CHAPTER II
LITERATURE REVIEW

A. Theoretical Framework

1. Social Support

In the dictionary of psychology, social support can be interpreted as the comfort that the closest person can provide both physically and psychologically. According to Sarafino, social support is a form of comfort, appreciation, and attention that can be received by individuals or groups. Meanwhile, according to Gottlieb, as quoted by Irwan in his book, social support in his social environment or his presence can provide emotional benefits that can affect behavior[16].

a. Aspects of Social Support

Tardy uses the type of social support developed by the House which is divided into 3 types of support:

1. Emotional support can be in the form of appreciation, influence, trust, and attention. As well as the encouragement that individuals get from the closest people and their social environment. This support can make a person feel accepted in a group that he considers a place to share and tell both good and bad things.

2. Informational support can be in the form of advice, suggestions, directions, and information. This support can help a person overcome problems he faces or problems he cannot solve on his own, help control stress, and improve the ability to evaluate himself. This support can also foster a sense of compassion and high concern for others.

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[16] Imro'atul Fadlhillah, "Pengaruh Dukungan Sosial Orang Tua Dan Iklim Sekolah Terhadap Motivasi Belajar Siswa Kelas x SMKN 2 Kediri," *etheses IAIN Kediri* (2022): 13–32, https://etheses.iainkediri.ac.id/6254/.

3. Instrumental support This support can be in the form of assistance in the form of money, energy, time, or help with work that can make individuals very burdened. This support can make individuals feel like they have someone who is always there for them[17].

According to Malecki and Demary, social support is a person's perception of general or specific support from people closest to them who can provide positive encouragement and help prevent positive actions[18]. According to Stanly taken by Irawan in his book, it is said that the factors that influence social support:

1. These physical needs can affect social support. This includes clothing, food, and shelter. If a person's physical needs are insufficient, his social support will also be lacking.

2. Social needs, namely, good self-actualization, a person will be easily recognized by the community rather than people who have never socialized in the community while people who have self-actualization will need recognition in community life.

3. Psychic needs, namely, there is curiosity, security, and religious feelings. If the person is facing problems, whether mild or severe, the person will seek social support from the people around him so that he will feel valued and cared for[19].

According to Brief and Weiss, social support is a relationship process where someone feels valued, loved, and cared for and provides support or assistance to individuals experiencing problems or pressures in their lives[20]. Social support is also an act of providing attention, appreciation, and advice

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[17] Luis Felipe Viera Valencia and Dubian Garcia Giraldo, "Dukungan Sosial," *Jurnal Pemikiran Keislaman* 2 (2019): 23–47.

[18] B A B Ii and Tinjauan Pustaka, "Bab II Tinjauan Pustaka 2.1," no. 1981 (2002): 1–64.

[19] B A B Ii and Tinjauan Pustaka, "Bab II Tinjauan Pustaka 2.1," no. 1981 (2002): 1–64.

[20] Nirwana Permatasari et al., "Kontribusi Dukungan Sosial Yang Dirasakan (Peer , Keluarga , Dan Guru) Terhadap Ketahanan Akademik Selama pandemi" 1 (2021): 1–12.

given by other individuals to individuals or groups. Research shows that social support is very important for the success and psychological condition of teachers as well as improving quality and forming self-confidence[21]. This social support can also be obtained from spouses, family, friends, and other people.

b. Outcomes of Social Support

Good social support can provide a variety of positive outcomes for a person:

a. Better mental health receiving social support can help reduce stress and depression[22].

b. Improved physical health can also lower the level of stress hormones in the body.

c. Increased feelings of acceptance and appreciation, social support takes the form of recognition or appreciation of individual abilities and qualities[23].

c. Social Support Indicators

Several indicators are obtained from social support:

a. Emotional support is concerned with a sense of empathy, care attention, and encouragement that individuals get from their closest people and their social environment.

b. Instrumental support, for example providing direct assistance to victims of natural disasters. Appreciation support in the form of encouragement for individuals and appreciation.

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[21] Lu Minghui et al., "Teacher Efficacy, Work Engagement, and Social Support among Chinese Special Education School Teachers," *Frontiers in Psychology* 9, no. MAY (2018): 1–8.

