

## SOCIAL SUPPORT AND PSYCHOLOGICAL WELL-BEING OF GBKP PASTORS: THE MODERATING ROLE OF JOB SATISFACTION

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### Abstract

*This study analyzes the influence of social support on the psychological well-being of GBKP pastors, with job satisfaction as a moderating variable. Using a quantitative approach and Partial Least Squares Structural Equation Modeling (PLS-SEM) analysis on questionnaire data from active GBKP pastors, the results show that social support has a positive and significant effect on psychological well-being (coefficient = 0.503, P-Values = 0.000). Job satisfaction also has a positive and significant effect on psychological well-being (coefficient = 0.265, P-Values = 0.000). Furthermore, job satisfaction significantly moderates the relationship between social support and psychological well-being (T-Statistics = 2.709, P-Values = 0.007). This research model is able to explain 58.1% of the variation in pastors' psychological well-being (R-Square = 0.581), with good predictive relevance (Q-Square = 0.380). The implications of this study suggest that increasing social support and job satisfaction is essential for maintaining and enhancing the psychological well-being of pastors.*

*Keywords: Social Support, Job Satisfaction, Psychological Well-being, GBKP Pastors*

### Abstrak

*Penelitian ini menganalisis pengaruh dukungan sosial terhadap kesejahteraan psikologis pendeta GBKP, dengan kepuasan kerja sebagai variabel moderasi. Menggunakan pendekatan kuantitatif dan analisis Partial Least Squares Structural Equation Modeling (PLS-SEM) pada data kuesioner dari pendeta aktif GBKP, hasilnya menunjukkan bahwa dukungan sosial berpengaruh positif dan signifikan terhadap kesejahteraan psikologis (koefisien = 0.503, P-Values = 0.000). Kepuasan kerja juga berpengaruh positif dan signifikan terhadap kesejahteraan psikologis (koefisien = 0.265, P-Values = 0.000). Lebih lanjut, kepuasan kerja secara signifikan memoderasi hubungan antara dukungan sosial dan kesejahteraan psikologis (T-Statistics = 2.709, P-Values = 0.007). Model penelitian ini mampu menjelaskan 58.1% variasi dalam kesejahteraan psikologis pendeta (R-Square = 0.581), dengan relevansi prediksi yang baik (Q-Square = 0.380). Implikasi dari penelitian ini menunjukkan bahwa peningkatan dukungan sosial dan kepuasan kerja sangat penting untuk menjaga dan meningkatkan kesejahteraan psikologis para pendeta.*

*Kata Kunci: Dukungan Sosial, Kepuasan Kerja, Kesejahteraan Psikologis, Pendeta GBKP*



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## INTRODUCTION

Psychological well-being (PWB) is crucial in human life, including for pastors, who play a crucial role in the lives of their congregations and communities.<sup>1</sup> Pastors face social pressures, ministry demands, and high expectations that can impact their psychological well-being.<sup>2</sup> Good PWB enables pastors to perform their duties optimally, which is also influenced by social support and job satisfaction.<sup>3</sup>

This research is motivated by the phenomenon of PWB among GBKP pastors, which exhibits high workloads, unlimited working hours, and demands for perfection, which can lead to psychological and mental exhaustion.<sup>4</sup> Low salaries and a lack of church support also contribute to decreased dedication.<sup>5</sup> This results in a lack of interaction with the congregation and stagnant ministry growth. The lack of relevant coaching and rigid routines also hinder pastors' self-development.<sup>6</sup> These conditions have the potential to cause serious health problems among pastors.

Social support from family, friends, coworkers, and the surrounding environment is believed to enhance PWB, providing a sense of appreciation, security, and motivation.<sup>7</sup> High levels of social support are correlated with lower stress levels, adaptive coping mechanisms, and a strong sense of social connectedness.<sup>8</sup> Conversely, a lack of social support increases the risk of psychological disorders.<sup>9</sup>

Furthermore, job satisfaction has the potential to moderate the relationship between social support and PWB.<sup>10</sup> Individuals who are satisfied with their jobs tend to be better able to manage stress and interpret social support positively, thereby improving their psychological well-being.<sup>11</sup> Therefore, this study focuses on the effect of social support on the psychological well-being of GBKP pastors, with job satisfaction as a moderating variable.

