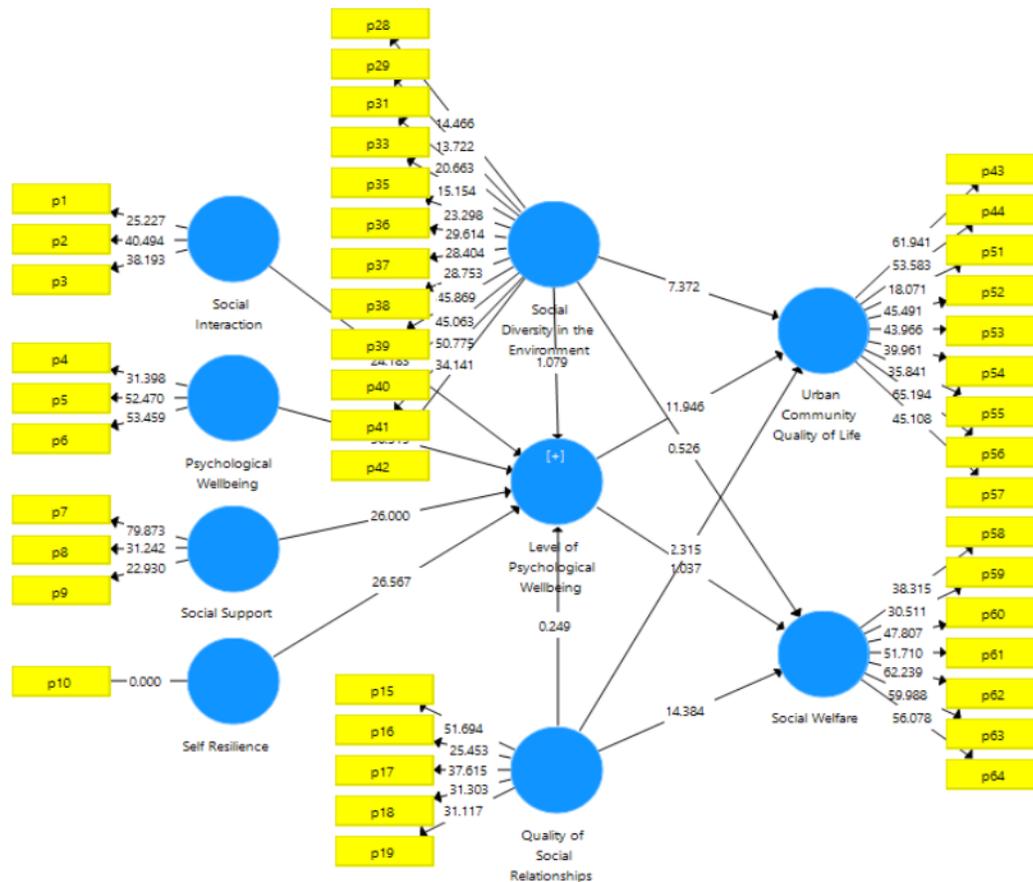
Figure 2. SEM PLS Result

The Role of Social Interaction, Psychological Wellbeing, Social Support, Self Resilience as indicators to form the Level of Psychological Wellbeing

A person's level of psychological well-being is the result of a complex interaction between various internal and external factors that affect the individual. This study aims to explain the highly significant relationship between a person's level of psychological well-being and the social factors, social support, self-reliance, and social interactions they experience in their daily lives. From the analysis of factors related to psychological well-being, it can be concluded that social interaction, social support, self-reliance, and the ability to adapt to change all play an important role in shaping a person's level of psychological well-being. These factors are not only

individually influential but also interrelated in forming a framework that supports one's psychological well-being. Therefore, it is important to pay attention to and manage these aspects in an effort to improve an individual's psychological well-being.