[22] Yira Dianti, "Manfaat Dukungan Sosial," *Angewandte Chemie International Edition, 6(11), 951–952.* (2017): 5–24, http://repo.iain-tulungagung.ac.id/5510/5/BAB 2.pdf.

[23] Rauhul Khotimah and Nurus Sa'adah, "Analisis Peran Dukungan Sosial Dalam Meningkatkan Motivasi Belajar Pada Mahasiswa," *Jurnal Pendidikan Sosiologi dan Antropologi* 7, no. 2 (2023): 55–64.

c. Network support refers to help, resources, and information that individuals again from social relationships and interactions with others in their social network.

d. Informative support is in the form of providing advice, instructions for good things or feedback on what the individual has done. This support can also help a person overcome problems that they cannot solve and can control stress and improve their ability to evaluate themselves. This support can also help a person overcome problems that he cannot solve control stress and improve self-evaluation skills[24].

d. Factors of Social Support

a. Empathy

Empathy is the ability and tendency to empathize with someone is the first step in behavior that encourages individuals. With a sense of empathy encouraging someone to participate in experiencing the emotions experienced by others. With empathy, it can motivate others to solve or reduce the problems felt by someone.

b. Norms

The norms obtained by a person as he grows and develops personally from socialization experiences direct him to behave appropriately and require individuals to carry out obligations in social life.

c. Social exchange

In social exchange theory, it is explained that there are human interactions that are guided by social economics, namely the existence of rewards and anti-loss by giving and receiving. This theory also says that a person tries to

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[24] Dianti, "Manfaat Dukungan Sosial."

interact by maximizing rewards and minimizing burdens and can predict the behavior of other individuals[25].

2. Workload

According to Sunarso, workload is a set of activities that must be completed by an organization or individual within a certain time. The workload can refer to the amount of work given[26]. Workload refers to the quantity and quality of work that must be completed by a teacher during normal working hours within a certain time. Workload can be divided into two, quantitative and qualitative, which are two different types of categories. People perceive workload in different ways, but too much workload can have adverse effects on teachers such as becoming bored and disinterested in work. Low to moderate levels of workload are associated with acceptable performance while high levels of workload or ineffective teacher demands are associated with poor performance[27]. According to Dhania, workload is a group or several activities that must be completed by an organization or position holder within a certain time. It can be interpreted as a process carried out by individuals or groups to complete a job within a certain period[28]. According to Rochimah, workload is a group or several tasks that must be completed by an organization or individual within a certain time[29].

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[25] Viera Valencia and Garcia Giraldo, "Dukungan Sosial."

[26] Huei-ling Liu and Ven-hwei Lo, "Jurnal Komunikasi Asia Kepuasan Kerja , Dan Niat Berpindah Di Kalangan Reporter" 2986, no. September (2017).

[27] Judi Suharsono, "Stres Kerja Sebagai Mediator Hubungan Beban Kerja , Kecerdasan Emosional Dan Kinerja Guru Di Kabupaten Probolinggo" (2020): 104–113.

[28] Stres Kerja and Beban Kerja, "Jurnal Bisnis Dan Teknologi Terapan Stres Kerja , Beban Kerja , Dan Disiplin Kerja Pada Kepuasan Kerja Dan Kinerja Guru (Studi Kasus Di TK Islam Akramunas ," 3, no. 2 (2022): 143–52.

[29] Stres Kerja and Beban Kerja, "Jurnal Bisnis Dan Teknologi Terapan Stres Kerja , Beban Kerja , Dan Disiplin Kerja Pada Kepuasan Kerja Dan Kinerja Guru (Studi Kasus Di TK Islam Akramunas ," 3, no. 2 (2022): 143–52.

a. Factors affecting Workload:

1. External factors: loads generated from outside the worker's body

   a. Tasks, such as the workplace, work environment, load lifted, and workspace conditions. Mental tasks such as responsibility, work emotions, and so on.

   b. Work organization including working time, rest time, length of working time, and work system.

   c. The work environment can provide additional burden which includes physical, biological, and psychological work environment[30].

