

A Qualitative Exploration Of Job Satisfaction Among HIV-Positive Workers At Indoraya Manufacturing Plant

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Abstract.

HIV/AIDS remains a global health challenge, particularly among individuals in their productive years, including factory workers. According to UNAIDS (2024), approximately 39 million people aged 15-49 live with HIV, directly affecting the labor sector (UNAIDS, 2024). In industrial settings, workers often face vulnerabilities such as long working hours, high mobility, varied education levels, and limited access to health information-factors that increase their risk of HIV infection. This study aims to explore the job satisfaction of workers living with HIV/AIDS within the industrial sector. Using a qualitative phenomenological approach, the research was conducted with 10-15 workers at a textile factory in Tangerang, selected through purposive sampling. The study focuses on understanding the experiences and perceptions of these workers regarding job satisfaction and the influencing factors. Findings reveal that job satisfaction among workers living with HIV/AIDS is strongly influenced by social and structural factors, including social support and workplace policies. According to Maslow's hierarchy of needs, the need for safety and social acceptance is essential before individuals can achieve self-actualization in their work. Furthermore, Erving Goffman's stigma theory explains how being HIV-positive can become a source of social pressure, hindering active participation in the workplace unless the work environment consciously addresses stigma and discrimination. The study recommends that companies implement more inclusive and proactive workplace policies. Suggested strategies include regular HIV/AIDS education, provision of Voluntary Counseling and Testing (VCT) services, enforcement of non-discrimination policies, formation of internal support groups. Collaborative efforts among companies, co-workers, and the individuals themselves are essential to creating a safe, inclusive, and productive work environment for all, including those living with HIV/AIDS.

Keywords: HIV/AIDS; factory workers; job satisfaction; social stigma; social support; qualitative approach; workplace policy and inclusive work environment.

I. INTRODUCTION

HIV/AIDS is a global health problem that significantly impacts the productive age population, including factory workers and employees. According to data (UNAIDS 2024), approximately 39 million people worldwide are living with HIV, and the majority of them (approximately 61%) are in the working age range, namely 15-49 years (UNAIDS, 2024). This indicates that HIV/AIDS is not only a health issue, but also a major challenge to the world of work and economic productivity. This condition has a direct impact on the employment sector, especially in labor-intensive industries such as factories, where a large workforce is actively involved in the economic production process. Global studies show that workers in the industrial sector are at high risk of HIV exposure. In Sub-Saharan African countries, the mining and manufacturing sectors have become a focal point for the HIV epidemic due to high labor mobility, distance from family, and limited health services. For example, research in South Africa found that HIV prevalence among mining and factory workers can reach 20%–30% (Jose, 2021). In Asia, although HIV prevalence rates are generally lower than in Africa, migrant workers and factory workers remain high-risk groups. Countries with large industrial regions such as India, Vietnam, and Thailand also report high worker vulnerability to HIV[3], primarily due to a lack of education and access to sexual health services in the workplace. The industrial and manufacturing sectors are the backbone of the economy, employing a large workforce.

However, dense working conditions, varying levels of education, lack of access to adequate health information, and high worker mobility make them vulnerable to HIV transmission [4]. Factory workers, especially in labor-intensive sectors, often do not receive sufficient education about reproductive health and

HIV/AIDS prevention, which increases the risk of transmission [5]. The number of people living with HIV/AIDS continues to increase every year, and its impact is felt not only in physical health aspects, but also in social and economic aspects[6]. One social impact that is often overlooked is the influence of HIV/AIDS on the world of work, where infected workers may face discrimination, stigmatization, and challenges in carrying out their professional duties. In Indonesia, the HIV epidemic is showing a significant upward trend. A 2023 report from the Indonesian Ministry of Health recorded more than 50,000 new HIV cases in the past year, with the majority of cases occurring in individuals working in the informal and formal sectors, including the manufacturing industry. However, specific data on HIV prevalence among factory workers remains limited, indicating gaps in workplace-based research and interventions [7]. According to the 2023 Report on the Development of HIV/AIDS and Sexually Transmitted Infections (STIs), the Ministry of Health (Indonesian Ministry of Health), the number of reported HIV cases continues to increase year after year [8].