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<sup>1</sup> M. McCullough and E. Worthington, "The Role of Social Support in the Psychological Well-Being of Clergy," *Journal of Religion and Health*, 1994.

<sup>2</sup> R. Ian and A. Azizah, *Konsep Dukungan Sosial* (Universitas Airlangga, 2018).

<sup>3</sup> A. N. Chasanah and U. P. Mandalika, *Peran Dukungan Sosial Terhadap Work Life Balance Perempuan Pekerja*, 6, no. 1 (2025): 120–25.

<sup>4</sup> C. D. Ryff and C. L. M. Keyes, "The Structure of Psychological Well-Being Revisited," *Journal of Personality and Social Psychology* 69, no. 4 (1995): 719–27.

<sup>5</sup> A. H. Maslow, *Motivation and Personality* (Harper & Row, 1970).

<sup>6</sup> D. M. Indrasari, *Kepuasan Kerja Dan Kinerja Karyawan* (Indomedia Pustaka, 2017).

<sup>7</sup> O. Oktarini, "Pengaruh Gaya Kepemimpinan, Kompetensi, Dan Motivasi Kerja Terhadap Kinerja Pegawai," *Jurnal Ekonomi Manajemen Sistem Informasi*, 2021.

<sup>8</sup> A. Nugroho and E. Widyastuti, "Hubungan Antara Dukungan Sosial Dengan Kesejahteraan Psikologis Pada Karyawan Panti Asuhan," *Jurnal Empati* 5 (2016).

<sup>9</sup> K. Rahama and U. A. Izzati, "Hubungan Antara Dukungan Sosial Dengan Psychological Well-Being Pada Karyawan," *Jurnal Penelitian Psikologi* 8, no. 7 (2021): 94–106.

<sup>10</sup> M. Rizky, "Faktor-Faktor Yang Memengaruhi Motivasi: Gaya Kepemimpinan, Kepuasan Kerja Dan Budaya Organisasi," *Jurnal Ilmu Manajemen Terapan*, 2022.

<sup>11</sup> R. Runa, "Determinasi Kepuasan Kerja Dan Kinerja Karyawan, Motivasi Dan Gaya Kepemimpinan," *Jurnal Ilmu Manajemen Terapan*, 2020.

## RESEARCH METHODS

This study used a quantitative approach with a survey method using a closed-ended questionnaire. The study was conducted among active pastors serving within the GBKP community. The study variables included social support (independent variable), psychological well-being (dependent variable), and job satisfaction (moderator variable).

The research instrument consisted of three questionnaires: Psychological Well-being (based on Ryff's aspects), Social Support (adapted from Joseph Sianturi<sup>12</sup> based on Cohen's aspects), and Job Satisfaction (based on Edi Sutrisno's aspects). Data collection was conducted by distributing questionnaires both in person and online. Data collection procedures included questionnaire preparation, distribution, and data collection. Research ethics, such as institutional approval, participant information, confidentiality, consensus, and anonymity, were upheld.

Data analysis was conducted using a quantitative approach with AMOS-PLS or SmartPLS software. The analysis stages included instrument validity (Pearson Product Moment correlation) and reliability (Cronbach's Alpha) tests. Next, the measurement model (outer model) and structural model (inner model) were tested using R-Square and Q-Square values, and path significance tests through bootstrapping. Moderation testing was conducted by examining the interaction between social support and job satisfaction on PWB through moderation path analysis in PLS.

