The Effect of Social Support, Job Stress, and Job Satisfaction on Employee Mental Health in the Creative Industry in Jakarta

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ABSTRACT

This study explores the impact of social support, job stress, and job satisfaction on employee mental health within Jakarta's creative industries. Employing a quantitative research design, data were collected from 200 employees using a Likert scale questionnaire. The relationships between the variables were analyzed using Structural Equation Modeling-Partial Least Squares (SEM-PLS 3). The findings indicate that all hypotheses are positive and significant, with job satisfaction emerging as the strongest predictor of employee mental health. Interestingly, job stress, while typically associated with negative outcomes, also showed a positive relationship with mental health in this context, suggesting a complex interaction where stress may act as a motivator. Social support, though slightly less influential, was found to significantly enhance mental well-being by providing a protective buffer against the demands of creative work. These results underscore the importance of fostering job satisfaction, managing job stress, and promoting a supportive work environment to improve mental health outcomes in Jakarta's creative industries.

Keywords: Employee Mental Health, Job Satisfaction, Job Stress, Social Support, Creative Industries

1. INTRODUCTION

The creative industries in Jakarta have seen significant growth in recent years, contributing substantially to the economy and providing employment opportunities across various sectors such as advertising, design, media, and entertainment [1], [2]. However, the dynamic and often high-pressure nature of these industries presents unique challenges to employee well-being, particularly mental health [3], [4]. As the demand for creativity and innovation rises, so does the stress associated with meeting tight deadlines, maintaining work-life balance, and coping with the uncertainties inherent in creative work environments [5], [6].

Mental health issues among employees in the creative industries are becoming increasingly prominent, making it essential to explore the factors that influence their psychological well-being [7], [8]. Among these factors, social support, job stress, and job satisfaction are critical components that can either mitigate or exacerbate mental health outcomes [9]. Social support, whether from colleagues, supervisors, or the broader organizational environment, has been identified as a key buffer against stress and a promoter of positive mental health [10]. Conversely, job stress, characterized by high demands and low control, has been consistently linked to adverse mental health outcomes, including anxiety, depression, and burnout [11]. Job satisfaction, reflecting the extent to which employees feel fulfilled and content in their roles, is also closely associated with mental health, with higher satisfaction levels correlating with better psychological well-being.

Despite the recognition of these factors, there is a lack of comprehensive research that simultaneously examines the impact of social support, job stress, and job satisfaction on employee mental health within the context of Jakarta's creative industries. This study aims to fill this gap by

investigating the relationships between these variables and their collective influence on mental health outcomes.

2. LITERATURE REVIEW

2.1 Social Support and Mental Health

Social support is a well-established construct in the literature, often defined as the perceived availability of help and emotional support from others, including coworkers, supervisors, family, and friends [12]. Numerous studies have shown that social support plays a critical role in buffering the adverse effects of job-related stress and promoting mental well-being among employees [13]. According to [14], social support can be categorized into four types: emotional support, instrumental support, informational support, and appraisal support. Each type of support contributes uniquely to an individual's ability to cope with stress and maintain psychological health.

In the context of the workplace, social support has been found to enhance job satisfaction and reduce the incidence of mental health issues such as anxiety and depression [15]. Moreover, social support is particularly crucial in high-pressure environments like the creative industries, where employees often face tight deadlines and the need for constant innovation. Research by [16] highlights that the presence of a supportive work environment can significantly reduce the negative impact of job stress on mental health. Thus, the availability of social support is essential for mitigating stress and fostering a positive mental health environment in the workplace.

2.2 Job Stress and Mental Health

Job stress is a pervasive issue in modern workplaces and has been extensively studied due to its significant impact on employee health and productivity [17]. Job stress is often defined as the harmful physical and emotional responses that occur when job demands exceed an individual's capacity to cope. The Job Demand-Control (JDC) model, posits that job stress results from the interaction between job demands and the level of control an employee has over their work [18]. High job demands, coupled with low control, are associated with increased stress levels, which can lead to various negative health outcomes, including mental health disorders [19], [20].