One factor that is consistently linked to psychological well-being is social interaction. Research shows that involvement in social activities such as group meetings, joint events, or community activities in the past month is positively correlated with one's level of psychological well-being. This suggests that active social interactions make a significant contribution to an individual's sense of psychological well-being. The second question highlights the influence of social relationships on one's level of life satisfaction or happiness. The results showed that individuals who have strong social relationships tend to have higher levels of life satisfaction. This confirms that the quality of social relationships a person has has a significant influence in improving their psychological well-being. The important link between good social relationships with emotional support and psychological well-being is revealed in the third question. The existence of good relationships with others is considered important in supporting one's emotional and psychological well-being in daily life. This confirms that the quality of interpersonal relationships not only affects life satisfaction, but also supports individuals' psychological well-being.

In addition to social interaction, self-reliance or level of resilience also plays a significant role in shaping psychological well-being. Individuals who feel able to cope with challenges and stress in daily life have higher levels of psychological well-being. This suggests that the ability to deal with pressure and change positively contributes to one's psychological well-being. The fifth question regarding the level of overall life satisfaction is closely related to psychological well-being. Individuals who are satisfied with their overall life tend to have higher levels of psychological well-being. This confirms that an individual's perception of their life satisfaction is a strong predictor of their level of psychological well-being. Furthermore, social support from family, friends, or the surrounding environment also plays an important role in shaping one's psychological well-being. Individuals who feel they have strong social support tend to have better psychological well-being. The feeling of having people to rely on in dealing with difficult or stressful situations is also a factor that contributes positively to one's psychological well-being. The last question assessing an individual's ability to adapt to unexpected changes is also closely related to psychological well-being. The ability to adjust to changing situations or conditions contributes positively to one's psychological well-being.

Social Support Theory plays a key role in understanding the complex relationship between social factors and a person's psychological well-being. This theory emphasizes the importance of social support in influencing an individual's response to pressure, stress, and difficult situations in daily life. Social support can be interpreted as resources provided by one's social environment that influence an individual's behavior, cognition, and emotions. From the perspective of this theory, the relationship between levels of psychological well-being and the previously mentioned factors can be analyzed in more depth. Social interaction in social support theory is considered as one of the important sources of social support. Through social interactions such as group meetings, joint events, or community activities, individuals can experience emotional, informational, and instrumental support from others. Social support obtained from these social interactions can help individuals cope with stress, increase self-esteem, and provide a sense of connection and acceptance within their social environment. As such, active and engaged social interactions provide significant social resources to enhance psychological well-being. The quality of good social relationships in social support theory is in line with previous findings on the influence of social relationships on levels of life satisfaction and psychological well-being. Close and supportive relationships with others provide an important support network in dealing with challenges and stress. Positive relationship quality also plays a role in building self-confidence, reducing loneliness, and increasing feelings of happiness that contribute to one's psychological well-being.

Social support theory highlights the importance of social support from family, friends, or neighborhood. This social support includes emotional, instrumental, and informational aspects that facilitate individual adaptation to challenging situations. Individuals who feel supported by those around them have additional resources to cope with stress and problems, which in turn, positively impacts their psychological well-being. Self-reliance or a degree of resilience in social support theory plays an important role in shaping psychological well-being. This

concept is in line with previous findings on an individual's ability to cope with challenges and stress in daily life. Social support is not only external from others, but it can also generate feelings of independence and self-confidence that improve one's psychological well-being. Furthermore, the ability to adapt to change in social support theory also supports previous findings on the importance of self-resilience in the context of psychological well-being. The ability to deal with change and uncertainty is an aspect that is considered important in improving one's psychological well-being.

From the perspective of social support theory, all factors associated with psychological well-being are interrelated and influence each other. Social interaction, quality of social relationships, social support, self-reliance, and adaptability to change all contribute to creating a social environment that supports psychological well-being. The theory emphasizes the importance of attending to and strengthening these aspects to create a social environment that supports individuals' psychological well-being. In addition, social support theory also highlights that an individual's psychological well-being is influenced not only by the social support received but also by the individual's ability to seek and receive such support. This suggests that the interaction between individuals and their environment also plays an important role in influencing the level of psychological well-being. In an applied context, an understanding of social support theory can be used to design interventions that are more effective in improving psychological well-being. Strategies such as strengthening social networks, increasing engagement in social activities, developing resilience skills, and establishing a supportive environment can all be useful measures in improving an individual's psychological well-being.

