Work Stress and Job Satisfaction among Police Officers at Palembang Resort Police Station

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ABSTRACT

The aim of this research is to find out the relationship between work stress and job satisfaction among Indonesian National Police (Polri) officers at Polrestabes Palembang. Job satisfaction is the level of contentment or discontent an employee feels with their work, whereas work stress is the reaction a person has to demands that exceed their capability. The poll's Likert scale was used to measure how stressed and satisfied workers were with their jobs. For the sample, 155 officers of Polrestabes Palembang were selected through the technique of purposeful random selection. The Kolmogorov-Smirnov normality and linearity tests were used to validate the data. Using basic regression analysis, the result proved that there is a highly significant negative correlation (r = -0.933) between job stress and job satisfaction, with a significance level of p = 0.000 (p < 0.01). According to these results, 87% of the variance in job satisfaction may be attributed to job stress, with the remaining 13% being influenced by factors that are yet unclear. The results of the study demonstrate that among Palembang resort police station officers, higher job stress is substantially correlated with poorer job satisfaction, underscoring the need for management to address and mitigate stressors in order to improve job satisfaction.

1. Introduction

Workplace culture is a crucial factor influencing the productivity and effectiveness of employees in many organizations, including the Palembang Police Department. A supportive workplace environment can enhance employees' job satisfaction, leading to more proactive, dependable, and diligent workers who help the organization achieve its goals (Nofianingsih et al., 2024). Conversely, workplace stress can negatively affect employees' perceptions of their work, diminishing their motivation, commitment, and work style towards the organization. This stress, often a reaction to challenging work environments, unstable conditions, unclear job descriptions, and conflicts among supervisors, can lead to lower productivity, higher turnover, and absenteeism, which are detrimental to any organization (Uhl-Bien et al., 2023; Rahman, 2021).

In the context of the national police, officers face unique challenges due to their mission-driven roles, flexible work schedules, and high public participation and engagement rates. These demands often heighten the pressures on police officers, reducing work performance and impacting their productivity and the quality of their service (Pratiwi., 2022). Addressing these stressors is vital for maintaining a healthy workplace culture and ensuring that the police force can fulfill its duties effectively (Mulyasari, 2021; Hamuddin et al., 2020).

The purpose of this study is to gain a deeper understanding of the relationship between work stress and work performance among Polri Palembang officers. By examining how work stress affects work performance, we aim to identify effective strategies to reduce work stress and enhance work performance within the police environment. This is crucial for enabling Polri officers to perform their tasks as efficiently as possible while maintaining their psychological and emotional well-being (Anggara & Nursanti, 2019).

This study uses Likert scale survey methodology to measure officers stress and work performance. Likert scales are more preferred as they may provide comprehensive data on individual perceptions and experiences. This study's sample consists of 155 police officers from Polrestabes Palembang, who were selected using the purposive random sampling. This method is intended to ensure that sample population consistently decreases sample population and

meets research objectives(Ihwanti & Gunawan, 2023). To identify the characteristics of the data, the Kolmogorov-Smirnov normality and linearity tests are performed. While the linearity test is used to determine the degree of dependence between the dependent and dependent variables, the normality test is used to determine if the data have a normal distribution (Khayrah & Nazurulaina, 2023).

It is hoped that this study would assist in creating policies and programs that are better suited to reducing labor stress in the police domain. Understanding the factors that contribute to stress and work-related burnout can help policymakers develop effective solutions to reduce stress and increase work-related burnout (Nofianingsih et al., 2024). It is also that this study would shed light on how work performance affects police officers' work efficiency and morale. Due to this, the research here focuses on the relationship between the stress of work and the work ethic of Polrestabes Palembang Officers. It is hoped that this research would provide both theoretical and practical benefits for SDM management in the workplace (Satriyanto, 2022).

This research not only contributes to the understanding of academics on the dynamics of stress at work and work pressure in the police sector, but it also has significant practical implications. The results of this study may be used by the Polri management to develop more effective work practices in handling workplace stress and creating a more supportive and inspiring work environment (Tampombebu & Wijono, 2022). This study will also provide information to other police departments to improve officers health and work environment. As a result, this study will significantly contribute to efforts to improve worker productivity and efficiency in the national police environment as well as to improve mental health and law enforcement officers (Omar et al., 2023).

2. Methodology

This study employs a Likert scale survey to measure the stress and work performance of police officers at Palembang Resort Police Station. The aim of this survey is to gather information on their work performance and stress threshold.
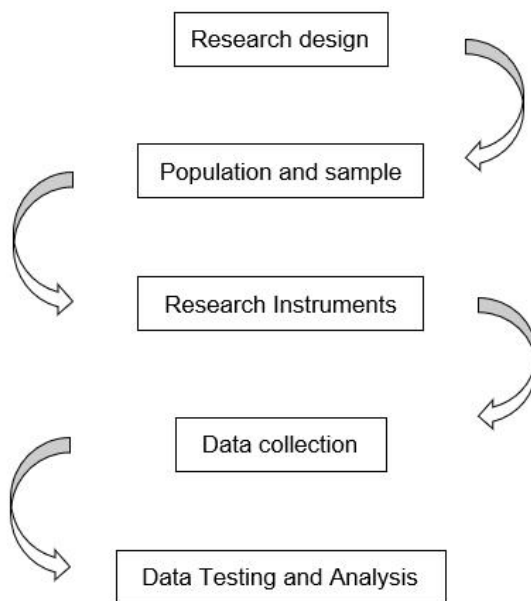
Figure 1. Qualitative Research Methods