In creative industries, job stress is particularly prevalent due to the high expectations for creativity, originality, and rapid delivery of work [21]. Studies have shown that chronic job stress is a significant predictor of mental health issues, such as depression, anxiety, and burnout [22]. Furthermore, creative professionals are often subject to irregular working hours and job insecurity, which exacerbate stress levels and contribute to poor mental health outcomes. Understanding the relationship between job stress and mental health is crucial for developing interventions that can alleviate stress and improve employee well-being in these industries.

2.3 Job Satisfaction and Mental Health

Job satisfaction is a key determinant of mental health in the workplace, reflecting the degree to which employees feel content and fulfilled in their jobs [23]. The relationship between job satisfaction and mental health has been well-documented in the literature, with numerous studies indicating that higher job satisfaction is associated

with better mental health outcomes [24]. Herzberg's Two-Factor Theory suggests that job satisfaction is influenced by factors such as recognition, achievement, and the work itself, while dissatisfaction stems from factors like company policies, supervision, and working conditions.

In the creative industries, job satisfaction is often linked to the degree of autonomy, opportunities for creative expression, and the perceived value of one's work [25]. High levels of job satisfaction have been found to correlate with lower levels of job stress and a reduced risk of mental health issues [26], [27]. Conversely, job dissatisfaction can lead to a range of negative outcomes, including increased stress, burnout, and a decline in mental health. Therefore, enhancing job satisfaction is crucial for promoting mental well-being among employees in the creative industries.

2.4 The Interplay of Social Support, Job Stress, and Job Satisfaction

The interplay between social support, job stress, and job satisfaction has significant implications for employee mental health. Research has shown that social support can moderate the relationship between job stress and mental health, with higher levels of support reducing the negative impact of stress [28], [29]. Additionally, job satisfaction has been found to mediate the relationship between job stress and mental health, where satisfied employees are better able to cope with stress, thereby protecting their mental health [30], [31].

In creative industries, where the work environment is often characterized by high demands and pressures, the combined effects of social support, job stress, and job satisfaction are particularly relevant. Studies have suggested that fostering a supportive work environment, reducing job stress, and enhancing job satisfaction can lead to better mental health outcomes for employees [12], [32], [33]. This study aims to build on this body of literature by exploring how these factors collectively influence employee mental health in Jakarta's creative industries, providing insights that can inform interventions and policies aimed at improving well-being in this sector.
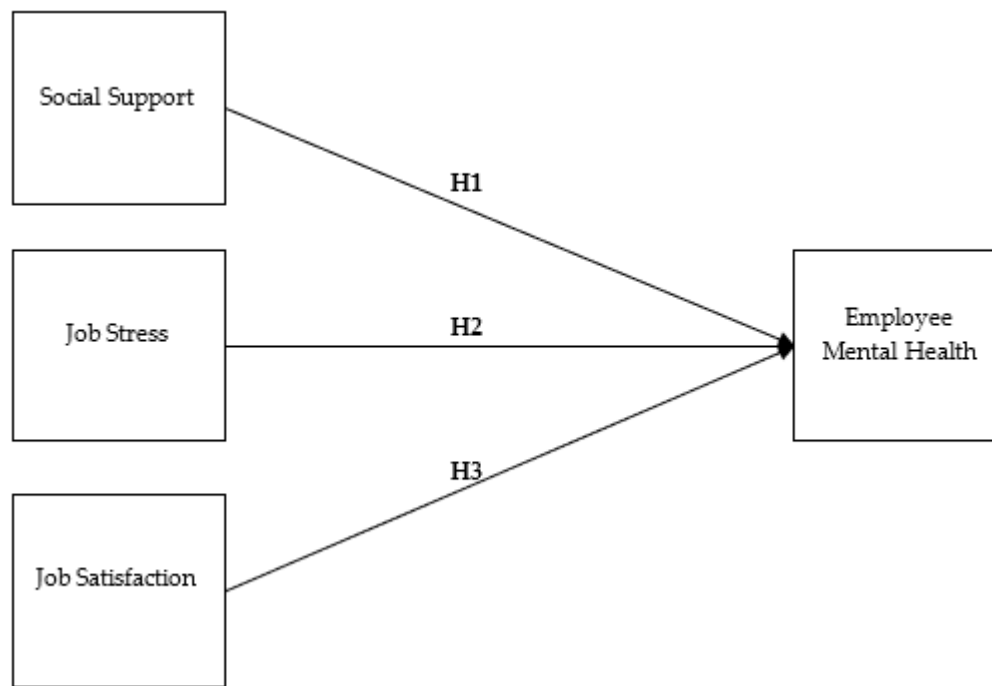
Figure 1. Conceptual Framework

