



The Role of Work Quantity as an Intervening Variable of Social Support and Mental Health on Employee Work Quality

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Abstract. Quality of work is the best performance from within each individual, and in forming good quality work, there needs to be a process. The use of a quantity of work can be a factor in the success of the quality of work; employees must work with discipline to produce a quantity of work. The foundation of the highest quality work for each individual is adequate social and mental health support; a lack of attention and empathy shows inadequate social support for employees. A stressful and unsafe work environment compromises employees' mental health. This study investigates the impact of work quantity as an intervening variable of social support and mental health on employee job quality. Employees in the clothing industry comprise the study's population, and 100 respondents made up the sample. SEM-PLS, a data analysis method using Smart PLS 4.0 software. The findings of this study demonstrate that, while there is no substantial positive association between mental health and quality of work, there is a strong positive relationship between social support and the quality of work produced by employees. The quantity of labor, social support, and mental health impact the quality of work. The limitation of this study is that only 113 respondents responded, and 13 others are not valid. Of course, this is still insufficient to describe the real situation. Future studies can examine how social support and mental health affect the general productivity of workers.

Keywords: Social Support · Mental Health · Work Quantity · Quality of work

1 Introduction

A firm's or organization's most significant asset is its human capital, which may assist businesses in achieving their objectives. The achievement of company goals comes from the individual spirit of its human resources, which is closely related to achievement motivation [1]. The development of high-quality human resources is challenging. The business must be dedicated to this objective, as must its personnel. The quality of the work that employees create is significantly influenced by human resources [2].

The quality of employees' work is the best performance that each individual can give. The company can obtain good quality work if the supporting factors in creating good quality work are fulfilled. Enough social support and good mental health are necessary for

workers to perform at their best. According to previous research, social support positively and significantly affects employee job satisfaction [3]. Employee contentment shows a company's success in developing the best workers among its employees.

In the world of work, employees must be able to adapt to all conditions in their work environment, which can affect an employee's mental health. Lack of social support affects the mental health of each individual [4]. Good mental health can help employees survive existing pressure. Leaders' and employees' mental health can affect how a person controls his emotions at work [5]. With good mental health, employees are expected to be able to think wisely at work and be able to survive under pressure from the company.

The quantity of work an employee does is one of the factors in the formation of quality performance. This cannot be separated from social support and mental health. Low social support can make employees less optimal at their jobs [6]. Social support and good mental health can make employees work optimally. The quantity of work a person does can be seen from how long the employee works and how timely the employee completes his work [7]. Speed and accuracy are two important things in creating quality work; this underlies the importance of quality human resources.

In achieving an organizational goal, there needs to be a commitment from every element; employees are the main wealth in a company because, without their participation, the company's activities will not be carried out. A successful organization or company can make its employees motivated, skilled, and qualified to carry out every task [8]. Quality employees are a valuable asset for the company; with qualified employees, the company's goals can be achieved. In the future, research can be conducted on social support and mental health in the manufacturing sector, such as the garment industry, where around 90% of employees are women [9].

2 Hypotheses Development

An expression of approval, gratitude, and enthusiasm is social support. The caliber of the job performed is significantly influenced by social support [10]. Social support is also an important factor in supporting employee performance. With sufficient social support, employees will feel more valued and like they belong in that environment. Social support is conceptualized as a social resource on which each individual relies when dealing with existing problems [11]. Research conducted by Benca [12] The study Quality and Amount of Social Support Show Differential Associations With Stress and Depression in African Americans demonstrates that social support has a considerable (positive) impact on both the quantity and quality of labor.

H1: Social Support influence on Work Quality

H2: Social Support has an influence on the Quantity of Work

A person's health is partly defined by their mental well-being [13]. A person's mental health can have an impact on the individual nature of each employee. Mental health is the way we think, feel, and act. This greatly affects the performance produced by employees. Each employee needs to maintain his mental health independently. Research conducted by Butterworth [14] If working has benefits for mental health, it depends on the psychosocial nature of the work. A longitudinal national household panel survey's

findings indicate that social support does not significantly affect work quality, in contrast to Hyland research, which found that social support had no effect on how much work people did [15]. The study of quality, not quantity: loneliness subtypes, psychological trauma, and mental health in the US adult population demonstrates a substantial (beneficial) relationship between the quantity of work and mental health.