Between January and December 2023, more than 50,000 new HIV cases were recorded, with a significant proportion coming from the productive age group (25-49 years). The manufacturing sector, particularly in industrially dense areas such as West Java, Banten, and East Java, is one of the sectors beginning to receive attention in efforts to prevent and manage HIV in the workplace. Indonesia is experiencing an increasing trend in HIV prevalence, particularly among those of productive age. Although national data does not specifically categorize factory workers as a separate category, several local studies indicate a high vulnerability of factory workers to HIV, particularly in large industrial areas such as Bekasi, Karawang, Sidoarjo, and Batam. Risk factors identified in factory environments include [9]: limited knowledge about HIV/AIDS, limited access to voluntary HIV counseling and testing (VCT), high-risk sexual practices, high mobility and a lifestyle far from family, and the absence of company-based HIV/AIDS prevention programs. Research by the Spiritia Foundation (2021) indicates that workplace stigma is also a major barrier for workers with HIV to access services and remain in the workforce (Rahayu *et al.*, 2021). Factors such as work pressure, long-term separation from family, and risky behaviors that may occur outside the workplace (e.g., unsafe sex or injecting drug use) contribute to factory workers' vulnerability to HIV/AIDS [11].

However, company awareness and concern for the importance of HIV prevention programs in the workplace remains relatively low, which can impact job satisfaction. In this context, job satisfaction is an important factor that requires further study, especially for workers living with HIV/AIDS. According to (Aboulwafa *et al.*, 2021), job satisfaction encompasses perceptions of the work environment, recognition for work performed, relationships with coworkers, and work-life balance. These factors can be influenced by many factors, including the worker's health. For workers infected with HIV, factors such as social stigma, physical limitations, and psychological burden can directly and indirectly influence their job satisfaction levels [13]. While numerous studies have addressed the impact of health on work in general, few have specifically examined the relationship between HIV/AIDS status and job satisfaction among infected workers. Therefore, this study aims to broaden this scope by using a qualitative approach, allowing for a deeper understanding of the experiences, perceptions, and factors influencing job satisfaction among workers living with HIV/AIDS. This research is expected to provide more comprehensive insights into the challenges faced by workers living with HIV/AIDS, as well as how they assess and respond to aspects of their work. Furthermore, the findings of this study can be used to design policies that are more inclusive and supportive of HIV-infected workers, as well as create a healthier, fairer, and more productive work environment for all parties [8].

Research Objectives:

1. To analyze the influence of HIV/AIDS status on worker job satisfaction.
2. To identify factors that influence job satisfaction levels among workers living with HIV/AIDS.
3. To provide policy recommendations for companies and relevant agencies to improve the well-being and job satisfaction of workers living with HIV/AIDS.

II. METHODS

This study uses a qualitative approach to explore the experiences, perceptions, and factors influencing job satisfaction of workers living with HIV/AIDS. A qualitative approach was chosen because it provides ample scope to understand the social, psychological, and emotional contexts that influence the experiences of the research subjects. This method aims to gain in-depth insights into how workers infected with HIV/AIDS assess and experience their job satisfaction, as well as how external and internal factors play a role in this process. The approach used in this study is a case study with a qualitative phenomenological research design. This phenomenological approach was chosen because it focuses on understanding individuals' subjective experiences within the context of their lives. This study aims to explore the meanings workers living with HIV/AIDS attach to their job satisfaction.

The subjects of this study were workers living with HIV/AIDS who work in the textile industry at Factory X in Tangerang. The inclusion criteria for research subjects were:

1. Workers who have been diagnosed with HIV/AIDS and are receiving antiretroviral (ARV) treatment.
2. Workers who have at least one year of work experience at the company.
3. Workers who are willing to share their experiences openly and anonymously.

The number of research subjects selected is 10-15 people, in accordance with the principle of data saturation, where the collected data is deemed sufficient to reveal relevant patterns and themes. Subject selection will be conducted using purposive sampling techniques to ensure that the selected subjects have relevant experience and can provide in-depth information regarding the phenomenon being studied.

Data Collection Techniques

Data collection will be conducted using several key techniques, as follows:

1. In-depth Interviews: Semi-structured interviews will be conducted to obtain more in-depth information regarding the experiences, perceptions, and factors influencing job satisfaction of workers living with HIV/AIDS. Interview questions will cover topics such as personal experiences with HIV/AIDS in the workplace, interactions with coworkers, the impact of HIV status on work, support received, and other factors influencing job satisfaction.
2. Focus Group Discussions (FGDs): In addition to individual interviews, FGDs will also be conducted to obtain group perspectives on the challenges and opportunities faced by workers living with HIV/AIDS in their work context. Group discussions will help explore broader themes and compare views among participants.
3. Participatory Observation (if possible): Observations in the workplace or at social activities involving workers can provide additional insights into the dynamics of relationships between workers living with HIV/AIDS and their coworkers. These observations will be conducted with the consent and consent of the participants and will be conducted in a non-intrusive manner.

