

## Research Article

# The Impact of Social Support on Job Satisfaction Among Precast Concrete Workers in Indonesia: A Cross-Sectional Study

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**Abstract:** The construction sector in Indonesia plays a vital role in economic development but is also characterized by high rates of workplace accidents, informality, and job insecurity. These challenges may negatively affect workers' well-being and job satisfaction, especially in demanding environments such as precast concrete manufacturing. Social support has been recognized as a key psychosocial factor that can improve workplace outcomes, yet little is known about its role in Indonesia's construction workforce. This study aims to (1) examine the level of perceived social support among precast concrete workers, (2) assess their level of job satisfaction, and (3) analyze the relationship between social support and job satisfaction. A cross-sectional design was employed, involving 180 workers from three precast concrete plants in Java, selected through random sampling. Data were collected using the Indonesian versions of the Job Content Questionnaire (JCQ) and Copenhagen Psychosocial Questionnaire II (COPSOQ II), and analyzed using logistic regression. The results revealed that 76.7% of workers reported low social support, and 72.8% experienced low job satisfaction. Workers with high social support were significantly more likely to report high job satisfaction (OR = 6.985; 95% CI: 3.276–14.895). These findings confirm that social support is a strong predictor of job satisfaction in this population. Strengthening support from supervisors and coworkers may be a strategic intervention to improve worker well-being and retention in Indonesia's construction industry.

**Keywords:** construction workers; job satisfaction; precast concrete; psychosocial factors, social support; workplace well-being.

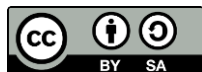
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## 1. Introduction

The construction industry plays a pivotal role in Indonesia's economic landscape. As the fourth-largest contributor to the national Gross Domestic Product (GDP), the sector has not only fueled infrastructure development but also provided employment for millions of Indonesians [1]. Its scope is further emphasized by its status as the second-largest construction industry in Asia, a distinction that reflects both its rapid expansion and strategic importance in the region [2]. However, despite its economic significance, the construction industry remains one of the most hazardous sectors for workers in Indonesia, raising serious concerns about labor welfare, safety, and job satisfaction.

In 2020, the construction sector accounted for nearly 30% of all workplace accidents in Indonesia, resulting in economic losses amounting to IDR 1.2 trillion in 2019 [2], [3]. A key factor contributing to these alarming figures is the lack of Occupational Safety and Health (OSH) awareness among workers. Many laborers are unable to identify workplace hazards or implement preventive strategies, primarily due to limited OSH training and support [4]. Yet, beyond physical safety, construction workers also contend with systemic issues that

contribute to psychosocial strain, including job insecurity, informal employment arrangements, and minimal social protection.

A defining characteristic of Indonesia's construction workforce is its high level of informality. It is estimated that up to 99% of construction workers lack formal employment status, social security coverage, or permanent contracts [5]. These individuals are often employed on a project or daily basis through intermediaries known as *mandor* (foremen), making them vulnerable to exploitation and economic uncertainty [4], [5]. As of early 2025, 59.4% of the national labor force was classified as informal, with construction representing one of the most informal sectors [6]. The prevalence of informal labor is driven by economic necessity, lack of job opportunities in the formal sector, and the cost-saving strategies of employers. This reality leaves workers exposed to sudden job loss, fluctuating wages, and an absence of institutional support systems.

This precarious employment landscape translates into widespread worker anxiety. Recent surveys indicate that 75.16% of field construction workers are deeply concerned about being laid off, while 60.69% report uncertainty regarding their future employment [7]. Only 34.91% receive regular salary increases, further highlighting the lack of financial stability and career progression in the sector [7]. These conditions contribute to low levels of job satisfaction, a critical factor that not only affects individual well-being but also influences organizational outcomes such as productivity, turnover rates, and workplace safety.

In such challenging work environments, social support emerges as a vital buffer against occupational stress. Defined as the emotional, informational, and instrumental assistance provided by one's social network, social support plays a pivotal role in enhancing well-being, especially in high-risk sectors like construction [8]. Various frameworks have been developed to conceptualize and measure social support, with the consensus being that strong support systems can lead to better mental health, improved coping capacity, and enhanced job satisfaction. In a study of construction workers in New Zealand, those with high levels of support from family or colleagues exhibited lower psychological distress scores (mean PDS = 19.5), underscoring the protective role of supportive relationships in demanding jobs [9].

Globally, research has shown that adequate social support improves work efficiency and productivity among construction workers [10]. It facilitates emotional regulation, reduces stress and anxiety, and fosters a sense of belonging—all of which are essential for sustaining performance in physically and mentally taxing jobs. In developing and emerging economies (EDEs) such as Indonesia, however, workers frequently report insufficient organizational or peer support [10]. Qualitative studies have revealed that many Indonesian construction workers lack access to formal counseling, supervisor support, or even basic acknowledgment of their concerns. These gaps are particularly concerning in an industry already marked by volatility and risk.