H3: Mental Health does not affect Work Quality

H4: Mental Health effects on Work Quantity

Work quantity is the amount or number that has been set by the organization or company to achieve company goals [7]. The working quantity is the number or efficiency of employees in doing work, not violating the regulations set by the company, which is an illustration of the quantity of work itself. Quantity of work is one factor in the quality of work produced by employees.

H5: Effect of Work Quantity on Quality of Work

Family is the most stable source of social support for every individual [16]. Good social support can help employees become more competent at work; social support is a motivator for employees to produce their best work. The quality produced can be considered through the quantity of work, and the quantity of work of employees can be seen from the discipline and standard operating procedures (SOP) carried out by employees properly and correctly. With employee discipline in doing work, it will create the best quality of work from within the employee.

H6: Quantity of Work mediate Social Support with Quality of Work

Mental health is a resource that is owned by every individual. The quality of a person's mental health is influenced by several factors, and idiosyncratic experiences, family relationships, and attitudes of the community in which the individual lives are indicators of good/bad mental health [17]. Good mental health is inseparable from the influence of regulations in the place where they work. Good policies from employee leaders can make employees comfortable at work.

H7: Quantity of Work mediates Mental Health with work quality

3 Research Method

This study employs quantitative techniques. The samples collected in this study were from employees of the garment manufacturing sector, where 90% of the employees were women who were GAP from previous studies. We used Google Forms as our primary method to distribute questionnaires to the 100 samples that we obtained. Likert scale is used to measure variables on a scale of 1 to 5, from strongly disagree to strongly agree (point 5). The descriptive analysis method and SEM PLS, which use Smart PLS 4 software, are the data analysis techniques used. Using bootstrapping in hypothesis testing.

4 Data Analysis and Discussion

4.1 Descriptive Analysis

This study used a quantitative research methodology because social support (X1) and mental health (X2) data on work quality (Y) and work quantity (Z) were intervening variables obtained in the form of quantitative data. Because the GAP in previous research was directed at female respondents, sex characteristics were not included. While 100 respondents met the criterion and were included in the analysis of the data based on the findings of the questionnaire responses from as many as 113 respondents, 13 respondents did not fulfill the criteria. In this study, the primary data, also known as first-hand data or data gathered directly from the research subject, was used in the data-gathering process (Table 1).

4.2 Data Analysis Result

4.2.1 Measurement Model

The measurement model used in this study's data analysis is employed to evaluate the reliability of each variable. Based on the findings of each outer loading standard, the loading factor that assesses the construct with an outer loading value of > 0.5 , the SPL's convergent validity is used to gauge the strength of the connection between constructs and variables [18]. According to Table 2's test results for the outer loading value, all loading values are > 0.7 , which indicates that all variables do a good job of presenting indicators (Table 3).

The Average Variance Extracted (AVE) value produced for each variable is > 0.5 , according to the findings of the discriminant validity test using that value, indicating that each variable utilized can be used to address a research need. In this study, the discriminant validity test also used the Heterotrait-monotrait ratio (HTMT). The HTMT value for each pair of variables was < 0.9 , and the variance shared by the variable was

Table 1. Characteristics of Respondents

| Items | Frequency | percentage |
|-----------|----------------|------------|
| | Age | |
| <20 | 32 | 32% |
| 21–30 | 36 | 36% |
| 31–40 | 23 | 23% |
| 40> | 9 | 9% |
| | Length of work | |
| <1 year | 32 | 32% |
| 1–2 years | 20 | 20% |
| >2 years | 20 | 48% |

Table 2. Validity test and reliability test.

| Variables | Items | Factor Loading | Cronbach's Alpha | AVE | CR |
|-----------|-------|----------------|------------------|-------|-------|
| SS | 1 | 0,844 | 0,899 | 0,769 | 0,901 |
| | 2 | 0,853 | | | |
| | 3 | 0,893 | | | |
| | 4 | 0,915 | | | |
| MH | 1 | 0,861 | 0,895 | 0,759 | 0,953 |
| | 2 | 0,916 | | | |
| | 3 | 0,935 | | | |
| | 4 | 0,761 | | | |
| WQ | 1 | 0,871 | 0,797 | 0,667 | 0,892 |
| | 2 | 0,945 | | | |
| QOW | 1 | 0,844 | 0,836 | 0,826 | 0,892 |
| | 2 | 0,825 | | | |
| | 3 | 0,767 | | | |
| | 4 | 0,828 | | | |