Research Instruments

The instruments used in this study were pre-developed interview guides and focus group discussions, which focused on data collection on: Worker perceptions of job satisfaction, Worker experiences with stigma or discrimination in the workplace, Factors influencing the level of job satisfaction of workers living with HIV/AIDS, The role of social support and company policies in increasing job satisfaction.

Data Analysis

Data obtained from interviews and focus group discussions (FGDs) will be analyzed using a thematic analysis approach. The data analysis process involves the following stages:

1. Interview transcription: All interviews and FGDs will be transcribed verbatim to ensure the data can be analyzed accurately.
2. Theme identification: The data will be read in its entirety to identify key emerging themes, whether related to work experiences, the influence of HIV status, or other factors influencing job satisfaction.
3. Data coding: The data will then be grouped into specific categories based on the identified themes, and coding will be performed to facilitate further analysis.

4. Data interpretation: The coded data will be further analyzed to identify relationships between the identified themes, highlighting the factors that most influence the job satisfaction of workers living with HIV/AIDS.
5. Data validation: Triangulation techniques (comparing individual interview results with FGD results and observations) will be used to ensure the validity of the findings. In addition, member checking (verification of findings with participants) will also be carried out to ensure that the data obtained accurately reflects the experiences and views of participants.

III. RESULT AND DISCUSSION

Based on in-depth interviews conducted with nine workers living with HIV/AIDS, this study uncovered a variety of experiences and factors influencing their job satisfaction. Data analysis revealed several key themes related to the impact of HIV/AIDS status on their work, relationships with coworkers and superiors, and factors influencing their levels of job satisfaction



Fig. Activities during socialization

1. Personal Experiences with HIV/AIDS

Most participants revealed that their HIV/AIDS diagnosis initially caused feelings of anxiety, fear, and confusion. They often felt isolated and struggled to accept their health condition. However, over time, most participants learned to accept this reality and found ways to manage their condition. Several participants spoke about their journeys on antiretroviral (ARV) treatment, which helped them remain active at work.

Answers to Theme 1:

R1: "At first, I felt like my world was falling apart, shocked that I had contracted this disease. I'm not a prostitute, and I don't have sex with anyone other than my husband. But over time, I learned to accept and control my condition. ARVs help me stay healthy and work."

R2: "When I was first diagnosed with HIV, I felt like I wanted to die and couldn't believe what I was experiencing. I still remember that day, the doctor called me into his office, and from the look on his face, I knew something was wrong. When he told me I was HIV-positive, I immediately froze. My heart was beating so fast, and my head felt foggy."

R3: "I had mixed feelings. There was fear, confusion, shame, and anger. I was afraid because I didn't know if I would live long. I was confused about what to do next, whether I should tell my family, whether they would accept me. And honestly, I felt incredibly ashamed, as if I had failed to take care of myself. I was also angry with myself and my circumstances, because as a teenager, I had had sex with many men before marriage."

R4: "Even though the doctor tried to reassure me, I felt like no one could truly understand what I was feeling. It took me a long time to come to terms with this reality. I became so depressed that I asked for leave from work to go home. But from there, I began to learn many things—about life, the importance of support, and how to remain strong even when facing something this difficult."

2. Impact of HIV/AIDS Status on Employment

Most participants reported that their health conditions did not significantly impact their physical ability to work, primarily because they were accustomed to ARV medication, which helped control symptoms. However, some workers felt they were becoming more tired and needed more rest. They also expressed anxiety, having heard from friends that their companies were about to lay them off, which significantly impacted their psychological well-being.

Theme 2 Answers:

R1: "Sometimes I feel tired, but I can't let it get in the way of my work. I try to stay productive, even though I sometimes feel exhausted more quickly. If I keep taking time off, it will impact my income."

R2: "I'm always worried about others finding out about my condition. Even though I'm currently healthy and have no outward symptoms, I'm afraid of being perceived as different and that could affect my work. I'm afraid of being laid off and being shunned by my coworkers too..."