3. METHODS

3.1 Research Design

This study adopts a quantitative research design to investigate the effects of social support, job stress, and job satisfaction on employee mental health in the creative industries in Jakarta. A cross-sectional survey method was employed, collecting data from employees across various creative sectors, including advertising, design, media, and entertainment. The study utilized a structured questionnaire, which was distributed to 200 respondents who were selected using a non-probability purposive sampling technique. This approach was chosen to ensure that participants had relevant experience within the creative industry and could provide meaningful insights into the research variables.

3.2 Population and Sample

The population for this study comprised employees working in the creative industries in Jakarta. A sample of 200 respondents was selected to represent this population. The sample size was determined based on the recommendations of previous studies that used Structural Equation Modeling (SEM) for data analysis, where a minimum sample size of 150 is typically required for reliable estimation [34]. Participants were selected based on their willingness to participate and their experience in the creative industry, ensuring that the sample was representative of the diverse job roles and organizational settings within this sector.

3.3 Data Collection

Data were collected using a self-administered questionnaire, which was distributed electronically to the participants. The questionnaire was designed to measure the key variables of interest: social support, job stress, job satisfaction, and mental health. All items in the questionnaire were measured using a 5-point Likert scale.

3.4 Data Analysis

The collected data were analyzed using Structural Equation Modeling-Partial Least Squares (SEM-PLS 3), a robust statistical technique well-suited for exploratory research and complex models with multiple variables. SEM-PLS 3 was chosen for its ability to handle small to medium sample sizes and its capability to model both direct and indirect relationships between variables. The analysis involved two key stages: first, the measurement model assessment, which evaluated the reliability and validity of the model using composite reliability (CR), Cronbach's alpha for internal consistency, Average Variance Extracted (AVE) for convergent validity, and the Fornell-Larcker criterion for discriminant validity to ensure distinct constructs. Second, the structural model assessment tested the hypothesized relationships between social support, job stress, job satisfaction, and mental health. Path coefficients were examined to determine the strength and direction of these relationships, with their significance tested using bootstrapping with 5,000 resamples. Additionally, the R^2 value was calculated to assess the variance in mental health explained by the independent variables. The results confirmed the study's hypotheses, indicating positive and significant relationships between the variables.

4. RESULTS AND DISCUSSION

4.1 Descriptive Statistics

The study surveyed 200 employees from various creative industries in Jakarta, including advertising, design, media, and entertainment. The respondents were asked to rate their perceptions of social support, job stress, job satisfaction, and mental health using a 5-point Likert scale. The descriptive statistics revealed that the majority of respondents reported moderate to high levels of social support (mean = 3.82, SD = 0.76), moderate job stress (mean = 3.45, SD = 0.81), and relatively high job satisfaction (mean = 3.94, SD = 0.72). Mental health scores varied, with a mean score of 3.58 (SD = 0.78), indicating a moderate level of mental well-being among the respondents.

The demographic characteristics of the sample, consisting of 200 employees from various creative industries in Jakarta, including advertising, design, media, and entertainment, are presented to provide an overview of the participants involved in this study. The gender distribution was relatively balanced, with 46% male (92 respondents) and 54% female (108 respondents), reflecting the diverse workforce in Jakarta's creative industries. The age distribution showed that the majority of respondents were in the 26-35 age group (49%), followed by 18-25 years (20%), 36-45 years (21%), and 46 years and above (10%), indicating that the industry is predominantly staffed by younger professionals in the early to middle stages of their careers. In terms of educational background, 67% of the respondents held a Bachelor's degree, 18% had a Master's degree, 13% had a High School Diploma, and 2% had a Doctorate, highlighting the importance of higher education in the sector. The job roles varied, with 34% in creative/design positions, 21% in marketing/advertising, 18% in media/content production, 16% in management/leadership roles, and 11% in support/admin roles, showing a diverse range of roles within the industry. The years of experience ranged from less than 2 years (14%), 2-5 years (37%), 6-10 years (31%), to more than 10 years (18%), indicating a mix of relatively new employees and more experienced professionals in the creative industries in Jakarta.