Closely related to social support is the concept of job satisfaction, which encompasses workers' overall feelings and attitudes toward their job roles, conditions, and relationships at work. In the construction context, job satisfaction has been found to significantly influence safety behavior, knowledge-sharing, and work engagement. For instance, research from China suggests that job satisfaction enhances safety compliance and promotes safety-related communication among workers, thereby reducing the likelihood of workplace accidents [11]. Furthermore, job satisfaction acts as a mediator between job stress and turnover intentions; satisfied workers are more resilient and less likely to leave, even under high job demands [12].

Despite growing interest in these topics globally, research on the relationship between social support and job satisfaction among construction workers in Indonesia remains limited. Most local studies focus on OSH compliance, wage structures, or accident rates, while psychosocial factors such as interpersonal support and emotional well-being remain underexplored. This oversight is significant, given that informal laborers in Indonesia often lack formal grievance mechanisms and rely heavily on peer or supervisor support to navigate job-related stress.

Given this backdrop, the present study aims to address this gap by investigating the interplay between social support and job satisfaction among construction workers in Indonesia. The objectives of the study are threefold: 1) To examine the level of perceived social support among construction workers in Indonesia. 2) To assess the level of job satisfaction in this population. 3) To analyze the relationship between social support and job satisfaction.

## 2. Proposed Method

This research employed a cross-sectional design, which is appropriate for examining the relationship between social support and job satisfaction at a specific point in time. The study was conducted over a two-month period, from April to May 2025, at three precast concrete factories owned by PT XYZ. A simple random sampling technique was employed to ensure each eligible worker had an equal chance of being selected. A total of 180 respondents participated in the study, forming the final sample for data analysis.

Social support was operationalized as the perceived level of support received by precast concrete workers from their supervisors and coworkers. This dimension was measured using the Indonesian version of the Job Content Questionnaire (JCQ), adapted by Widanarko (2013). The JCQ includes items assessing emotional and instrumental support in the workplace, rated on a Likert scale. To categorize the level of social support, the median score derived from the total distribution of responses was used as the cut-off point, allowing classification into: Low Social Support (score  $\leq 3.00$ ) and High Social Support (score  $> 3.01$ ).

Job satisfaction was defined as the overall sense of fulfillment and contentment that workers feel toward their job, including satisfaction with job tasks, working conditions, and interpersonal relationships. This was measured using the Indonesian version of the Copenhagen Psychosocial Questionnaire II (COPSOQ II), also validated by Widanarko (2013). The COPSOQ II includes a range of items specifically tailored to assess psychosocial aspects of job satisfaction in occupational settings. As with the social support variable, responses were categorized using the median score: Satisfied (score  $\leq 3.04$ ) and Not Satisfied (score  $> 3.05$ ).

## 3. Results

A total of 180 precast construction workers participated in the study. **Table 1** summarizes the demographic and occupational characteristics of the respondents. The majority of participants were male (97.2%), with only 2.8% female workers, reflecting the gendered nature of labor in the construction sector. The largest age group was 30–49 years (55.0%), followed by 18–29 years (30.0%), and above 50 years (15.0%). In terms of education, most respondents had completed junior to senior high school (88.3%), while a minority held diploma or bachelor's degrees (11.7%).

Regarding psychosocial variables, 76.7% of workers reported low perceived social support, and only 23.3% reported high social support. Similarly, 72.8% of respondents were classified as having low job satisfaction, while 27.2% reported high satisfaction.

**Table 1.** individual characteristics.

Variable	n	Percentage (%)
<b>Age</b>		
18 – 29	54	30.0
30 – 49	99	55.0
>50	27	15.0
<b>Gender</b>		
Male	175	97.2
Female	5	2.8
<b>Education</b>		
Junior – senior high school	159	88.3
Diploma, Bachelor	21	11.7
<b>Social Support</b>		
Low	138	76.7
High	42	23.3
<b>Job Satisfaction</b>		
Low	131	72.8
High	49	27.2

**Table 2** presents the bivariate relationship between social support and job satisfaction. Among workers with low social support, a significant proportion (82.6%) reported low job

satisfaction, while only 17.4% reported high satisfaction. In contrast, among those with high social support, the majority (59.5%) reported high job satisfaction.

The association between social support and job satisfaction was statistically significant ( $p < 0.001$ ). Workers with high social support were 6.985 times more likely to report job satisfaction than those with low support (95% CI: 3.276–14.895).

**Table 2.** relationship between social support and job satisfaction.

Social Support	Job Satisfaction				Total		Sig.	Odds Ratio (95% Confidence Interval)
	Low		High		n	%		
	n	%	n	%				
Low	114	82.6	24	17.4	138	100%	0.000	Ref
High	24	40.5	25	59.5	42	100%		6.985 (3.276 – 14.895)
Total	131	72.8	49	27.2	180	100%		

#### 4. Discussion

This study examined the relationship between social support and job satisfaction among precast concrete workers in Indonesia. The findings demonstrated a statistically significant association between the two variables: workers who perceived high levels of social support were nearly 7 times more likely to report job satisfaction compared to those with low support (OR = 6.985; 95% CI: 3.276–14.895). These results affirm the central hypothesis that social support is a critical psychosocial determinant of job satisfaction in labor-intensive and high-risk occupations such as construction. The strong association found in this study aligns with a growing body of literature underscoring the importance of social support as a key predictor of job satisfaction. A large-scale study highlighted that employees with high social support from their superiors are over 12 times more likely to be very satisfied with their jobs compared to those with only moderate or low levels of support (OR = 12.35; 95% CI: 8.71–17.51) [13].