## RESULTS AND DISCUSSION

### Validity test

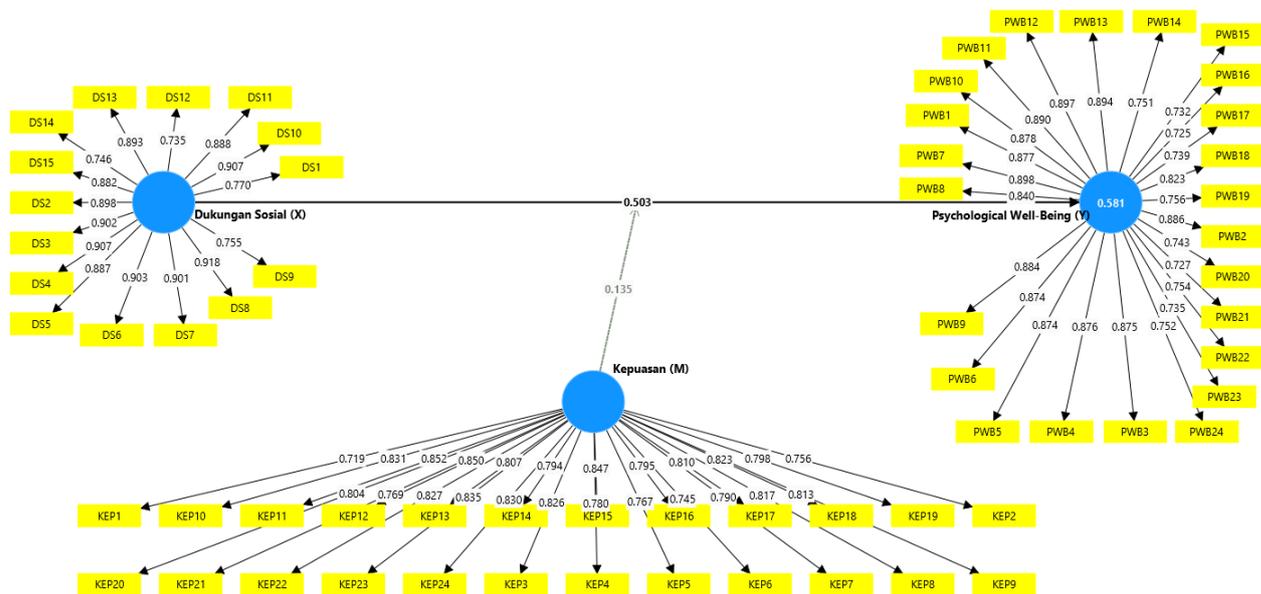
**Table 4.1 Validity Testing  
based on Outer Loading**

	Social Support (X)	Satisfaction (M)	Psychological Well-Being (Y)
DS1	0.770		
DS10	0.907		
DS11	0.888		
DS12	0.735		
DS13	0.893		
DS14	0.746		
DS15	0.882		
DS2	0.898		
DS3	0.902		
DS4	0.907		

<sup>12</sup> J. Sianturi, "Pengaruh Work Life Balance Dan Dukungan Sosial Terhadap Burnout Pada Pendeta Gbcp Josep Sianturi Program Studi Magister Psikologi Program Pascasarjana Universitas Medan Area Medan," 2024.

	Social Support (X)	Satisfaction (M)	Psychological Well-Being (Y)
DS5	0.887		
DS6	0.903		
DS7	0.901		
DS8	0.918		
DS9	0.755		
KEP1		0.719	
KEP10		0.831	
KEP11		0.852	
KEP12		0.850	
KEP13		0.807	
KEP14		0.794	
KEP15		0.847	
KEP16		0.795	
KEP17		0.810	
KEP18		0.823	
KEP19		0.798	
KEP2		0.756	
KEP20		0.804	
KEP21		0.769	
KEP22		0.827	
KEP23		0.835	
KEP24		0.830	
KEP3		0.826	
KEP4		0.780	
KEP5		0.767	
KEP6		0.745	
KEP7		0.790	
KEP8		0.817	
KEP9		0.813	
PWB1			0.877
PWB10			0.878
PWB11			0.890
PWB12			0.897
PWB13			0.894
PWB14			0.751
PWB15			0.732