The Role of Social Interaction, Psychological Wellbeing, Social Support, Self Resilience as Indicators on Dependent Variables

A person's level of psychological well-being has a significant influence on social well-being, especially in the context of access to social services, economic well-being, and social protection. Questions related to levels of psychological well-being can provide a comprehensive picture of how social interaction, psychological well-being, social support and resilience impact on a person's social well-being. Active and engaged social interactions have been shown to have a positive correlation with social well-being. Through group meetings, shared events, or community activities, individuals can experience support, social connections, and a sense of connectedness with their surroundings. This can form a strong foundation for access to social services as positive social interactions often allow individuals to obtain information about available services, such as food assistance programs or financial aid. Secondly, high psychological well-being can also have a positive impact on individuals' perceptions of life satisfaction and happiness. When individuals feel connected to others and have strong social relationships, they tend to feel more satisfied with their lives overall. This can influence their view of available social services, as higher life satisfaction tends to make individuals more optimistic and responsive to efforts to access social services. Third, good relationships with others are directly related to social support. Questions about the presence of social support from family, friends or neighborhood highlight the importance of having a strong support network in supporting individuals' psychological well-being. This social support can help individuals cope with stress, problems or challenges in daily life, which in turn can impact access to necessary social services. Fourth, an individual's level of resilience or ability to cope with challenges and change also plays an important role in influencing social well-being. Individuals who have high levels of resilience are more likely to have strategies and skills to deal with uncertainty, which can assist them in seeking and utilizing necessary social services.

From the perspective of access to social services, these factors together influence an individual's ability to access existing social services. Active social interactions provide access to information, connections and support needed to access social services such as food assistance or financial assistance. High psychological well-being, strong social support and good resilience can also influence an individual's perception of available social services, providing a boost of motivation and confidence to utilize them. In addition, economic well-being is also influenced by a person's psychological well-being. Individuals who feel satisfied with their lives overall tend to have better perceptions of the quality of social services, including access to decent and affordable housing, and protection against social risks such as job loss or illness. When individuals feel psychologically strong and supported by their social environment, they may be better able to cope with economic challenges. This can

reduce the risk of economic instability and provide the confidence needed to seek social services related to economic well-being.

Urban community quality of life is the result of several complex factors involving social interaction, psychological wellbeing, social support, and individual resilience. Questions relating to social interaction, psychological wellbeing, social support, and self resilience show how these factors can influence quality of life in urban environments. First, active and engaged social interactions, such as group activities, joint events, or community activities, have the potential to have a positive impact on Urban Community Quality of Life. Positive social interactions can help build relationships between residents, promote cooperation, and strengthen social cohesion in urban communities. This can result in an increased sense of community and quality of life in the neighborhood. Second, a person's psychological well-being is closely related to Urban Community Quality of Life. A high level of life satisfaction derived from good social relationships can influence an individual's perception of their surroundings. Individuals who feel happy and satisfied with their lives are more likely to have a positive view of the quality of life in their urban community. Thirdly, perceived social support from family, friends or neighborhood can also influence Urban Community Quality of Life. Strong social support can form a solid network in the community, strengthen the sense of security and trust between residents, and help in overcoming social problems that may occur. Fourth, individual resilience, which is the ability to adapt to unexpected changes, has implications in improving Urban Community Quality of Life. Individuals with good resilience can help mitigate the negative impacts of environmental change, create stability within the community, and facilitate the process of adapting to change. In terms of infrastructure and facilities, quality of life in urban communities is influenced by the availability of basic infrastructure such as roads, clean water, and electricity. The availability of good infrastructure affects the comfort and life satisfaction of residents in the neighborhood. Adequate infrastructure also supports people's productivity and mobility. Health and access to health services also play an important role in Urban Community Quality of Life. An individual's health condition can affect his or her overall quality of life. In addition, easy access to health services can improve the quality of life and general well-being of the community. Furthermore, environmental security and safety aspects play a key role in determining the quality of life in urban communities. Feeling safe from crime or harassment can enhance residents' freedom and daily activities. Community safety programs can also have a positive impact on residents' perception of their quality of life. Access and transportation also affect Urban Community Quality of Life. The availability of good transportation infrastructure and adequate accessibility affects residents' productivity and daily activities. Adoption of green transportation alternatives can also improve quality of life by reducing negative impacts on the environment.