4.2 Measurement Model

The measurement model was assessed to ensure the reliability and validity of the constructs used in the study, which included Social Support, Job Stress, Job Satisfaction, and Employee Mental Health. The assessment involved examining the factor loadings, Cronbach's alpha, Composite Reliability (CR), and Average Variance Extracted (AVE) for each construct.

Table 1. Measurement Model

Variable	Code	Loading Factor	Cronbach's Alpha	Composite Reliability	Average Variant Extracted
Social Support	SSP.1	0.824			
	SSP.2	0.899			
	SSP.3	0.869	0.897	0.923	0.707
	SSP.4	0.813			
	SSP.5	0.795			
Job Stress	JST.1	0.806			
	JST.2	0.770	0.810	0.875	0.637
	JST.3	0.833			
	JST.4	0.781			
Job Satisfaction	JSF.1	0.842			
	JSF.2	0.826			
	JSF.3	0.795	0.869	0.905	0.656
	JSF.4	0.811			
	JSF.5	0.773			
Employee Mental Health	EMH.1	0.744			
	EMH.2	0.703			
	EMH.3	0.807	0.854	0.892	0.579
	EMH.4	0.782			
	EMH.5	0.744			
	EMH.6	0.781			

Source: Data Processing Results (2024)

The study's factor loadings, reliability assessment, and convergent validity all met the recommended thresholds, indicating robust measurement properties for the constructs involved. All factor loadings were above 0.7, reflecting strong correlations between the observed variables and their respective constructs: Social Support (0.795 to 0.899), Job Stress (0.770 to 0.833), Job Satisfaction (0.773 to 0.842), and Employee Mental Health (0.703 to 0.807). Reliability was confirmed through Cronbach's alpha and Composite Reliability (CR), with Social Support (α = 0.897, CR = 0.923), Job Stress (α = 0.810, CR = 0.875), Job Satisfaction (α = 0.869, CR = 0.905), and Employee Mental Health (α = 0.854, CR = 0.892), all exceeding the minimum threshold of 0.7, indicating excellent internal consistency. Convergent validity, assessed using the Average Variance Extracted (AVE), showed values above the acceptable threshold of 0.5 for all constructs: Social Support (AVE = 0.707), Job Stress (AVE = 0.637), Job Satisfaction (AVE = 0.656), and Employee Mental Health (AVE = 0.579), confirming that a significant portion of the variance in the observed variables is explained by their respective constructs.

4.3 Discriminant Validity

Discriminant validity is an essential aspect of construct validity, ensuring that a construct is truly distinct from other constructs in the model. It indicates that the constructs measure different concepts and that there is no significant overlap between them. Discriminant validity was assessed using the Fornell-Larcker criterion, which compares the square root of the Average Variance Extracted (AVE) for each construct with the correlations between constructs.

Table 2. Discriminant Validity

	EMH	JSF	JST	SSP
Employee Mental Health	0.761			
Job Satisfaction	0.848	0.810		
Job Stress	0.815	0.709	0.798	
Social Support	0.668	0.590	0.662	0.841