	Social Support (X)	Satisfaction (M)	Psychological Well-Being (Y)
PWB16			0.725
PWB17			0.739
PWB18			0.823
PWB19			0.756
PWB2			0.886
PWB20			0.743
PWB21			0.727
PWB22			0.754
PWB23			0.735
PWB24			0.752
PWB3			0.875
PWB4			0.876
PWB5			0.874
PWB6			0.874
PWB7			0.898
PWB8			0.840
PWB9			0.884

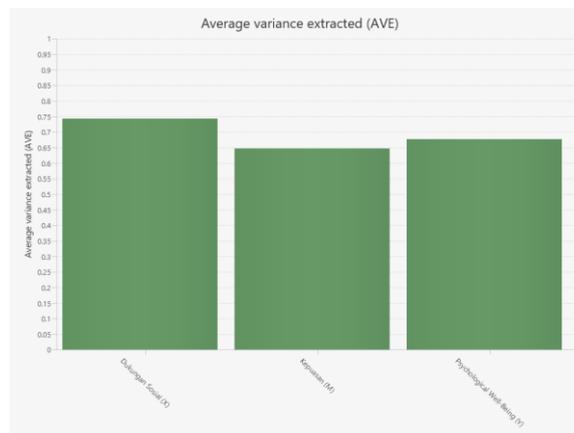


**Figure 4.1 Validity Testing based on Outer Loading**

Based on the outer loading validity test in Table 4.1 and Figure 4.1, all outer loading values were found to be  $>0.7$ , which means they met the validity requirements based on the outer loading value. Next, validity testing was conducted based on the average variance extracted (AVE) value.

**Table 4.2 Validity Testing based on Average Variance Extracted (AVE)**

	Average variance extracted (AVE)
Social Support (X)	0.743
Satisfaction (M)	0.647
Psychological Well-Being (Y)	0.677



**Figure 4.2 Validity Testing based on Average Variance Extracted (AVE)**

Next, discriminant validity testing was conducted using the Fornell-Larcker approach. Table 4.5 presents the results of the discriminant validity testing.

**Table 4.5 Discriminant Validity Testing: Fornell & Larcker**

	Social Support (X)	Satisfaction (M)	Psychological Well-Being (Y)
Social Support (X)	(0.862)		
Satisfaction (M)	0.377	(0.804)	
Psychological Well-Being (Y)	0.716	0.463	(0.823)

**Note:** The values between “( )” are the square roots of AVE.

In discriminant validity testing, the square root of the AVE of a latent variable is compared with the correlation between that latent variable and other latent variables. The square root of the AVE for each latent variable is greater than the correlation between that latent variable and other latent variables. Therefore, it is concluded that the discriminant validity requirements have been met.

**Table 4.6 Discriminant Validity Test: HTMT**

	Social Support (X)	Satisfaction (M)	Psychological Well-Being (Y)
Satisfaction (M)	0.395		
Psychological Well-Being (Y)	0.711	0.453	
Satisfaction (M) x Social Support (X)	0.581	0.065	0.493

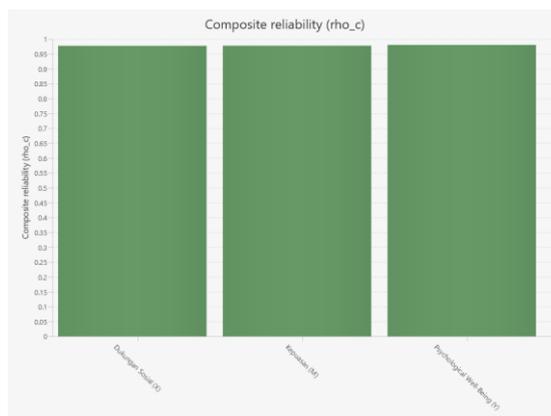
Based on the results of the discriminant validity test using the HTMT approach, it is known that all values are  $<0.9$ , which means that it is concluded that the discriminant validity requirements based on the HTMT approach have been met.