2. Internal factors are factors originating from within the body that occur due to reactions to external workloads which include stressors, such as somatic factors (gender, body size, nutritional status, health, and so on.), and psychological factors such as perceptions, beliefs, motivation, and psychological factors. While psychological factors such as perception, belief, motivation, and satisfaction[31].

   Teachers' workload is not only in ordinary teaching activities, such as delivering lessons, preparing lesson plans, and assessing student homework, but the time spent on teaching, administration, and additional and extracurricular activities. In addition, teachers must also be involved in non-educational activities such as conseling and arranging meetings with parents. Excessive and intensive workloads hurt the quality of teaching and the lives of teachers and students[32]. Excessive workload is a time pressure in which every task must be completed quickly and on time.

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[30] Jurnal Penelitian et al., "Pengaruh Kecerdasan Emosional Dan Beban Kerja Guru Terhadap Kinerja Guru Abstrak Abstrak Perkenalan Sekolah Tersebut Terdiri Dari Beberapa Jenjang Pendidikan , Salah Satunya Sekolah Dasar Atau Sekolah Dasar . Sekolah Adalah Le," 2021, 34–43.

[31] Roberto Maldonado Abarca, "Pengaruh Beban Kerja Dan Reward Terhadap Kinerja Karyawan Pada Divisi Cargo PT Sriwijaya Air Bandara Radin Inten II Lampung," *Nuevos sistemas de comunicación e información*, no. 2017 (2021): 2013–2015.

[32] Jurnal Pendidikan and Kontemporer Eropa, "Jurnal Pendidikan Kontemporer Eropa , 2020 , 9 (4) Hak Cipta © 2020 Oleh Academic Publishing House Researcher Sro Tantangan Kepemimpinan Guru : Beban Kerja , Alokasi Waktu , Dan Harga Diri Vilma Zydziunaite a , * , Simona Ko" 9, no. 4 (2020): 948–62, https://doi.org/10.13187/dikeluarkan.2020.4.948.

b. Results of Workload

High workload can have an impact on various aspects of a person's life including:

a. Time burden indicates the amount of time available in planning, implementing, and monitoring tasks or work[33].

b. Mental stress, meaning the amount of mental effort in carrying out a job[34].

c. Psychological stress, which indicates the level of job risk, confusion, and frustration[35].

c. Workload Indicators

Several indicators are obtained from Workload:

a. Targets that must be achieved by the amount of work targets given in solving problems

b. Working conditions about how individuals see their working conditions

c. Use of working time related to production activities.

d. Job standards on the impression that a person has of his job

e. Responsibility in completing tasks on time[36].

From these indicators, it can be concluded that workload occurs due to a person's desire to complete work so that the target can be achieved. Workload is a concept that arises due to limited capacity in accessing information If the individual has these limitations, it will prevent the achievement of work results

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[33] Risambessy, "Faktor-Faktor Beban Kerja Yang Mempengaruhi Kinerja Pegawai Kantor Pertanahan Kota Ambon."

[34] Ibid.

[35] Ibid.

[36] Muzakki Muzakki and Farida Fitrianing Arum, "Workload, Work Stress, and Work Environment Are Essential Predictors of Teacher Wellbeing: Empirical Study," *Ecobisma (Jurnal Ekonomi, Bisnis Dan Manajemen)* 9, no. 2 (2022): 1–14.

at the expected level, this means that there is a gap between the level of ability possessed and the capacity possessed[37].

3. Job Satisfaction

According to Luthans, job satisfaction is a pleasant emotion obtained from assessing his job based on how much he expresses the quality of his work[38]. Job satisfaction is the extent to which a person feels motivated and satisfied with his job. This satisfaction can also occur when someone feels they have job stability, career growth, and a comfortable work-life balance.

a. Job Satisfaction Theory

According to Wesley and Yulk, there are several kinds of theories:

1. Discrepancy theory

To measure job satisfaction a person can calculate the difference between what should be and what is felt. Locke also said that job satisfaction depends on expectations, discrepancies, needs, and values obtained through feelings obtained or achieved.

2. Equity theory

According to Adam, people will feel satisfied as long as they feel there is justice. This feeling exists when a person compares himself with others such as in the office, class, and elsewhere. And this theory also includes 3 things:

a. Input, something that is valued by a person as input to his work

b. Out comes, something valuable that is obtained from the results of his work

c. Comparisons persona, a comparison between the inputs and outcomes he gets[39].