Notes: SS: Social Support

MH: Mental Health

WQ: Work Quantity

QOW: Quality of Work

Table 3. Discriminant Validity.

| Variable | SS | QOW | WQ | MH |
|----------|-------|-------|-------|----|
| SS | | | | |
| QOW | 0,556 | | | |
| WQ | 0,465 | 0,571 | | |
| MH | 0,127 | 0,244 | 0,435 | |

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higher for each measurement item compared to the other variable items, so the evaluation of discriminant validity by HTMT was fulfilled. Based on the results of the discriminant validity test with HTMT, it shows that the pair value is < 0.9 , and the variance shared by the variable is higher, so the evaluation of discriminant validity is fulfilled.

The results of the reliability test demonstrate how consistently respondents responded to the author's remarks. A construct is considered reliable in this reliability test if its

Table 4. Discriminant Validity.

| Variable | VIF |
|----------|-------|
| SS 1 | 2,444 |
| SS 2 | 2,571 |
| SS 3 | 2,809 |
| SS 4 | 3,527 |
| QOW 1 | 2,974 |
| QOW 2 | 1,825 |
| QOW 3 | 1,361 |
| QOW 4 | 2,853 |
| WQ 1 | 1,781 |
| WQ 2 | 1,781 |
| MH 1 | 2,438 |
| MH 2 | 4,627 |
| MH 3 | 4,458 |
| MH 4 | 2,192 |

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composite reliability value is more than 0.7. All of the variables utilized are trustworthy, as shown by the composite reliability value for each variable being > 0.7 .

Using Cronbach's alpha value along with the assessment criteria, the reliability test results in this study were enhanced. If each variable's Cronbach's alpha value was > 0.7 , the variable was considered reliable. According to Table 2's Cronbach's alpha analysis results, each research variable had a result > 0.7 , which meant it satisfied Cronbach's alpha value. There is a significant level of varying reliability overall (Table 4).

Multicollinearity analysis is performed after the validity and reliability tests have been evaluated. It is said to be multicollinear when independent variables that are not mutually exclusive or independent variables exhibit correlation [19]. The VIF value of < 5 can be used to determine the value in this test. According to the analysis of the independent variables of social support, mental health, quantity of work, and quality of work, there is no multicollinearity, as indicated by the results of the study of these independent variables, which show a value of < 5 .

4.2.2 Structural Models

4.2.2.1 Conformity Test

The Goodness of Fit is used to examine the model's viability. The goal of this test is to determine whether the model can be used for research by examining the findings from

studies that used R square analysis. The R square value is meant to show the independent influence on the dependent variable’s pattern (Table 5).

Based on the results of the R Square analysis, it can be seen that social support and mental health have a 36% influence on work quality and a 28% influence on work quantity.

F Square is used to assess whether or not there is a significant relationship between variables, F square is also used to evaluate the compatibility between variables (Table 6).

According to the F square results listed above, the following is the value of the F square:

The quantity has an influence on the quality of work by (f square = 0.114)

Social support influences the quality of work of (f square = 0.195) and influences the quantity of work of (f square = 0.173)

Mental health influences the quality of work of (f square = 0.003) and influences the quantity of work of (f square = 0.177)

4.2.2.2 Hypothesis Test

4.2.2.2.1 Immediate Effect

In this work, the bootstrapping analysis method was used to evaluate hypotheses by using t-statistics and P-values. If P Values 0.05 or the t statistic is greater than the t table (at a significant level of 5%), the hypothesis value can be considered accepted [20]. Based on the hypothesis test that has been done, not all variables have a direct effect.