### Reliability Test

The recommended AVE value is above 0.5. All AVE values are  $>0.5$ , which means they meet the validity requirements based on AVE. Next, reliability testing is conducted based on the composite reliability (CR) value.

**Table 4.3 Reliability Testing based on Composite Reliability (CR)**

	Composite reliability (rho_c)
Social Support (X)	0.977
Satisfaction (M)	0.978
Psychological Well-Being (Y)	0.980

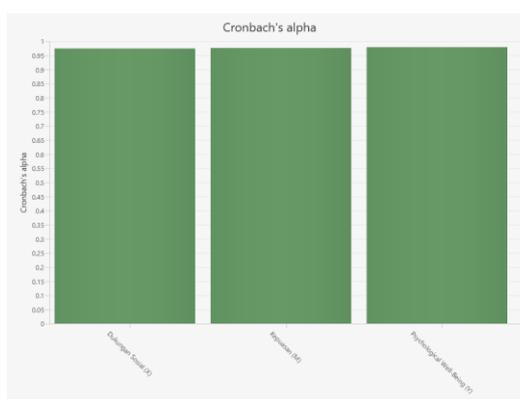


**Figure 4.3 Reliability Testing based on Composite Reliability (CR)**

The recommended CR value is above 0.7. All CR values were found to be >0.7, which means they met the reliability requirements based on CR. Next, reliability testing was conducted based on Cronbach's alpha (CA) values.

**Table 4.4 Reliability Testing based on Cronbach's Alpha (CA)**

	Cronbach's alpha
Social Support (X)	0.975
Satisfaction (M)	0.976
Psychological Well-Being (Y)	0.979



**Figure 4.4 Reliability Testing based on Cronbach's Alpha (CA)**

The recommended CA value is above 0.7. All CA values are  $> 0.7$ , which means they meet the reliability requirements based on Cronbach's alpha.

### Model Test and Moderation Test

#### Significance Test of Influence (Boostrapping) (Hypothesis Test) (Inner Model)

Table 4.7 presents the results of the significance test of the influence.

**Table 4.7 Path Coefficient Test & Significance of Influence**

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics ( O/STDEV)	P values
Social Support (X) -> Psychological Well-Being (Y)	0.503	0.512	0.077	6,540	0.000
Satisfaction (M) -> Psychological Well-Being (Y)	0.265	0.267	0.069	3,865	0.000
Satisfaction (M) x Social Support (X) -> Psychological Well-Being (Y)	0.135	0.128	0.050	2,709	0.007

Based on the results in Table 4.7, the following results were obtained:

1. Social Support (X) has a positive effect on Psychological Well-Being (Y), with a coefficient value (Original Sample column) = 0.503, and is significant, with T-Statistics = 6.540  $> 1.96$  and P-Values = 0.000  $< 0.05$  (**Hypothesis Accepted**).
2. Satisfaction (M) has a positive effect on Psychological Well-Being (Y), with a coefficient value (Original Sample column) = 0.265, and is significant, with T-Statistics = 3.865  $> 1.96$  and P-Values = 0.000  $< 0.05$  (**Hypothesis Accepted**).
3. Satisfaction (M) significantly moderates the influence of Social Support (X) on Psychological Well-Being (Y), with T-Statistics = 2.709  $> 1.96$  and P-Values = 0.007  $< 0.05$  (**Moderation Hypothesis Accepted**).

**Table 4.8 R-Square**

	R-square
Psychological Well-Being (Y)	0.581

It is known that the R-Square value of Psychological Well-Being (Y) is 0.581, which means that Social Support (X) and Satisfaction (M) are able to explain or influence Psychological Well-Being (Y) by 58.1%, the remaining 41.9% is influenced by other factors.

**Table 4.9 Q-Square**

	Q <sup>2</sup> (=1-SSE/SSO)
Psychological Well-Being (Y)	0.380

It is known that the Q-Square value of Psychological Well-Being (Y) is  $0.380 > 0$ , which means that Social Support (X) and Satisfaction (M) have predictive relevance to Psychological Well-Being (Y).