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[37] Jodie Firjatullah, Christian Wiradendi Wolor, and Marsofiyati Marsofiyati, "Pengaruh Lingkungan Kerja, Budaya Kerja, Dan Beban Kerja Terhadap Kinerja Karyawan," *Jurnal Manuhara : Pusat Penelitian Ilmu Manajemen dan Bisnis* 2, no. 1 (2023): 01–10.

[38] Mulyadi Mulyadi et al., "Important of Discipline, Job Satisfaction, and Motivation: Human Resource Development," *Jurnal Prajaiswara* 3, no. 2 (2022): 89–104.

[39] Fiska Ilyasir, "Kepuasan Kerja Dan Dampaknya Terhadap Profesionalisme Guru," *Literasi (Jurnal Ilmu Pendidikan)* 4, no. 1 (2016): 143, https://doi.org/10.21927/literasi.2013.4(1).143-152.

Job satisfaction is said to be a collection of evaluations made by employees of their jobs, including positive or negative feelings that arise from individual assessments of work or work experiences and evaluations of their characteristics. Job satisfaction reflects a person's views and feelings towards their job. In carrying out their duties, teachers must interact with their colleagues and superiors and must also comply with the rules, procedures, and standards set in the organization where they work[40].

Job satisfaction includes 3 factors:

1. Psychological factors related to a person's psyche such as interests, talents, skills, and peace of mind at work.
2. This social factor relates to social interactions with coworkers and superiors.
3. Physical factors This factor relates to physical conditions related to the work environment and coworkers.

Values are things that individuals consciously or unconsciously want to achieve through their work, and each value has a different level of importance. In addition, each individual's perception of the values they believe in also affects their level of job satisfaction. A person will feel satisfied if their job fulfills the things they value, such as a good salary, promotion opportunities, and freedom or a sense of achievement to the individual[41]. Job satisfaction is seen as a satisfying state of mind closely related to the recognition teachers get from student achievement and their assessment of the work environment in the context of developing their ability to achieve results[42].

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[40] Natalia Natalia and Dylmoon Hidayat, "Pengaruh Servant Leadership, Iklim Organisasi, Dan Kepuasan Kerja Terhadap Kepercayaan Organisasi Guru [the Effect of Servant Leadership, Organization Climate, and Work Satisfaction on Organization Trust of Teachers]," *Polyglot: Jurnal Ilmiah* 17, no. 2 (2021): 232.

[41] Ibid.

[42] Huan Song, Qing Gu, and Zhonghua Zhang, "An Exploratory Study of Teachers' Subjective Wellbeing: Understanding the Links between Teachers' Income Satisfaction, Altruism,

b. **Outcomes of Job Satisfaction**

Some of the results obtained from Job Satisfaction:

a. The work itself is the fact that it is found that a person if given interesting tasks, learning opportunities to take more responsibility in their work[43].

b. Salary and opportunities to become a reference for a person to have the opportunity to move up to a higher position.

c. Congruence between the job and the person, which is how consistent a person is in their actions and behavior[44].

c. **Job Satisfaction Indicators**

Several indicators are obtained from Job Satisfaction:

a. Opportunities to use skills and abilities situations where individuals can apply the knowledge, skills and abilities they have in a specific context, such as in the workplace, education or everyday life. These opportunities are very important as they can affect a persons motivation, job satisfaction, and career development

b. Work is significant in the context of network support, as social network can create new opportunities, provide access to valuable information, and improve communication skills. Support from these network is crusial for career development and achieving professional goals[45].

c. Salary and benefits, namely the amount of pay that a person gets or receives from the performance he does according to his needs and a sense of fairness.

Self-Efficacy and Work Satisfaction," *Teachers and Teaching: Theory and Practice* 26, no. 1 (2020): 3–31.

[43] Anissa Eka Ayu Riyadi, "Makna Job Satisfaction Bagi Karyawan Badan Kepegawaian Daerah Provinsi Jawa Timur," *SIBATIK JOURNAL: Jurnal Ilmiah Bidang Sosial, Ekonomi, Budaya, Teknologi, dan Pendidikan* 2, no. 2 (2023): 443–454.