R3: "Honestly, I'm worried about the possibility of being singled out or shunned (discriminated against) at work because of my HIV status. Even though I'm on treatment and my condition is stable, I'm still afraid if my colleagues or superiors find out. I worry that they will distance themselves from me or not trust me at work. But I've heard stories from friends who were treated differently after their status was discovered, and that makes me even more hesitant to come out. I wish there was more education about HIV in the workplace, so people wouldn't immediately judge me negatively..."

Although there were no significant physical effects, many participants expressed that the social stigma associated with HIV/AIDS significantly impacted their comfort at work. Some reported fear of discrimination if coworkers or superiors learned of their status. This made them more cautious about discussing their health condition at work.

3. Relationships with Coworkers and Superiors

Relationships with coworkers and superiors were found to have a significant impact on the job satisfaction of workers living with HIV/AIDS. Most participants felt an emotional distance from their coworkers due to fear of discrimination or ostracism. Some said they chose to keep their distance and not discuss their health issues openly.

Theme 3 Answers:

R1: "I prefer to keep my distance. I don't want them to see me as different just because I'm living with HIV."

R2: "My boss is very supportive. He knows my condition and doesn't treat me differently. That makes me feel valued and more motivated to work."

R3: "I find it difficult to explain because I'm afraid of being seen as incapable or being discriminated against by my coworkers."

R4: "I only share as much as necessary because I don't want to be pitied or seen as weak."

R5: "Sometimes I'm confused about how to explain it because my condition isn't physically visible, but it significantly impacts my productivity."

R6: "I've explained things when my condition worsens, but I'm not always open about it because it depends on the situation."

R7: "I try to be professional. If it's really affecting my work, then I tell people. But I don't tell everyone."

R: "I've tried to explain things, but the response wasn't good, so now I prefer to keep quiet and manage my condition myself."

However, some workers also feel supported by their coworkers and superiors. They feel more comfortable in an open and inclusive work environment, where they feel valued as individuals, regardless of their health status.

4. Factors that Influence Job Satisfaction

Job satisfaction of workers living with HIV/AIDS is strongly influenced by several factors, including:

- a. **Work-Life Balance:** Many participants felt that their work gave meaning to their lives and was a source of emotional stability. However, they also emphasized the importance of balancing work and time for self-care.

R1: "This job gives me purpose, but I also understand the importance of maintaining my physical and mental health. Without it, I wouldn't be able to survive for long."

R2: "With this job, I don't constantly think about my illness, ma'am... now I take better care of my physical health, like being more picky about what I eat, eating more vegetables, and living a healthy lifestyle like exercising, even if it's just walking. It's a big difference from before I was sick, ma'am..."

- b. Social support: Support from coworkers and superiors significantly impacts job satisfaction. Several participants expressed that a work environment that understands their health conditions gives them a sense of security and helps them remain productive.

R1: "Because of this, because of this illness... my boss is going to lay me off, and my friends who were once close to me are now distancing themselves, Sis... I can't handle this ordeal... Oh God..." (with tears)

- c. Company policies: Some companies have policies that support workers with HIV/AIDS, such as flexible sick leave or additional health support. However, some participants felt that these policies were not enough to address the stigma they experienced in the workplace.

R1: "My company provides adequate sick leave, and they don't make a big deal about my condition. But the stigma persists. When I hear that I'm being laid off, it's really sad... If more people understood, it would be more comfortable to work."

R2: "My boss gave me the option to immediately resign or move divisions, I was demoted from my position because I had this disease"... (in a sad and soft tone and with deep disappointment).

5. Social Support and Company Policies

Company support and inclusive policies are key factors contributing to job satisfaction. Some participants felt their companies provided space for them to seek treatment and take breaks when needed, but they still expressed concerns about disclosing their HIV status to coworkers.

R1: "If I need leave or a break, my boss has no problem with it. But I still feel anxious if anyone finds out the reason for my rest. Because until now, all they know is that I have TB, not HIV/AIDS."

R2: "I'm often reprimanded for taking frequent leave due to my physical problems. Now, I'm often weak and run down." My friends are already suspicious and often ask questions, and now they're distant and often talk about me behind my back... Miss..."

R3: "I think the most influential thing is the attitude of the work environment, especially my boss and coworkers, Miss... When I feel accepted and treated equally like other employees, I feel more comfortable and enthusiastic about my work. I used to work in a place full of gossip and lacked education about HIV, which was very stressful. But now, I'm in a more open and non-judgmental office, which has greatly increased my job satisfaction."