It is known based on the outcomes of statistical tests:

Table 5. R Square Value

| Variable | R-square | R-square adjusted |
|----------|----------|-------------------|
| QOW | 0.365 | 0.345 |
| WQ | 0.284 | 0.269 |

Notes: QOW: Quality of Work
WQ: Work Quantity

Table 6. F Square value

| | QOW | WQ |
|----|-------|-------|
| WQ | 0,114 | |
| SS | 0,195 | 0,173 |
| MH | 0,003 | 0,177 |

Notes: SS: Social Support
MH: Mental Health
QOW: Quality of Work
WQ: Work Quantity

Table 7. Direct Influence Analysis

| | Original Sample (O) | Sample mean (M) | Standard deviation (STDEV) | T statistics (o/stedv) | P Values |
|----------|---------------------|-----------------|----------------------------|------------------------|----------|
| SS-QOW | 0,384 | 0,391 | 0,114 | 3,376 | 0,001 |
| SS-WQ | 0,354 | 0,346 | 0,099 | 3,565 | 0,000 |
| MH-QOW | 0,049 | 9,060 | 0,096 | 0,512 | 0,609 |
| MH-QOW | 0,359 | 0,379 | 0,110 | 3,252 | 0,001 |
| QW-0,318 | 0,318 | 0,313 | 0,110 | 2,890 | 0,004 |

Notes: SS: Social Support

MH: Mental Health

QOW: Quality of Work

WQ: Work Quantity

H1. Social support significantly affects the quality of the job produced (0.384), according to t statistics ($3.376 > 1.960$) or P value (0.001 0.05). The quality of employees' work is considerably improved by social support.

H2: Social support significantly affects the amount of work done (0.354), according to t statistics ($3.565 > 1.96$), or P value (0.000 0.05). The amount of labor is considerably increased by social support.

H3: There is no discernible relationship between mental health and work quality (0.049, t statistics, $0.512 > 1.96$, P value, 0.609 0.05). The improvement of work quality is not directly influenced by mental health.

H4. With t statistics ($3.252 > 1.96$) or P Value (0.001 0.05), mental health has a substantial impact on the amount of work (0.359). The amount of work is considerably increased by mental health.

H5 with t statistics ($2.890 > 1.96$) or P Value (0.004 0.05) shows that the quantity of work has a substantial impact on the quality of work by 0.328. The quality of work greatly improves as labor volume increases.

4.2.2.2.2 Indirect Effect

Based on the findings of the study of the data for indirect effect in Table 8 are:

Mental health has a significant indirect impact on work quality through quantity (0.114) based on t statistics ($2.212 > 1.96$) or P value ($0.027 > 0.05$). The indirect impact

Table 8. Indirect Influence Analysis

| | Original Sample (O) | Sample mean (M) | Standard deviation (STDEV) | T statistics (o/stedv) | P Values |
|-----------|---------------------|-----------------|----------------------------|------------------------|----------|
| MH-WQ-QOW | 0,114 | 0,116 | 0,052 | 2,212 | 0,027 |
| SS-WQ-QOW | 0,113 | 0,109 | 0,051 | 2,201 | 0,028 |

of mental health on the standard of work is mediated by a variable called significant quantity.

Social support has a significant indirect effect on work quality with a quantity of 0.113 with t statistics ($2.201 > 1.96$) or P value ($0.028 > 0.05$). This quantity serves as a variable that mediates the indirect effect of social support on quality work.

Since Table 7 demonstrates that mental health does not directly affect the quality of work and indirectly affects quantity as the mediator in the statistical analysis, the findings of the study indicate that all hypotheses have a positive and significant effect. It is anticipated that employees will be able to maintain their mental health while working to produce the highest quality work possible from within themselves, as shown by the results of this analysis, which also show the magnitude of the mediating effect of quantity on the relationship between mental health and work quality.

5 Conclusion

The findings of this study are based on prior research on the impact of social support and mental health on employees' quality of work. Because 90% of workers in the manufacturing sector are women, it is advised that future research be done in the garment industry. In this study, quantity work is added as a mediator in order to provide more meaningful results. The findings of this study also shed light on the relationship between social support and mental health. The authors anticipate that the findings of this study will help all parties, especially employees, understand the value of social support and independence in sustaining mental health. This will allow them to develop quality human resources and offer better services.

This research contributes to providing implications for being able to control oneself when under pressure, especially at work. For starters, to improve the quality of work of employees, co-workers, family, friends, and people around employees, they must be able to provide social support in the form of empathy, attention, assistance, suggestions, and advice, as well as individual abilities to be able to maintain good mental health. The quantity of work can be utilized as a supporting activity to increase the quality of the job, establish rules to ensure that staff members are more disciplined, and establish a welcoming and secure atmosphere.

This study has several limitations, including the fact that only 113 people responded, and 13 of them were invalid, which is still insufficient to accurately describe the situation. Future studies can examine how social support and mental health affect the general productivity of workers.

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