[44] Ibid.

[45] Devy Debora, Masduki Asbari, and Risa Agustini, "From Connections to Oppportunities: Pengaruh Personal Networks Terhadap Pengembangan Karier," *Literaksi: Jurnal Manajemen Pendidikan* 1, no. 1 (2023): 311–316.

d. Work life balance is defined as an individuals ability to fulfill work and family commitments, as well as non work responsibilities.This include managing time and energy to ensure that no aspect of life is neglected.

e. Relationship with coworkers and supervisiors play a very important role in creating a positive and productive work environment. Good relationship with coworkers can improve communication, collaboration and trus which in turn can improve performance and job satisfaction[46].

Job satisfaction is an individual trait of a person who has different levels of satisfaction according to the values that apply to him. This is due to differences in each individual, the more aspects of the aspects of the job that match the individual's wishes, the higher the job satisfaction he has[47].

4. Mental Health

Mental health is a new field of how humans face life's challenges and try to overcome them for the sake of life's well-being. Mental health can also be interpreted as a state where a person can develop optimally such as physically, intellectually, and emotionally without compromising the interests of others[48]. The word 'mental' comes from the Latin 'mens' or 'mentis' which means spirit, soul, psyche, or life. In Greek, health is described by the word 'hygiene' which means the science of health. Therefore, mental health is an important part of 'mental hygiene or mental health science'.

According to Kartono, mental health is a condition that can adjust itself in various places and can solve problems. Kartono also said that mental health exists because of a person's ability to fulfill duties and responsibilities

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[46] Muhamad Dwiqy Ristami, Prayekti Prayekti, and E. Didik Subiyanto, "Hubungan Rekan Kerja, Kompensasi Dan Kondisi Kerja Terhadap Kepuasan Kerja Pada Koperasi Simpan Pinjam Karya Harapan Pemalang," *Jurnal Kolaboratif Sains* 5, no. 7 (2022): 414–418.

[47] Annisa Nurhandayani, "Pengaruh Lingkungan Kerja, Kepuasan Kerja, Dan Beban Kerja Terhadap Kinerja," *Jurnal Ekonomi Dan Bisnis Digital (Ekobil)* 1, no. 2 (2022): 108–110.

[48] Wardhani, "Peran Kesehatan Mental Bagi Guru Dalam Proses Belajar Mengajar Di Sekolah."

and accept the reality of life. According to health experts Merriam-Webster, mental health is a state in which people have good emotional and psychological health, which allows them to use their emotions and thoughts to participate in the community and fulfill their daily needs. As each person is unique their state of health cannot be equated[49].

Characteristics of mental health:

1. Avoid mental disorders, 2 mental conditions are disturbed by each other, according to Drajat, namely, mental disorders (neurose) and mental illness (psychose). There is a difference, neurose can still feel the existence of difficulties while psychose cannot feel or know the difficulties or problems he is facing. Neuroses can still survive reality and the real world in general, while psychoses are disturbed in terms of their responses, emotions, and impulses. This causes a person to have no integrity at all and away from the world.

2. Self-adjustment is the process of obtaining needs that can make individuals able to overcome stress, conflict, and frustration. Individuals can be said to be self-adjusting if they can overcome the difficulties, obstacles, and problems they are facing that do not cause harm to others or their environment.

3. Utilise potential as much as possible. Apart from solving problems with solutions, another important thing is that individuals can take advantage of their strengths by exploring their potential as much as possible. One of them is actively participating in various positive activities that can provide benefits to others and are constructive for the development of self-quality.

4. Achieving personal happiness and others. The intention is to all individual activities that can create mutual happiness. Individuals who have a healthy

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[49] Amhar et al., "Dukungan Sosial Sebagai Determinan Kesehatan Mental Pada Remaja Dengan Keluarga Broken Home," *Journal Of Communication and Social Sciences* 1, no. 1 (2023): 25–36, http://jurnal.dokicti.org/index.php/JCSS/index.

mentality will show behavior towards situations in meeting their needs, by showing good behavior or positive responses. Not selfish towards others, not looking for advantages over the disadvantages of others, this is personal happiness and others[50].