The results of the study showed that this research model was able to explain 58.1% of the variation in the psychological well-being of pastors (R-Square = 0.581), with good predictive relevance (Q-Square = 0.380).

- **The Influence of Social Support on Psychological Well-being:** Social support (X) has a positive and significant effect on psychological well-being (Y). The path coefficient is 0.503, with T-Statistics = 6.540 ( $> 1.96$ ) and P-Values = 0.000 ( $< 0.05$ ). This means that the higher the social support received, the better the psychological well-being perceived by pastors.
- **The Influence of Job Satisfaction on Psychological Well-being:** Job satisfaction (M) also has a positive and significant effect on psychological well-being (Y). The path coefficient is 0.265, with a T-Statistic = 3.865 ( $> 1.96$ ) and P-Values = 0.000 ( $< 0.05$ ). Pastors who are satisfied with their jobs tend to have healthier and more stable psychological conditions.
- **The Moderating Role of Job Satisfaction:** Job satisfaction (M) significantly moderates the effect of social support (X) on psychological well-being (Y). The interaction coefficient is 0.135, with T-Statistics = 2.709 ( $> 1.96$ ) and P-Values = 0.007 ( $< 0.05$ ). This indicates that the effect of social support on psychological well-being will be stronger when pastors feel satisfied with their jobs.

## Discussion

The findings of this study confirm that social support has a positive and significant influence on the psychological well-being of GBKP pastors. Support from family, colleagues, congregations, and the ministry environment is crucial in increasing self-acceptance, reducing

stress, and providing meaning to the pastor's life role. This aligns with Ryff's<sup>13</sup> theory of positive relationships with others as a primary determinant of psychological well-being, as well as the findings of Sarafino and Smith<sup>14</sup> that social support helps individuals cope with life's stresses.

Job satisfaction also makes a positive and significant contribution to pastors' psychological well-being. Pastors who are satisfied with their jobs tend to have healthier and more stable psychological well-being. Job satisfaction, as a positive evaluation of the work environment and meaning, supports the achievement of self-actualization and personal growth, which are important dimensions of psychological well-being according to Ryff<sup>15</sup>. This finding is consistent with Howell and Dipboye's<sup>16</sup> finding that a positive attitude toward work contributes to psychological well-being.

Job satisfaction has been shown to significantly moderate the effect of social support on psychological well-being. This means that social support will be more effective in improving PWB when pastors are satisfied with their jobs. If pastors are dissatisfied, social support may not have a significant impact because dissatisfaction can reduce their motivation and ability to benefit from the support. Therefore, it is important to create a supportive work environment and facilitate access to social support to improve pastors' overall PWB.

## CONCLUSION

Social support has a positive and significant effect on the psychological well-being of GBKP pastors. Job satisfaction also has a positive and significant effect on psychological well-being. Furthermore, job satisfaction significantly moderates the relationship between social support and pastors' psychological well-being.

## Suggestion

For Churches/Service Institutions: It is recommended to develop strategies and policies to improve the psychological well-being of pastors by strengthening social support and increasing job satisfaction. For Further Research: This research can enrich studies in the field of psychology related to factors that influence psychological well-being in the context of religious services and broaden understanding of the moderating role of job satisfaction.

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<sup>13</sup> C. D. Ryff, "Happiness Is Everything, or Is It? Explorations on the Meaning of Psychological Well-Being," *Journal of Personality and Social Psychology* 57, no. 6 (1989): 1069–81.

<sup>14</sup> E. P. Sarafino and T. W. Smith, *Health Psychology: Biopsychosocial Interactions* (Wiley, 2011).

<sup>15</sup> Ryff, "Happiness Is Everything, or Is It? Explorations on the Meaning of Psychological Well-Being."

<sup>16</sup> W. C. Howell and R. L. Dipboye, *Essentials of Industrial and Organizational Psychology* (Brooks/Cole, 1986).

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