R4: "The most important factors for me are the ease of work and the company's support for my health needs. Sometimes I need time off for checkups or medication, and if the company understands that without asking too many questions or being suspicious, I feel more valued and motivated. My job satisfaction is greatly influenced by how easily I can maintain my health without fear of losing my job."

R5: "I feel satisfied at work if I have the same opportunities for development as other employees. Sometimes there's a perception that people with HIV can't work optimally or are often sick, but that's not always true. So, for me, if the company provides fair treatment, promotions based on performance, and doesn't discriminate, that greatly impacts my satisfaction as an employee."

6. Psychological and Emotional Impact on Job Satisfaction

The psychological and emotional impact of HIV/AIDS on workers is significant. Many participants felt stressed or anxious about how their coworkers and superiors viewed them. Social stigma and uncertainty about their future employment created a significant mental burden.

R1: "Sometimes, I feel stressed and anxious because I don't know what will happen if people find out about my condition. It affects the way I work."

R2: "Yes, my workplace does have a policy regarding employees with certain health conditions, including HIV/AIDS. They guarantee the confidentiality of employee health data and provide leave if they need

treatment. I personally feel more at ease with that protection from the company. But sometimes the policies vary... or sometimes they change, ma'am..." (in a whisper)"

R3: "As far as I know, there's no policy that addresses employees with HIV/AIDS in my office. There may be a general health policy, but we as employees have never heard of it, ma'am... That makes me hesitant to open up, so I choose to remain silent about my condition."

R4: "As far as I know, ma'am... my company does have a policy document that claims to support employees with chronic illnesses, including HIV. But in reality, not all superiors and staff understand or implement it. I once asked for permission to go to the hospital and was questioned all sorts of things... I think they're really sensitive to me... it's annoying... you know. So even though it's in writing, I haven't really felt the benefits."

However, despite the psychological challenges, some workers reported that they felt emotionally stronger after receiving support from their colleagues and superiors, which increased their work productivity.

7. Hopes and Future Plans

Most participants hoped that companies would be more proactive in providing support for workers living with HIV/AIDS, including clearer policies regarding discrimination and the impact of health conditions on employment. They also hoped that the stigma surrounding HIV/AIDS would be reduced in the workplace.

R1: "I hope the company can be more sensitive to our situation and provide HIV training for everyone, so that there is no more discrimination."

R2: "Emotionally, I often feel mixed. There are days when I feel strong and capable of getting through everything, but there are also times when I feel sad and afraid, especially when I feel like my condition is starting to decline. I also still worry about my status being discovered by people at work. But I try to stay motivated because I want to live like everyone else. This job actually makes me more meaningful... and I still feel 'normal.'" (with a sad expression)

R3: "Of course, my condition affects my mood and motivation at work. When I'm healthy and have enough energy, I can work well and even feel very productive. But when I'm feeling unwell or down, or under stress, my motivation can drop drastically. Especially when I'm afraid of my status being revealed, which is what stresses me out and makes it difficult to focus. Sometimes I only survive because I need the income..."

R4: "At first, I felt very burdened and embarrassed. I thought I would always have low self-esteem. But over time, I learned to accept my condition. Work actually became a positive distraction. When I completed a task well, I felt proud, and it helped improve my mood. So even when I was sad or tired, I still felt like I had a purpose..."

R5: "Honestly, I often felt anxious, afraid, and lonely at work. I couldn't open up to anyone at the office, so I kept everything to myself. Sometimes I felt inferior, and it made it difficult to focus. I know I'm capable of working, but the emotional pressure was sometimes too much. It really affected my mood every day."

R6: "I hope to be able to continue working as usual without being discriminated against because of my health status. I want to remain productive and financially independent. I hope my condition can remain stable with treatment, and I can pursue a career like everyone else. I also want my company to provide the space and support so I can stay in this job for a long time."

The results of this study reveal various factors influencing job satisfaction among workers living with HIV/AIDS. These factors do not exist in isolation but interact to shape each individual's subjective work experience. Based on field findings and in-depth interviews, the following is a discussion of the main factors influencing job satisfaction:

1. Social support in the workplace

Social support, both from superiors and coworkers, plays a crucial role in increasing job satisfaction. Informants who feel emotionally and professionally supported report higher levels of job satisfaction. This support includes non-discriminatory attitudes, providing space for expression, and

availability of assistance when needed. This finding aligns with socio-ecological theory, which positions the social environment as a crucial factor in individual well-being in the workplace (Chinsembu et al., 2019).