Factors that affect mental health:

1. Factors Internal or biological factors

   Everyone must be able to understand themselves and then they use their limbs to fulfill needs such as activity, rest, and so on.In the absence of biological elements, they will not be able to carry out activities. The impact The impact of the body and its constituent substances will have a big impact on a person and this biology also greatly affects mental health, especially those related to the brain and others[51].

2. External Factors

a. Family

   The family is defined as the smallest unit of society consisting of the head of the family and several people who live and settle in one place or roof. Family conditions greatly affect a person's behavior because the family is a place of learning, a bad family greatly affects psychological growth and mental health[52].

b. Environment

   Is a place that can affect a person's growth and development. This is very important because it shapes a person's character and has a big impact on future growth. The environment is one of the factors that can affect mental

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[50] Vidya Diana, *Kesehatan Mental (Sejarah Kesehatan Mental)*, *Halodoc.Com*, 2020, https://www.researchgate.net/profile/Diana-Fakhriyani/publication/348819060_Kesehatan_Mental/links/60591b56458515e834643f66/Kesehatan-Mental.pdf.

[51] Widya Reza et al., "Faktor-Faktor Yang Mempengaruhi Kesehatan Mental Remaja Di Kota Batam," *Jurnal Sintak* 1, no. 1 (2022): 1–7, https://doi.org/.

[52] Zaini Miftach, "済無No Title No Title No Title" (2018): 53–54.

health because if home conditions related to the environment are not good, it can interfere with health both physically and mentally.

3. Religion plays an important role in a person's life because religion will bring a person closer to a more sublime deity, namely Allah SWT[53].

Teachers are a determining factor in the quality of education. Teacher readiness in preparing students through effective teaching and learning activities is crucial. However, teachers' professional skills and welfare also play an important role. Teachers' poor mental health can interfere with the effectiveness of learning. Therefore, efforts are needed to improve professionalism and ensure the welfare of teachers to achieve a good quality of education[54]

a. Mental health outcomes

Some of the outcomes of mental health

a. Emotional well-being, and good mental health provide stable emotional well-being[55].

b. Independence and decision quality, having good mental health can make the right and independent decisions[56].

c. Good interpersonal relationships can provide positive things to others[57].

b. Mental health indicators

Mental Health has several indicators including:

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[53] Pandemi, "Wikuacitya: Jurnal Pengabdian Kepada Masyarakat."

[54] Wardhani, "Peran Kesehatan Mental Bagi Guru Dalam Proses Belajar Mengajar Di Sekolah."

[55] Awang Saputra and Ahmad Suryadi, "Prinsip Pengelolaan Pendidikan Kesehatan Mental Berbasis Islam," *Perspektif* 1, no. 4 (2022): 412–427.

[56] Elisabeth Desiana Mayasari et al., "Kesehatan Mental Guru Sekolah Dasar Selama Mengajar Daring," *Journal of Psychological Science and Profession* 6, no. 1 (2022): 33.

[57] B F Dwiyani and E L Widuri, "Psikoedukasi Untuk Meningkatkan Literasi Kesehatan Mental Pada Guru Dan Siswa Di SMPN 'A' Yogyakarta," *Prosiding Seminar Nasional Magister Psikologi Universitas Ahmad Dahlan* (2020): 1–7, http://seminar.uad.ac.id/index.php/snmpuad/article/view/5698.

a. Psychological symptoms are signs of mental illness that can take many forms, including changes in emotions, behavior, and thought patterns. These symptoms often impact a persons quality of life and can appear in a variety of contex.

b. Opportunities to use skills and abilities situations where individuals can apply the knowledge, skills and abilities they have in a specific context, such as in the workplace, education or everyday life. These opportunities are very important as they can affect a persons motivation, job satisfaction, and career development[58].

c. Mental fatigue is a state in which individuals experience exhaustion due to excessive mental demands, whether from work, study, or situations in daily life. Mental fatigue can impact performance mental health and overall well being[59].

d. Concentration refers to one's ability to direct attention to a specific task or activity, while focus is the sharpness of attention given to it. Both play a very important role in learning and performance, as they affect how effectively an individual can absord information and complete tasks[60].