Direct Relationship between Independent Variables and Dependent Variables

The Quality of Social Relationships has a strong influence on one's level of Psychological Wellbeing. The various indicators outlined earlier show how the quality of social relationships has a significant positive impact on an individual's psychological well-being. First of all, active social interactions, such as group activities, shared events, or participation in community activities, are important indicators of the quality of social relationships. Positive and sustained social interactions tend to improve the quality of one's social relationships. When individuals are actively involved in constructive social interactions, they tend to feel a strong bond with those around them, which in turn can improve their psychological well-being. Secondly, individuals' assessment of the impact of their social relationships on their level of life satisfaction or happiness also reflects how the quality of social relationships can affect psychological well-being. Social relationships that are positive, mutually supportive, and fulfill an individual's emotional needs, are likely to have a significant influence on the level of life satisfaction or happiness felt by that individual. Furthermore, individuals' perceptions of the importance of having good social relationships in supporting their emotional and psychological well-being in daily life also play an important role in explaining the relationship between Quality of Social Relationships and Level of Psychological Wellbeing. Individuals who perceive social relationships as a source of support, understanding, and emotional connection tend to have higher levels of psychological well-being. It should be noted that Quality of Social Relationships includes not only relationships with friends, but also with family, neighborhood, and the community as a whole. The perceived social support from these various social networks plays an important role in shaping the quality of one's social relationships, which then impacts psychological well-being.

In the context of Levels of Psychological Wellbeing which includes an individual's ability to cope with challenges and stress in daily life, the quality of social relationships plays an important role. Individuals who have good social relationships often have a strong support network, which helps them in dealing with stress and challenges that arise in daily life. In addition, the quality of social relationships also affects an individual's perception of overall life satisfaction. When individuals feel supported, connected and emotionally fulfilled through positive social relationships, they tend to have a more positive outlook on their lives overall, which is an integral part of psychological well-being. Positive feelings towards oneself can also be influenced by the quality of one's social relationships. Positive and supportive social relationships can help individuals feel accepted and valued, which in turn can increase their positive sense of self and ability to accept themselves as they are.

Social Diversity in the Environment is a complex factor in influencing urban community quality of life and its impact on social welfare. The indicators discussed earlier provide an in-depth understanding of how social diversity can have different influences on these twin aspects. First of all, in the context of Urban Community Quality of Life, social diversity within a neighborhood can have a significant positive impact. Social diversity includes various aspects such as cultural diversity, religion, ethnic background, and other diversity within a community. This diversity can bring benefits, such as the creation of an inclusive atmosphere, diverse perspectives, and culturally rich experiences. It can enrich social life, foster cross-cultural cooperation, and expand the range of opportunities and accessibility for all residents in an urban setting. Thus, social diversity in neighborhoods can significantly improve the quality of life of urban residents. However, on the other hand, in the context of Social Welfare, the effects of social diversity in neighborhoods do not always result in the same positive impact. Social Welfare involves factors such as access to social services, economic well-being, and social protection. There are studies and evidence that show that too much social diversity in a neighborhood can make it difficult to provide equitable social services to all residents. Extreme diversity can lead to difficulties in meeting the different needs of people from widely varying backgrounds. This can hamper efficiency and effectiveness in the provision of social services as more diverse and specific approaches may be needed to meet the different needs of these groups. In addition, too much diversity in a neighborhood can also present challenges in creating unity and a sense of community, which in turn can affect social stability. When there is tension between groups that have significant differences, it can disrupt the peace and security of the neighborhood, thus affecting social well-being. It should be noted that the importance of social diversity in neighborhoods for Urban Community Quality of Life does not mean that Social Welfare is completely ignored or unimportant. Rather, it highlights the complexity of understanding the role of social diversity in two different contexts.