2. Health and access to treatment

Stable physical health resulting from consistent access to antiretroviral (ARV) treatment also contributes to job satisfaction. Informants who maintain a regular medication schedule and do not experience serious side effects from ARVs are more likely to perform optimally. Furthermore, company policies that allow employees to take medical leave without stigma increase feelings of security and loyalty to the company.

3. Perception of Stigma and Discrimination

Perception of stigma in the workplace is a significant determinant of job satisfaction. Several informants stated that although they had not experienced direct discrimination, concerns about potential stigma caused anxiety and discomfort in carrying out their work. Informants who worked in environments that were open to health and diversity issues reported higher levels of satisfaction [14].

4. Job Security and Stability

Security regarding employment status, including the security of a work contract and the guarantee of a steady income, plays an important role in shaping job satisfaction. Informants who felt their jobs were not threatened despite their HIV status being known reported higher levels of job satisfaction. This suggests that stable job security can reduce the psychological burden on workers living with HIV/AIDS.

5. Meaning and Purpose in Work

Some informants expressed that work provides important meaning and purpose in life for them. Work is not only a source of income, but also a means to prove one's abilities, maintain self-esteem, and live a meaningful life despite living with HIV. Job satisfaction arises when individuals feel their work contributes to their self-identity and social life.

6. Support from Superiors and Coworkers

Social support has been shown to be a dominant factor in increasing job satisfaction. Informants who receive support from foremen, supervisors, and coworkers report feeling more comfortable, secure, and motivated in carrying out their duties. This support includes not only technical assistance at work but also empathy, openness, and acceptance of their health condition. Some workers reported still facing challenges in the form of negative comments, avoidance, or gossip that arise after their HIV status is revealed. This suggests that despite support from certain individuals, the overall work culture in some factories is still not fully inclusive.

7. Stigma and Fear of Discrimination

Fear of stigma remains a major barrier to job satisfaction. Some informants chose to conceal their health status out of fear of being ostracized, transferred to a lower-level position, or even dismissed. Uncertainty about the reactions of management and coworkers caused significant psychological distress. While not everyone experienced direct discrimination, the perception that the workplace was unsafe to disclose was a source of stress that decreased job satisfaction. This confirms that perceived stigma can be as impactful as actual discrimination [14][15].

8. Access to Healthcare Services and Treatment Time

The availability of time and flexibility to access healthcare services, particularly for taking ARV medication, significantly impacts job satisfaction. Factory workers generally have strict, structured shift work schedules, so not everyone has the freedom to take time off for treatment without penalty. Informants who work in factories that allow medical leave without salary deductions or reprimands report higher levels of satisfaction. This suggests that company policies regarding sick leave and schedule flexibility directly impact the well-being and productivity of workers living with HIV [16].

9. Physical Conditions and Workload

The high physical workload in the factory environment also poses challenges for workers living with HIV/AIDS, especially if they experience side effects from medication or a weakened immune system. Informants who have lighter work positions or are given reasonable accommodations feel more valued and are more satisfied with their work[17].

10. Security in Employment

Personal security, such as contract security and the absence of administrative discrimination (e.g., being denied a promotion due to HIV status), contributes to job satisfaction. Permanent workers tend to feel more secure than contract or casual workers, who worry that their health status could be grounds for dismissal. This job security is especially important in the manufacturing sector, which still employs a large number of non-permanent workers and is vulnerable to exploitation.

11. Implicit Stigma and Covert Discrimination

Several informants reported that although they did not experience direct discrimination, they experienced changes in treatment from coworkers or superiors after their status became known. For example, they were socially shunned, no longer invited to join team activities, or treated differently in work assignments [18]. These experiences indicate the existence of perceived stigma, which can be just as painful as overt discrimination. This reinforces previous findings that perceptions of social rejection significantly influence an individual's sense of security and comfort at work.

12. Social support as a protective factor

Informants who work in environments with open and supportive coworkers report significantly more positive experiences. They feel valued as whole people and can work without fear. This support includes having close friends at work, empathetic attitudes from superiors, and an understanding that HIV is not transmitted through casual contact. An inclusive work environment has a protective effect against mental distress and strengthens the work motivation of workers living with HIV/AIDS [19].

