

## **Psychological Resilience and Employee Wellbeing Among Support Staff in South African High Schools**

**Zona Sofono , Dr. Kiss Orhidea Edith**

*Eötvös Loránd University (ELTE), Hungary*

### **Abstract**

**Background:** Support staff in education are important to school functioning but face high job demands with limited resources and research on their psychological wellbeing remains limited.

**Objective:** This study examined whether psychological resilience predicts employee wellbeing among South African support staff in the education sector.

**Methods:** A cross-sectional survey (N=92) was conducted across urban, semi-urban, township, and rural high schools. Participants completed the PERMA Wellbeing Scale ( $\alpha = 0.845$ ) and Connor-Davidson Resilience Scale (CD-RISC-10;  $\alpha = 0.724$ ). Simple linear regression analysis examined the resilience-wellbeing relationship.

**Results:** Resilience showed to significantly predict wellbeing ( $\beta = 0.584$ ,  $t = 6.83$ ,  $p < .001$ ), explaining 34.1% of variance, a large effect size. Qualitative findings revealed major stressors (power outages, workload, policy uncertainty) and coping strategies (peer support, religious practices, family support).

**Conclusion:** Psychological resilience is a key predictor of employee wellbeing among South African support staff in the education sector. The large effect suggests resilience functions as a protective personal resource in demanding educational contexts. The findings suggest prioritising resilience-building interventions in staff development programmes, particularly addressing context-specific infrastructure and organisational challenges.



---

International Conference on  
Humanities, Psychology and Social Sciences

**Keywords:** Psychological Resilience, Employee Wellbeing, Educational Support Staff, PERMA, CD-RISC-10, South Africa