B. Previous Research

The following are some studies that are relevant to the influence of social support, and workload, on mental health with the moderating role of job satisfaction of KMI Teachers Pondok Modern Darussalam Gontor Putri 1. The results of previous studies can be used as a reference in this study.

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[58] Ibid.

[59] Debora, Asbari, and Agustini, "From Connections to Oppportunities: Pengaruh Personal Networks Terhadap Pengembangan Karier."

[60] Sigit Setiawan, Alfiandy Warih Handoyo, and Fkip Universitas Sultan Ageng Tirtayasa, "Pelatihan Keterampilan Kesehatan Mental Bagi Guru Menghadapi Stres Dalam Masa Pembelajaran Daring," *Prosiding Seminar Nasional Pendidikan FKIP Universitas Sultan Ageng Tirtayasa* 3, no. 1 (2020): 362–366.

Diajeng Laily Hidayati, Eny Purwandari (2022) in her research 'The relationship between social support and mental health in Indonesia: a meta-analysis study' the results showed that social support can reduce a person's depression and anxiety, the need for social support from family, relatives, and friends this will reduce the depression, stress, and anxiety they have on their mental health. Social support can be in the form of real help, advice, and one's actions that can have a positive effect on others. Therefore, social support can have a positive influence on a person's mental health.

Evelyn f Acoba (2024) in her research 'Social support and mental health: the mediating role of perceived stress' the results showed that social support plays a significant role can shaping how we perceive and handle stress. Social support can be an important resource when we face challenges or problems that affect a person's mental health.Purposive sampling. The results showed that a good work environment and good and effective workload management have a positive impact on a person's mental well-being.

Siti Nur Aisah (2022) in her research on the effect of workload and compensation on job satisfaction and employee performance studies at rural banks (BPR) Malang the method used to test the hypothesis is causal associative using a quantitative approach. The study population was 55 employees. The results showed that the demands of the work given must be able to be completed on time. After completion, they will be compensated in the form of money, or goods in return for their hard work for the company this can affect a person's job satisfaction at work.

Tetty H Sitorus, and Harlyn L Siagian (2023) in their research 'The effect of workload on job satisfaction with motivation as mediation' the method used is qualitative with an explanatory approach, descriptive statistical analysis is a statistical analysis technique used in this study. Primary data sources from

respondents who filled out questionnaires in the form of g.foarm. The results of this study indicate that workload has a positive effect on job satisfaction.

M.Areka Truna, Tengku Lyza Tahura (2022) 'The effect of workload and compensation on job satisfaction at pt. Coy trading indako the population is 114 respondents using a saturated sampling technique. The analysis technique used is multiple linear regression. The results showed that workload (2.547> 1.984) and sig (0.012 <0.05) so that it has a positive and significant effect on job satisfaction.

Oktarina (2023) 'The influence of social support on job satisfaction of inpatient nurses at rsud Ganesha. This type of research is quantitative involving 34 nurses using a purposive sampling method. The instrument used is a questionnaire. The analysis method uses the correlation of Kendal know. The results showed that social support had a significant effect on job satisfaction at the Ganesha General Hospital.

Hillary Veondisca, Salis Miftahul, Putu Juni 'the influence of social support on job satisfaction during the COVID-19 pandemic at RSud senopati bantul' type of quantitative research with a cross-sectional design with a sample of 30 nurses. Retrieval is used with a purposive sampling technique. The research instrument used a questionnaire. The data analysis method uses Kendal know correlation. The results showed that social support has a positive impact on job satisfaction.

Putri. A, Rahmawati (2022) 'The relationship between social support and mental workload with burnout syndrome in nurses' with a sample of 85 respondents using a purposive sampling technique. The data instrument uses the distribution of questionnaires. The results showed that social support, workload on mental health, and job satisfaction in moderation had a significant effect.

Zhang Y, Wang C, Zheng J (2023) 'The moderation of satisfaction with working conditions in the relationship between workload and mental health among healthcare workers during covid 19-'workload significantly

increases the risk of health workers suffering from psychological problems, while job satisfaction with working conditions can alleviate this negative impact and effective resource support is very important for them.

