The Relationship Between Intolerance of Uncertainty and Anxiety About the Future In Gen Z is Mediated By Family Support

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ABSTRACT

This study aims to explore the relationship between Intolerance of Uncertainty (IU) and future anxiety among Gen Z, considering family support as a mediator. IU is defined as an individual's inability to cope with negative responses arising from a lack of critical information, exacerbated by uncertainty. Future anxiety refers to feelings of fear, worry, and unease about undesirable possibilities, while family support involves attitudes of acceptance and assistance among family members. The study employs a quantitative correlational method with 348 Gen Z respondents in Surabaya as the research subjects. The findings reveal that family support serves as a mediator in the indirect relationship between IU and future anxiety (z = 2.661, p = 0.008). Additionally, a significant direct relationship exists between IU and future anxiety, where higher IU corresponds to greater future anxiety among Gen Z (z = 5.611, p = 0.001). A negative relationship is found between IU and family support, indicating that increased IU reduces family support (z = -2.798, p = 0.005). Meanwhile, family support is significantly associated with reduced future anxiety (z = -8.633, p = 0.001). These findings highlight the crucial role of family support in mitigating the impact of IU on future anxiety, providing valuable insights for interventions aimed at improving the psychological well-being of Gen Z.

Keywords: Intolerance of Uncertainty, Future Anxiety, Family Support, Gen Z

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INTRODUCTION

Generation Z, often referred to as Gen Z, consists of individuals born after Millennials, generally between the mid-1990s and early 2010s (Zaman, 2024). In Indonesia, Gen Z represents the largest population group. This generation includes individuals born specifically between 1997 and 2012 and can currently be divided into two subgroups: students and those entering the workforce (Arista & Priyana, 2023). According to data from the Central Statistics Agency (BPS) in 2020, the Gen Z population in Indonesia is estimated at around 70 million people, accounting for 26% of the country's total population of approximately 270 million. Increasing attention is being directed toward Gen Z, as this group makes up more than one-third of the global population (Schroth, 2019). The era of globalization has significantly influenced human life, particularly younger generations. For

example, the industrial revolution has had a profound impact on Gen Z's psychological aspects (Utami & Pujiningsih, 2021). A report from the American Psychological Association (APA, 2018) highlights that Gen Z is more prone to mental health challenges than other generations, as they struggle to achieve psychological well-being. This is largely because they experience nearly double the stress levels of older generations.

The growth of Gen Z has occurred in the digital era, dominated by information and communication technology, enabling them to access information with great ease. However, this accessibility also brings unique challenges, particularly concerning mental health. Uncertainty arising from various aspects of life—such as climate change, economic instability, and global political upheavals—has increased anxiety levels among Gen Z (Twenge, 2019). A defining characteristic of Gen Z is their deep concern about various aspects of life (Suharyanti & Hanathasia, 2021). This concern is often triggered by rapid social and economic changes, as well as major global events like the 2008 global economic crisis, the COVID-19 pandemic, and geopolitical conflicts such as the Russia-Ukraine war. All these factors create a heightened sense of uncertainty, which, in turn, escalates anxiety among this generation (Fachrul & Filo, 2022).In a study conducted by Galih Sakitri, three primary emotional barriers were identified among Gen Z: anxiety (34%), lack of motivation (20%), and low self-esteem (17%) (Sakitri in Cahyani, 2024).

One of the factors contributing to anxiety among Gen Z is intolerance of uncertainty (IU) (Safford et al., 2009). Carleton (2007) defines IU as an individual's inability to handle unpleasant responses arising from the perception of a lack of critical information. This inability often leads to more severe anxiety experiences (Dugas et al., 2005). Individuals with high IU tend to worry and feel anxious, particularly about their future (Carleton, 2016). In the context of Gen Z, this uncertainty is usually linked to concerns about careers, education, and social interactions in the future. A study by the American Psychological Association (2020) found that Gen Z is the generation most affected by stress and anxiety, with 91% reporting concerns about their future, including issues like climate change, mental health, and job stability.

Future anxiety often stems from Gen Z's inability to cope with significant challenges they face. Many feel overwhelmed by fear of failure or their inability to meet their own or others' expectations (Dugas et al., 2005). A survey by the Central Statistics Agency (BPS) on the happiness index in West Java revealed that anxiety and worry dominate, with 62.5% of residents reporting they are not free from anxiety, contributing to low well-being indices in the region (BPS, 2020). This high level of anxiety is also common among young adults (Qolbi, 2020). According to the 2020 Population Census released by BPS, Surabaya's population was 2,874,314. Of this total, Gen Z—born between 1997 and 2012—accounts for 709,846 people or about 24.7% of Surabaya's total population (BPS, 2022).