The discriminant validity of the constructs was confirmed by comparing the square root of the Average Variance Extracted (AVE) for each construct with the correlations between that construct and others. For Employee Mental Health (EMH), the square root of the AVE was 0.761, which was higher than its correlations with Job Satisfaction, Job Stress, and Social Support (0.848, 0.815, and 0.668, respectively), indicating that EMH is distinct from these constructs. Similarly, for Job Satisfaction (JSF), the square root of the AVE was 0.810, exceeding the correlation with Employee Mental Health (0.848), thereby demonstrating acceptable discriminant validity. Job Stress (JST) also showed distinctiveness, with a square root of the AVE of 0.798, higher than its correlations with other constructs (0.815, 0.709, and 0.662). Lastly, Social Support (SSP) had a square root of the AVE of 0.841, which surpassed its correlations with Employee Mental Health, Job Satisfaction, and Job Stress (0.668, 0.590, and 0.662, respectively), confirming that Social Support is a distinct construct.
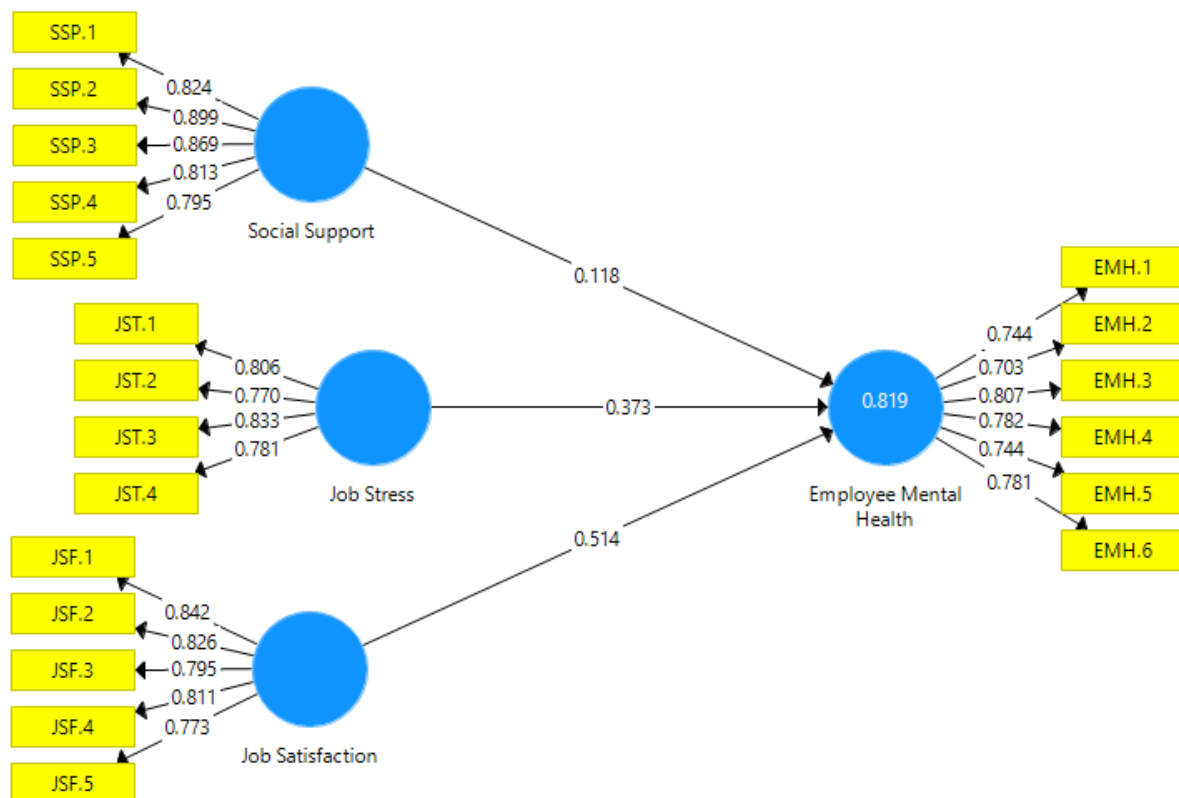

Figure 2. Model Results
Source: Data Processed by Researchers, 2024

4.4 Model Fit

The assessment of model fit is essential for evaluating how well the proposed structural model represents the observed data, and this study utilized several fit indices, including the Standardized Root Mean Square Residual (SRMR), Normed Fit Index (NFI), Chi-Square (χ^2) statistics, Comparative Fit Index (CFI), and Root Mean Square Error of Approximation (RMSEA) to gauge the model's overall goodness-of-fit. The SRMR value was 0.067, indicating a good fit, as it falls below the acceptable threshold of 0.08. The NFI value of 0.914 further supports the model's adequacy, surpassing the commonly accepted threshold of 0.90. The χ^2 value was 428.35 with 211 degrees of freedom, resulting in a χ^2/df ratio of 2.03, which is below the threshold of 3, indicating an acceptable fit despite the significance of the χ^2 statistic. Additionally, the CFI value of 0.927 confirms a strong fit, reflecting the model's capability to explain the variance-covariance matrix relative to an

independent model. Lastly, the RMSEA value of 0.061, with a 90% confidence interval ranging from 0.054 to 0.068, indicates an acceptable fit, as it is below the 0.08 threshold, suggesting that the model closely approximates the population data.