The Icelandic Municipalities Study further reinforces this point, with 87% of employees reporting high job satisfaction attributed to strong workplace social support [14]. Similarly, the Male Nurses Study found a strong positive correlation between social support and job satisfaction ( $r = 0.57$ ,  $p < .001$ ), showing that even in demanding occupations support from colleagues and supervisors consistently enhances satisfaction [15]. The current study contributes to this literature by extending evidence to the context of Indonesian construction workers, a population often underrepresented in global occupational health research. These workers face multiple physical and psychosocial hazards, including physically demanding tasks, long hours, hierarchical work environments, and limited access to mental health resources [16], [17], [18].

Among the sources of social support, supervisory support appears to be the most influential. Previous studies have highlighted that guidance, recognition, and clear communication from superiors contribute directly to higher job satisfaction. In one study conducted in healthcare, supervisor support yielded an odds ratio of 6.27 (95% CI: 1.36–29.00) for job satisfaction [19]. Another large-scale study showed that perceived supervisor support (PSS) has both direct and indirect effects on job satisfaction, mediated by factors such as work-life balance and organizational loyalty [20].

The mechanism behind this influence is well understood, supervisors serve as intermediaries between organizational expectations and worker realities. When supervisors offer consistent emotional, instrumental, and appraisal support, they contribute to a more predictable and psychologically safe work environment [10]. Moreover, research shows that workers who receive high support from supervisors report significantly lower turnover intentions, higher morale, and greater organizational commitment [21]. This has implications not only for individual well-being but also for productivity and retention, two key concerns in the construction sector, where high turnover is common [22].

In addition to supervisor support, peer (coworker) support also plays a significant role in shaping job satisfaction. Previous studies confirm that strong coworker support is associated with increased satisfaction, improved mental health, and enhanced safety behavior [10], [23], [24]. One study involving peer support workers found that coworker support,

together with perceived organizational support and supervisor support, explained 71% of the variance in job satisfaction [25].

This finding is particularly relevant in environments like precast concrete factories, where workers operate in teams, share risks, and rely on one another for task execution. Peer support provides emotional encouragement, task-related assistance, and shared learning. These shared experiences contribute to resilience and psychological well-being, especially when organizational structures are rigid or hierarchical. In the context of this study, the majority of respondents were male (97.2%) and had educational backgrounds limited to junior or senior high school (88.3%). These demographic features often correlate with less access to formal psychological support and limited voice in organizational decision-making. Thus, informal networks such as peer support may act as a substitute resource, mitigating the effects of organizational deficits.

The findings have broader implications for psychosocial safety and workplace equity. Prior studies emphasize that supervisor support mediates the relationship between race/ethnicity, immigration status, and job satisfaction [26]. This suggests that workers from marginalized or vulnerable groups—such as low-skilled laborers, migrants, or contract workers—may be particularly sensitive to perceived support. In our context, where workers often come from rural and economically disadvantaged backgrounds, the impact of support is likely amplified.

Social support also contributes to reducing workplace bullying, increasing resilience to stress, and improving compliance with safety behaviors [23], [25]. The evidence from the Icelandic study suggests that social support acts as a protective factor against negative workplace experiences, including conflict, bullying and sexual harassment at work [14].

Despite these positive effects, research shows that perceived social support remains low among many construction workers, particularly in developing economies. Barriers to support include poor communication practices, inadequate organizational culture, rigid hierarchies, and limited awareness or training on psychosocial risks. These barriers not only reduce job satisfaction but may also contribute to accidents, absenteeism, and mental distress.

## 5. Conclusions

This study reveals three key findings: (1) Social support significantly predicts job satisfaction among Indonesian construction workers ( $OR = 6.985$ ); however, overall satisfaction remains low (27.2%), suggesting that broader structural issues may limit support's effectiveness; (2) While the predictive strength of support is notable, job satisfaction levels are lower than those in higher-income contexts (e.g., 87% in Iceland), likely due to Indonesia's dominant informal labor market and systemic job insecurity; (3) Perceived workplace support—particularly from supervisors and peers—acts as a key buffer against dissatisfaction in this high-risk sector. These findings affirm the study's hypothesis and underscore the mediating role of psychosocial factors in worker well-being, even in resource-constrained settings. The study contributes to occupational health literature by quantifying the role of social support in a Global South context and suggests that interventions such as supervisor training and expanded labor protections could help close existing welfare gaps. Limitations include the cross-sectional design and regional focus on Java; future research should adopt longitudinal approaches and explore how multiple social identities shape experiences of job satisfaction.

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