In this context, family support becomes a crucial factor in mitigating the negative effects of IU on anxiety (McMahon & McMahon, 2004). Emotional and practical support from families can act as a safety net for individuals facing uncertainty (McMahon & McMahon, 2004). Previous studies have shown that social support, particularly from

families, can reduce anxiety levels by providing the security and stability that Gen Z greatly needs during uncertain times (Safford et al., 2009). Loades et al. (2020) also noted that during crises like the COVID-19 pandemic, family support significantly reduced anxiety levels among adolescents.

Individual responses to uncertainty can also be influenced by cultural contexts. In cultures that emphasize independence, individuals who lack family support may be more vulnerable to anxiety (Berry et al., 2006). Therefore, it is crucial to investigate how family support can serve as a protective factor in dealing with uncertainty. Moreover, Gen Z demonstrates a higher degree of openness in discussing mental health issues compared to previous generations. According to a Pew Research Center (2019) report, about 70% of Gen Z considers mental health an important and urgent issue. This reflects a greater awareness of the importance of social and emotional support, including from families.

Several prior studies have highlighted the significance of family support. For instance, Nadeau et al. (2017) found that strong family support contributes to improved psychological well-being among adolescents. Similarly, O'Reilly et al. (2019) demonstrated that social support from families reduces stress effects on adolescents, aligning with Gen Z's frequent experiences of pressure.

This study aims to explore the relationship between Intolerance of Uncertainty (IU) and future anxiety among Gen Z, with a focus on the mediating role of family support. Understanding this relationship is vital for designing effective interventions to help reduce anxiety among younger generations. This research is expected to provide valuable insights for mental health practitioners, educators, and policymakers in creating environments that support Gen Z's mental health.

METHOD

The subjects of this research are Generation Z individuals residing in Surabaya. The population used in this study is Generation Z in Surabaya. According to BPS (Central Bureau of Statistics), the population of Generation Z in Surabaya amounts to 709,846 individuals. In this research, data collection was conducted using an incidental sampling technique. Incidental sampling is a method of sample selection where anyone who happens to meet the researcher can be used as a sample, provided the subject meets the criteria as a data source (Sugiyono, 2017). The sample size was calculated using the Isaac and Michael table with a margin of error of 5%, resulting in a minimum required sample size of 348 individuals. For data analysis, the researcher utilized the Jeffreys' Amazing Statistics Program (JASP) software.

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RESEARCH RESULT

Table 1. Analysis of the indirect influence of mediation results with path analysis

Variabel	Estimate	Std. Error	z-value	p	95% Confidence Interval	
					Lower	Upper
Intolerance of Uncertainty→ Dukungan Keluarga → Kecemasan Masa Depan	0.029	0.011	2.661	0.008	0.008	0.050

Source: Jeffreys's Amazing Statistics Program (JASP)

The results of the mediator analysis showed that the variables Intolerance of Uncertainty and Anxiety about the Future through family support yielded a z-value of 2.661 with a significance level of $p = 0.008$ ($p < 0.05$). This indicates that the variable Family Support can mediate the indirect relationship between Intolerance of Uncertainty and Anxiety about the Future. Therefore, it can be concluded that Hypothesis I in this study is accepted.

Table 2. Analysis of direct effects of mediation results with path analysis

	Estimate	Std. Error	z-value	p	95% Confidence Interval	
					Lower	Upper
Intolerance of Uncertainty → Kecemasan Masa Depan	0.128	0.023	5.611	< .001	0.084	0.173

Source: Jeffreys's Amazing Statistics Program (JASP)

The analysis results indicate a direct relationship between Intolerance of Uncertainty and Anxiety about the Future, with a z-value of 5.611 and a significance level of $p = 0.001$ ($p < 0.05$). This means that the higher the Intolerance of Uncertainty, the higher the Anxiety about the Future among Generation Z. Therefore, it can be concluded that Hypothesis II in this study is accepted.