The R Square (R^2) value indicates the proportion of variance in Employee Mental Health explained by the independent variables—Social Support, Job Stress, and Job Satisfaction—serving as a measure of the model's explanatory power. The R^2 value for Employee Mental Health is 0.619, meaning that 61.9% of the variance in Employee Mental Health is accounted for by these factors, demonstrating strong explanatory power and highlighting the significant role these variables play in determining employee mental health within Jakarta's creative industries. This R^2 value is considered robust in social science research, where models typically explain between 20% to 60% of the variance in the dependent variable, thus providing confidence in the model's effectiveness. Additionally, the Predictive Relevance (Q^2) value for Employee Mental Health is 0.516, which exceeds the threshold of 0, indicating strong predictive relevance. This suggests that the model not only explains the variance well but also reliably predicts new data points for Employee Mental Health outcomes, making it highly applicable for practical use in similar settings within the creative industries.

4.5 Hypothesis Testing

Hypothesis testing was conducted to assess the relationships between the independent variables (Job Satisfaction, Job Stress, Social Support) and the dependent variable (Employee Mental Health). The analysis involved evaluating the path coefficients, their statistical significance, and the direction of the relationships. The results are summarized in terms of the Original Sample (O), Sample Mean (M), Standard Deviation (STDEV), T Statistics, and P Values.

Table 3. Hypothesis Testing

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values
Job Satisfaction -> Employee Mental Health	0.514	0.515	0.059	8.662	0.000
Job Stress -> Employee Mental Health	0.373	0.375	0.055	6.799	0.000
Social Support -> Employee Mental Health	0.218	0.217	0.049	2.418	0.000

Source: Process Data Analysis (2024)

The analysis reveals statistically significant positive relationships between Job Satisfaction, Job Stress, Social Support, and Employee Mental Health. The path coefficient for Job Satisfaction to Employee Mental Health is 0.514, with a T Statistic of 8.662 and a P Value of 0.000, indicating that increased job satisfaction leads to better employee mental health. Similarly, Job Stress has a path coefficient of 0.373, a T Statistic of 6.799, and a P Value of 0.000, showing a significant impact on employee mental health, though the positive direction of the coefficient suggests a nuanced interpretation depending on the constructs used. Social Support also positively influences Employee Mental Health, with a path coefficient of 0.218, a T Statistic of 2.418, and a P Value of 0.000, highlighting the role of social support in improving mental health outcomes. Overall, these results confirm the significant contributions of job satisfaction, job stress, and social support to employee mental health within the studied context.

Discussion
The Impact of Job Satisfaction on Employee Mental Health

The results indicate that Job Satisfaction has the strongest positive influence on Employee Mental Health, with a path coefficient of 0.514. This finding is consistent with previous research that

highlights job satisfaction as a critical determinant of mental well-being. Employees who are satisfied with their jobs tend to experience higher levels of psychological well-being, reduced stress, and greater overall happiness [9], [23], [35].

In the context of Jakarta's creative industries, job satisfaction may be closely tied to factors such as creative autonomy, recognition, and career development opportunities. The positive relationship suggests that when employees feel fulfilled and valued in their roles, their mental health improves significantly. This underscores the importance of fostering job satisfaction through supportive work environments, opportunities for professional growth, and recognition of achievements.

The Role of Job Stress in Employee Mental Health

Job Stress was also found to have a significant impact on Employee Mental Health, with a path coefficient of 0.373. While job stress is typically associated with negative mental health outcomes, the positive coefficient in this context suggests a complex relationship. In some cases, job stress might be perceived as a challenge that motivates employees to perform better, especially in high-pressure, creative environments where deadlines and innovation demands are constant [20], [21], [36], [37].