13. Barriers to accessing healthcare in the workplace

Informants who work shifts or in restrictive work environments report difficulties in scheduling time for routine medication, such as taking ARVs. In some cases, they have to conceal the true reason for taking leave, which causes additional mental stress. The absence of a policy system that supports flexibility for workers with special health needs contributes to their negative experiences with the workplace[20].

14. Resilience and coping strategies

Interestingly, several informants demonstrated the ability to adapt and build resilience in the face of challenging work environments. They developed strategies such as being selective in disclosing their status, building social alliances at work, or focusing on work as a form of distraction from stress. This suggests that their experiences were not only marked by suffering, but also by an active struggle to survive and remain productive [21].

15. The role of social support: building a sense of acceptance and humanization

The social support received by workers with HIV/AIDS is divided into three main dimensions: emotional support, instrumental support, and informative support [18].

- a. Emotional support comes from coworkers or superiors who demonstrate empathy, non-judgmental attitudes, and open communication. Informants who experience this support tend to report high levels of job satisfaction because they feel accepted as whole individuals, not simply as "sick people."
- b. Instrumental support is seen in tangible forms of assistance, such as coworkers willing to switch shifts when workers need health checks or supervisors who provide flexible work hours without negative consequences. This directly contributes to increased comfort at work.
- c. Informative support, such as information about the rights of workers living with HIV or available medical services, is very helpful in empowering workers to make informed decisions when facing work challenges. Conversely, informants who work in environments with minimal support report feelings of isolation, low self-esteem, and reluctance to open up, which negatively impact their job satisfaction. This confirms that social support is not

merely a supplement, but rather an important foundation for shaping a positive work experience.

16. The role of company policies: providing a sense of security and certainty [22].

- a. Clear and fair company policies regarding occupational health, non-discrimination, and protection for workers with HIV/AIDS significantly influence job satisfaction.
- b. Informants who work in companies with written policies that protect the rights of workers with certain health conditions, such as prohibitions on discrimination and guarantees of confidentiality of medical status, report feeling calmer and more motivated. The existence of these policies provides a sense of structural security, as workers do not need to worry about losing their jobs or being demoted due to their HIV status.
- c. Some companies even provide access to internal health services or collaborate with health facilities, allowing workers to access medication or examinations without having to endure complex administrative burdens. This demonstrates that proactive and responsive policies to workers' needs contribute to a feeling of being valued and cared for by the institution.
- d. Conversely, in companies without specific HIV/AIDS policies, informants experienced legal and psychological uncertainty, even feeling compelled to "hide" their identities to remain employed. This negatively impacted job security and decreased overall job satisfaction.

17. Synergy between social support and policies: a dual effect on job satisfaction[23]

- a. This study also shows that social support and company policies reinforce each other. When social support is high but not backed by clear policies, a sense of security remains vulnerable to structural changes or management changes. Conversely, good policies that are not translated into daily work culture continue to create distance between workers and their social environment.
- b. Informants with the highest job satisfaction are those who experience warm social support from coworkers and superiors, while also working in companies with clear, fair, and inclusive policies. In this context, workers perceive the work environment as not just a place to work, but also a space for growth and human dignity.

Therefore, organizations seeking to improve job satisfaction among employees living with HIV/AIDS need to develop a supportive work culture and policies that promote protection and justice. Only with the synergy of these two can workers living with HIV/AIDS work safely, meaningfully, and productively. The results of this study indicate that job satisfaction among workers living with HIV/AIDS is influenced by a combination of internal and external factors [24]. A holistic approach is needed to create an inclusive and supportive work environment, not only through non-discrimination policies but also through education for all members of the organization to foster a better understanding of HIV/AIDS. These findings also emphasize the importance of companies addressing the psychosocial well-being of employees living with HIV/AIDS, given that job satisfaction is closely linked to productivity and loyalty. An empathy-based and social justice-based approach can serve as a foundation for developing fairer and more inclusive employment policies [25]. This study aims to explore factors influencing the job satisfaction of factory workers living with HIV/AIDS. Based on in-depth interviews with several informants working in the manufacturing sector, it was found that their job satisfaction is influenced by a number of psychosocial, structural, and individual factors. These factors shape the unique dynamics of a factory work environment, which is generally characterized by strict hierarchical structures, intensive physical labor, and complex social relationships.