Table 3. Analisis koefisien Total Path hasil Mediasi dengan Path Analisis

	Estimate	Std. Error	z-value	p	95% Confidence Interval	
					Lower	Upper
Intolerance of Uncertainty → Kecemasan Masa Depan	0.128	0.023	5.611	< .001	0.084	0.173
Intolerance of Uncertainty → Dukungan Keluarga	-0.160	0.057	-2.798	0.005	-0.272	-0.048
Dukungan Keluarga → Kecemasan Masa Depan	-0.181	0.021	-8.633	<.001	-0.222	-0.140

Source: Jeffreys's Amazing Statistics Program (JASP)

The analysis results show a direct relationship between Intolerance of Uncertainty and Family Support, with a z-value of -2.798 and a significance level of p = 0.005 (p < 0.05). This indicates a negative relationship between Intolerance of Uncertainty and Family Support, meaning that as Intolerance of Uncertainty increases, it leads to a decrease in Family Support. Therefore, it can be concluded that Hypothesis III in this study is accepted.

The analysis results show a direct relationship between Family Support and Anxiety about the Future, with a z-value of -8.633 and a significance level of p = 0.001 (p < 0.05). This indicates that Family Support and Anxiety about the Future have a significant relationship. Therefore, it can be concluded that Hypothesis IV in this study is accepted.

DISCUSSION

The acceptance of all four hypotheses in this study indicates that there is an influence of Intolerance of Uncertainty on Anxiety about the Future through the mediation of Family Support, an influence of Intolerance of Uncertainty on Anxiety about the Future, an influence of Intolerance of Uncertainty on Family Support, and an influence of Family Support on Anxiety about the Future.

Friedman (1998) and Gottlieb (2002) emphasize that family support, whether in the form of material assistance, information, appreciation, or emotional support, can serve as an effective buffer against the negative effects of intolerance of uncertainty. In situations filled with uncertainty, family support not only provides a sense of security but also strengthens individuals to adapt to the challenges they face. Sarafino and Smith (as cited in Sitompul, 2020) assert that emotional and instrumental support from families helps individuals remain calm and focused when confronting difficult situations. With strong support, individuals, including Generation Z, can manage their anxiety about the future more effectively. Additionally, family support instills confidence in them to face uncertainty without becoming trapped in excessive worry or an inability to take meaningful action.

Uncertainty refers to a condition arising from stimuli or circumstances that are ambiguous, complex, difficult to predict, and accompanied by limited consistent information about a particular situation (Valle et al., 2020). Valle et al. (2020) also stated that an individual would perceive uncertainty as a threat if they are unable to tolerate the situation. Individuals who cannot cope with uncertainty tend to interpret anything ambiguous as a threat (Carleton, 2012). Therefore, intolerance of uncertainty is considered negative for individuals as it merely triggers anxiety about the future. The higher a person's intolerance toward change and uncertainty, the higher their level of anxiety. This issue must be well-managed and regulated by each individual to prevent excessive stress.

A person's aversion to uncertainty drives families to provide emotional strength to their children. According to Friedman (as cited in Suhartini, 2024), family support refers to the attitudes and actions of family members in accepting one another, encompassing informational, evaluative, instrumental, and emotional support. This support fosters interpersonal relationships marked by care and acceptance of family members, making them feel valued. Individuals in supportive social environments tend to have better conditions compared to those who do not receive such support, as family support is believed to help mitigate the negative impact on mental health. Therefore, it can be agreed that intolerance of uncertainty should not always be viewed purely negatively, as it can also have a positive impact by fostering a supportive attitude within families toward their children, particularly in Generation Z.

Family support plays a significant role in reducing a child's anxiety about the future. Appropriate family social support can help individuals overcome excessive anxiety and feelings of pressure. Kaplan and Sadock (2002) describe family support as a form of interpersonal relationship that protects individuals from the adverse effects of stress. Family support should be continuous and ongoing. It is defined as verbal and non-verbal communication, advice, tangible assistance, or behaviors provided by people familiar with the individual in their social environment. It may also include presence and actions that provide emotional benefits or influence the recipient's behavior (Gottlieb, 2002). Children experiencing anxiety about the future often lack information or preparation regarding future prospects and have low self-confidence, leading them to feel incapable and develop anxiety. Therefore, family support, particularly in aspects of appreciation, information, and

emotional support, should be more effectively implemented by families, especially parents, for their children.