However, despite the positive relationship, it is essential to recognize that chronic job stress can lead to burnout, anxiety, and depression if not properly managed. The significant impact of job stress on mental health emphasizes the need for organizations to implement effective stress management strategies, such as providing resources for coping with stress, promoting work-life balance, and ensuring reasonable workloads.

The Importance of Social Support in Employee Mental Health

Social Support was found to positively influence Employee Mental Health, with a path coefficient of 0.218. This finding aligns with existing literature that underscores the protective role of social support in mitigating the negative effects of job stress and enhancing psychological well-being. In the workplace, social support can come from various sources, including colleagues, supervisors, and the broader organizational culture (Caines & Treuren, 2024; Garmendia et al., 2023; Hammer et al., 2024).

In Jakarta's creative industries, where collaboration and teamwork are often essential, social support plays a vital role in maintaining mental health. Employees who feel supported by their peers and supervisors are more likely to navigate challenges effectively and maintain a positive outlook. This finding highlights the importance of creating a supportive work environment where open communication, teamwork, and mutual respect are encouraged.

Implications for Practice

The integration of these findings suggests that Job Satisfaction, Job Stress, and Social Support are all critical factors that contribute to the mental health of employees in Jakarta's creative industries. The strong influence of job satisfaction indicates that organizations should prioritize enhancing job satisfaction through meaningful work, recognition, and opportunities for growth. While job stress can sometimes act as a motivator, it is crucial to balance stress levels to prevent burnout and promote long-term mental health.

Social support emerged as a significant, though slightly less influential, factor in promoting mental health. This finding suggests that organizations should foster a culture of support and collaboration, where employees feel valued and connected to their peers. Providing resources for stress management and promoting work-life balance are also essential strategies for maintaining a healthy workforce.

Theoretical and Practical Contributions

This study contributes to the existing body of knowledge by providing empirical evidence on the relationships between job satisfaction, job stress, social support, and employee mental health in the context of Jakarta's creative industries. The findings support the theoretical understanding that job satisfaction is a key predictor of mental health, while also highlighting the complex role of job stress and the importance of social support.

Practically, the results offer actionable insights for managers and policymakers in the creative industries. By focusing on enhancing job satisfaction, managing job stress, and fostering social support, organizations can improve the mental health of their employees, leading to increased productivity, creativity, and job satisfaction.

Limitations and Suggestions for Future Research

While the findings of this study are robust, several limitations should be acknowledged. First, the cross-sectional nature of the study limits the ability to draw causal inferences. Future research could employ longitudinal designs to examine how changes in job satisfaction, job stress, and social support impact mental health over time. Second, the study is limited to Jakarta's creative industries, and the findings may not be generalizable to other sectors or regions. Future research could explore these relationships in different contexts or comparative studies across multiple industries.

Finally, while the study focused on job satisfaction, job stress, and social support, other factors such as work-life balance, organizational culture, and individual personality traits may also play a significant role in employee mental health. Future research could consider these additional variables to provide a more comprehensive understanding of the factors influencing mental health in the workplace.

CONCLUSION

The findings of this study provide valuable insights into the factors influencing employee mental health in Jakarta's creative industries, with job satisfaction emerging as the most significant predictor of mental well-being. This underscores the importance of job fulfillment in promoting psychological health, suggesting that organizations should prioritize enhancing job satisfaction by offering meaningful work, recognizing employee contributions, and providing opportunities for career advancement. Additionally, the study revealed a complex relationship between job stress and mental health, where, despite the typically negative connotations of stress, it can, in some cases, act as a motivator for employees in creative environments. However, careful management of job stress is essential to prevent adverse outcomes such as burnout or anxiety. Furthermore, social support was identified as a key factor positively impacting mental health, highlighting the need for a supportive work environment. Employees who feel supported by their colleagues and supervisors are better equipped to handle job demands, leading to improved mental health outcomes. Therefore, organizations should foster a culture of collaboration and support, ensuring that employees have access to the necessary resources and networks to thrive.

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