The novelty of this study is the use of a moderation model to examine whether job satisfaction can moderate the relationship between social support, workload, and mental health. This study allows researchers to understand whether job satisfaction can strengthen or weaken the relationship between the independent and dependent variables. This study can also make new contributions to the fields of organizational psychology and human resource management by exploring more complex interactions between these variables, which have not been widely revealed in previous research.

C. Research Framework

At the beginning of a study, a framework is essential for a researcher. The conceptual framework is structured in such a way as a foundation for reasoning and facilitates understanding of the research so that it refers to the point of view of the problem being studied. In this study, there are four research variables, namely social support, workload, mental health as the independent variable as the dependent variable, and job satisfaction as the moderating variable. Based on the research above, the research framework can be described as follows:
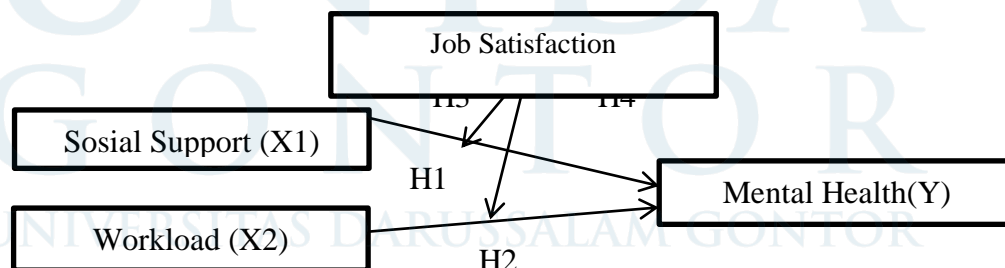
D. Research Hypothesis

1. The Effect of Social Support on Mental Health

According to Wallace, social support is an important factor in a person's success and psychology. Social support can also include many social interactions with friends, family, and partners if a person lacks social support, he will have problems or disorders with mental health, many assume that people with mental problems are caused by a lack of religious knowledge close to God. With this assumption, social support is needed which can be provided in the form of real help, advice, and actions of others that can have a positive emotional or behavioral impact on the recipient[61]. The effect that social support has on mental health is 17.2% and the other 82.8% is influenced by other variables besides social support[62].

H1: Social Support Has a Positive Effect on Mental Health

2. The Effect of Workload on Mental Health

According to Dhania, workload is several activities that must be completed by a person or group within a certain time. Or the process that a person does in completing tasks carried out under normal circumstances[63]. Workload has a positive and significant effect on mental health with the value obtained from the T-count of 3.162[64].

H2: Workload has a positive effect on Mental Health

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3. Moderating Effect of Job Satisfaction between Social Support on Mental Health

    Job satisfaction is an emotional condition that brings happiness, derived from an assessment of their job or work experience. At work, social support can have a positive influence on a person's job satisfaction in an organization. When an individual receives social support, their level of job satisfaction tends to increase significantly.[65]. This support can be obtained from friends, superiors, and family, and this support has a significant effect on job satisfaction. With support, it will lead to good and true job satisfaction[66].

    H3: Job Satisfaction moderates the relationship between Social Support and Mental Health.

4. Moderating Effect of Job Satisfaction Between Workload on Mental Health

    According to Utomo, workload is the work done in a year by an institutional unit which is the product of the amount of work with normal working time. The study's findings indicate that workload has a negative and significant impact on job satisfaction, from the objectives of this study it can be seen that the level of employee concern to fulfill tasks or targets can affect a person. With the target, employees will feel burdened but providing rewards can affect job satisfaction in a person[67]

    H4: Job Satisfaction moderates the relationship between Workload on Mental Health

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[65] Isnovijanti, "Pengaruh Dukungan Sosial Terhadap Stress Kerja Dan Kepuasan Kerja (Studi Kasus Pada Polres Pati Jateng)," 2002.

[66] Ibid.

[67] Azizah C and Murniningsih R, "Pengaruh Job Insecurity Dan Workload Terhadap Turnover Intention Dengan Job Satisfaction Sebagai Variabel Mediasi," *Business and Economics Conference in Utilization of Modern Technology* (2022): 606–613, https://journal.unimma.ac.id.