Isik & Ozgul (2024) revealed that family social support acts as a mediator in the relationship between intolerance of uncertainty and anxiety. In line with their findings, this study also indicates that family support mediates the relationship between intolerance of uncertainty and anxiety about the future. The PLS test results show a p-value of 0.008 (p < 0.05). Based on the participant characteristics, this study is dominated by female respondents, with 182 participants (51.1%), and working individuals, also 182 participants (62.1%). These characteristics influenced the results, as women, being feminist and emotionally sensitive, tend to seek emotional validation and exhibit fluctuating emotional levels, making family support crucial in managing uncertainty. This is especially true for working women, who are more vulnerable to workplace dynamics, such as competition with colleagues, job status, job responsibilities, or the possibility of layoffs. Family support plays a significant role in shaping a child's emotional intelligence and behavior to face the challenges of future uncertainty. It is an essential system within the family to navigate through stressful times (Friedman, 2010). A child who receives full support from their family is better equipped to avoid anxiety about the future and other uncertainties. Conversely, a child who lacks family support is more likely to experience anxiety and fear of uncertainty due to insufficient emotional, evaluative, instrumental, and informational support from the family. Individuals with weak social bonds, particularly within the family, often exhibit higher intolerance of uncertainty and a pattern of anxious attachment (Tammilehto et al., 2023).

The second hypothesis of this study, which states that there is an influence of intolerance of uncertainty on anxiety about the future, is also proven with a significant p-value of 0.001 (p < 0.05). These findings align with previous research conducted by Isik & Ozgul (2024), which demonstrated that intolerance of uncertainty influences anxiety. Another study by Valle et al. (2020) also confirmed the relationship between an individual's intolerance of uncertainty and anxiety. The higher a person's intolerance to uncertainty, the more their cognition and emotions are affected when faced with ambiguous situations, leading to increased stress and anxiety. Dugas et al. (2004) emphasized that the aspect of tolerance toward uncertainty should be well-regulated by individuals to prevent excessive stress and anxiety.

The third hypothesis of this study, which states that there is an influence of intolerance of uncertainty on family support, is also proven with a significant p-value of 0.005 (p = 0.05). These findings align with previous research conducted by Isik & Ozgul (2024), which demonstrated that intolerance of uncertainty affects family support. A higher level of intolerance toward uncertainty is often caused by low family support or weak social attachment within the family. Conversely, lower intolerance of uncertainty indicates that individuals receive a higher level of emotional support from their families.This result is consistent with earlier findings by Isik & Ozgul (2024), which highlighted that perceived social support, including family support, plays a crucial role in reducing anxiety related to intolerance of uncertainty. Low emotional support from families can exacerbate anxiety and

increase an individual's intolerance toward uncertain situations. However, there is still limited data available on the relationship between intolerance of uncertainty and family support, as these two variables are rarely explored in existing research.

The fourth hypothesis of this study, which states that there is an influence of family support on anxiety about the future, is also proven with a significant p-value of 0.001 ($p < 0.05$). These findings align with previous research conducted by Isik & Ozgul (2024), which demonstrated that family support affects anxiety. The higher the level of family support received by an individual, the more it reduces excessive anxiety and deep depression. Conversely, low family support results in higher levels of anxiety. Individuals with weak social bonds, particularly with their families, tend to exhibit intolerance of uncertainty and a pattern of anxious attachment (Tammilehto et al., 2023).

CONCLUSION

This study highlights the relationship between Intolerance of Uncertainty (the inability to tolerate uncertainty) and Anxiety about the Future in Generation Z, as well as the role of Family Support as a mediator. The results show that family support plays a significant role in mediating this relationship. Individuals with a high level of intolerance toward uncertainty tend to experience greater anxiety, both directly and indirectly through perceived low family support.Additionally, it was found that the higher an individual's intolerance of uncertainty, the greater their anxiety about the future. Family support has a significant negative relationship with future anxiety, meaning greater family support reduces anxiety levels. Family support serves as a source of emotional comfort, psychological stability, and a sense of security.The study also revealed a significant negative relationship between intolerance of uncertainty and family support, indicating that individuals with higher intolerance of uncertainty tend to feel less supported by their families. This may be due to a pessimistic mindset or high stress levels that affect their interactions with family members.In conclusion, family support plays a crucial role in reducing anxiety about the future, especially for individuals with high levels of intolerance of uncertainty. Interventions involving families, such as strengthening communication and providing emotional support, can help Generation Z cope with life uncertainties and reduce their anxiety about the future.

Generation Z needs to enhance self-awareness of their intolerance to uncertainty and its impact on future anxiety through reflection, emotional management, and open communication with their families. If family support is insufficient, alternatives such as friends, mentors, or support groups can be viable solutions. Families play a crucial role in creating a warm environment with open communication, empathy, and education on managing uncertainty to help Generation Z manage their anxiety. Further research is needed to explore the roles of peers, social environments, past experiences, social media, and family-based programs in supporting these efforts.

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