Quality of Social Relationships plays a very important role in determining Social Welfare and Community Quality of Life. In this context, the indicators outlined earlier provide a deep understanding of how the quality of social relations has a positive and significant impact on both aspects. First of all, the quality of social relationships is directly linked to social well-being. Strong and supportive social relationships from family, friends and neighborhood contribute positively to the social well-being of individuals and society in general. When individuals feel supported and emotionally connected to their social networks, they tend to have more resources, support and assistance in overcoming various social and economic challenges. The quality of social relationships also influences better distribution and access to social services, as solid support networks enable the exchange of information, assistance and resources among community members. In addition, the quality of social relations has a significant impact on Community Quality of Life. Positive social relationships enrich community life by creating an inclusive atmosphere, expanding social networks, and increasing the sense of community. When communities have good quality social relations, there is increased collaboration, cooperation, and solidarity among residents. This creates a welcoming, supportive environment and promotes positive interactions between residents, which in turn improves the overall quality of life.

It should be noted that the quality of social relationships includes not only an individual's relationship with family or friends, but also with the neighborhood and community at large. Active engagement in community activities, participation in joint events, and involvement in social initiatives are important aspects of building and maintaining positive quality social relationships at the community level. In addition, good quality social

relationships also influence certain aspects that play an important role in social well-being and community quality of life. For example, when individuals have strong social relationships, they tend to have better access to economic opportunities and employment networks that can improve the overall economic stability of the community. Moreover, in the context of Community Quality of Life, the quality of social relationships can affect aspects such as the level of safety, neighborhood comfort, and feelings of inclusion among residents. Communities that have strong and supportive social relationships also tend to have higher levels of safety due to shared concerns and solid networks to support shared security. In sum, the quality of social relationships has a positive and significant impact on Social Welfare and Community Quality of Life. Strong, supportive and inclusive social relations contribute greatly to the social welfare of individuals and communities, improve the equitable distribution of social services, enrich the quality of life of communities, increase solidarity, collaboration and sense of community among citizens. Therefore, attention and efforts to strengthen the quality of social relations in communities can be a significant step in improving the social well-being and overall quality of life of communities.

CONCLUSION

Quality of Social Relationships has a significant role in influencing various aspects of well-being and quality of life. The quality of positive and inclusive social relationships contributes to the level of life satisfaction, an individual's ability to overcome challenges, as well as social support that can strengthen resilience. Active social interactions, overall life satisfaction, strong social support, and the ability to adapt to environmental changes influence an individual's psychological well-being. In addition, the quality of social relationships also plays a role in influencing the quality of life in urban communities, creating an inclusive, safe, and supportive environment. Social diversity in the environment can improve the quality of life in urban communities by creating an inclusive atmosphere, enriching social life, and expanding accessibility for residents. The results of this analysis highlight the importance of considering the complex relationship between social, psychological, and environmental factors in understanding individual and societal well-being. Theories that focus on social interaction, social support, resilience, and quality of life in urban environments need to be given more attention in studies and the development of in-depth conceptual models. Future research could involve a multidimensional approach that considers the complexity of the relationships between the various factors that influence social well-being and quality of life in urban communities. This also emphasizes the importance of understanding that the impact of certain variables may vary depending on context and interactions with other factors. Managers and policymakers need to consider the importance of building inclusive and supportive social environments at work, in the community and within social services. Supporting positive social interactions, strengthening social support networks, and developing individual resilience are also important aspects to consider in planning programs aimed at improving social well-being and quality of life in urban communities. This can help in creating a more socially, emotionally, and psychologically healthy environment for individuals and the community.

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