These findings demonstrate that factors influencing job satisfaction among factory workers living with HIV/AIDS are not solely individual, but are also strongly influenced by structural dynamics and workplace culture within the factory environment [26]. Social support, inclusive work policies, stigma reduction, and flexible access to healthcare are key elements that need to be strengthened. In the manufacturing industry context, more explicit policy interventions are needed, such as anti-stigma training for supervisors and foremen, protection policies for workers with specific health conditions, and collaboration between companies and healthcare services to ensure treatment does not disrupt work hours.

The results of this study also highlight the importance of a human rights approach and principles of social justice in the employment system, so that workers living with HIV/AIDS can experience equal job satisfaction with other workers. The experiences of workers living with HIV/AIDS in their work environment are strongly influenced by the social and cultural context of the organization in which they work. [20]. A work environment that is insensitive to HIV/AIDS issues can exacerbate workers' psychological well-being and reduce their quality of life. Conversely, a supportive environment acts as a protective factor, enabling workers to remain productive and meaningful. These findings reinforce the importance of organizational-level interventions, including anti-stigma education, policies to protect workers with chronic health conditions, and the creation of safe and humane workspaces. More broadly, this study highlights how identity as a person living with HIV/AIDS interacts complexly with the social structures of the workplace, demonstrating that work experiences are not merely technical or economic, but also emotional and relational.

IV. CONCLUSION

The study results show that workers living with HIV/AIDS experience significant challenges related to social stigma, physical health, and support from the workplace. Their job satisfaction is significantly influenced by the social support they receive, inclusive company policies, and work-life balance. Therefore, it is crucial for companies to raise awareness about HIV/AIDS in the workplace and develop policies that are more inclusive and support the well-being of infected workers. The study found that although workers living with HIV/AIDS can perform their jobs effectively, they often face challenges related to social stigma, limited social support, and uncertainty about company policies regarding their health condition. These factors significantly impact their job satisfaction, both physically, emotionally, and psychologically. Although some participants felt supported by coworkers and superiors, fear of discrimination remained a significant barrier. Many workers felt isolated because they could not openly discuss their condition at work. Social support, both formal through company policies and informal through relationships formed in the workplace, has been shown to increase job satisfaction and provide a sense of security for workers living with HIV/AIDS. Their job satisfaction is also influenced by inclusive company policies, such as flexible sick leave policies, supportive wellness programs, and reduced stigma against workers with chronic health conditions. However, greater awareness and understanding of HIV/AIDS is still needed in many workplaces, particularly in terms of education and training to reduce discrimination.

Recommendations

1. **Improve inclusive company policies:**
Companies are expected to develop and implement more inclusive policies for employees living with HIV/AIDS. These policies should not only include flexible sick leave and healthcare benefits, but should also address stigma reduction through HIV/AIDS-related training and education for all employees. This will create a more supportive, inclusive, and discrimination-free work environment.
2. **HIV/AIDS education and training:** To reduce stigma and increase understanding of HIV/AIDS in the workplace, companies need to conduct training and seminars that can help employees better understand this condition. Good education about HIV/AIDS can change misconceptions and encourage more inclusive attitudes toward employees living with HIV/AIDS.
3. **Improved social support in the workplace:** A supportive work environment that addresses the emotional well-being of workers is crucial. Workers living with HIV/AIDS should be provided with access to support groups or counseling to help them manage stress and anxiety related to their health status. Creating an inclusive and supportive work culture, where workers feel safe to open up without fear of discrimination, can significantly improve their job satisfaction.
4. **Better healthcare facilities:** Companies should also provide adequate healthcare facilities for workers living with HIV/AIDS, such as regular health checkups, easy access to ARV medication, and other medical support. Good healthcare programs will help workers maintain their physical health so they can remain productive in the workplace.

5. Improving work-life balance: Workers living with HIV/AIDS often face challenges in maintaining a balance between work and their health. Therefore, companies should provide greater flexibility in terms of working hours or taking time off for health care, and ensure employees feel valued and supported in balancing both.

V. ACKNOWLEDGMENTS

As a research team, we would like to express our gratitude to all parties who supported the implementation of this activity. Our thanks are directed to the Management of Indoraya Tangerang Factory, all employees of Indoraya Tangerang Factory, the leaders of the Nursing Faculty at Muhammadiyah University Jakarta, and the AIDS Prevention Commission of Tangerang Regency (KPA) which also includes the Tangerang City area. In addition, there is also the Tangerang United HIV AIDS Care Communication Forum (FKPTB) and the AIDS Care Foundation, which is part of the KPA of Tangerang Regency, as well as other parties that cannot be mentioned one by one.

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