Figure 1 is the illustration of the methodologies used in this study. This study used a descriptive correlational survey design to assess the relationship between work stress (a dependent variable) and work output (a dependent variable) among police officers at Palembang Resort Police Station. The sample of 155 participants who were selected using the purposive random selection technique comprised the whole police force of Palembang. This research instrument is a Likert scale that combines the Skala Stres Kerja, which measures several aspects of work stress, with the Skala Kepuasan Kerja, which assesses work effort. Data is collected via a silent questionnaire with prompts that ensure respondents understand and provide accurate feedback. Prior to use, the instrument's validity and reliability are assessed using Cronbach's alpha coefficient ($\alpha > 0{,}70$) and construct and isi validity. The normality and linearity tests

using Kolmogorov-Smirnov are conducted to ensure that the data match the assumptions made during statistical analysis. To understand the relationship between work stress and work performance, the analysis of the data used a sederhana regression. The correlation coefficient (r), R-squared (R2), and significance level ($p < 0.05$) are omitted. The analysis results are used as a basis for suggestions and recommendations for work projects with the aim of increasing officers productivity and reducing stress related to national police work.

3. Result and Discussions

3.1 Data Description

Data is analyzed with simple regression analysis to find out the relationship between job satisfaction and work stress. This method was chosen because it allowed researchers to measure how much the influence of independent variables—work stress—on the dependent variable—job satisfaction. The correlation coefficient (r) is used in this analysis to indicate the direction and strength of the relationship between the two variables. A square R value (R2) shows the proportion of variation in job satisfaction that can be caused by variations in work stress. In addition, the relationship between variables is determined by the value of significance (p), which is considered statistically significant if $p = 0.05$.

A general summary of the research data can be found in the descriptive table that includes the following variable of Work Satisfaction with Work Stress:

Table 1. Research Data Description

Variabel	Score Obtained (Empiric)				Possible Scores (Hipotetic)			
	Mean	SD	X min	X max	Mean	SD	X min	X max
Job Satisfaction	76.94	14.460	49	118	110	22	44	176
Working stress	104.21	17.451	53	132	102.5	20,5	41	164

Empirical scores, which are the values obtained from field data analyzed using the application SPSS version 20.0. In this study, the empirical mean of the variable job satisfaction was 74.12 and the standard deviation (SD) was 16.464, while the empire mean of variable work stress was 126.26 and the SD was 17.892. The hypothetical value is the expected value of the study sample and is calculated using the following formula: Here, the hypothesized mean (μ) is obtained from $\mu = 1/2(i\_max + i\_min)\sum k$ and the hypothetized default convergence (σ) is computed. Use the formula $\sigma = 1/6(X\_max - X\_min)$. where x_max is the number of valid elements multiplied by 4 and x_min is the amount of valid element multiplicated by 1. This data description helps classify the measurement of job satisfaction and work stress into high or low categories based on the available data Subjects are divided into two categories: low and high. Scores below $X \leq M$ fall into the low (-) category, and scores above $X > M$ fall in the high (+).

In this study, scores on the Job Satisfaction Scale are divided into two categories: high and low. This grouping aims to classify individuals based on the attributes measured. Subjects are categorized as having High Job Satisfaction if their score is greater than $X > M$, and are categorised as having low job satisfaction if the score is equal to or less than $X \leq M$. A description of this category can be found in table 2.

Table 2. Categorization of sample research measurement tools Job satisfaction

Score	Categorize	N	%
X > 76.94	High	54	34.8%
X < 76.94	Low	101	65.2%
Total		155	100%

Based on table 2, it can be seen that of the 155 Polrestabes Palembang Officers who were the subject of the study, there were 54 Officers (34.8%) who had High Job Satisfaction, while 101 Officers (65.2%) had Low Job Satisfaction. In conclusion, most Polrestabes Palembang officers show low job satisfactio.

In this study, the work stress scale scores were grouped into two categories: high and low. The purpose of this grouping is to classify people based on what they measure. The following table 3 shows that high scores indicate that the research subjects have high work stress:

Table 3. Categorization Sample research measuring tool Working stress

Score	Categorize	N	%
X > 126,26	Height	146	94,2%
X ≤ 126,26	Low	9	5,8%
Total		155	100%

Based on table 3, from the total of 155 Polrestabes Palembang officers who were the subject of the study, 99 officers or 63.9% experienced high work stress, while 56 officers or 36.1% experienced low work stress.

Based on table 3, from the total of 155 Polrestabes Palembang officers who were the subject of the study, 99 officers or 63.9% experienced high work stress, while 56 officers or 36.1% experienced low work stress Before the hypothesis is tested, the assumptions are tested. The two types of assumption tests used in this study are normality and linearity tests. The normality test aims to find out whether the data from the research variable follows the normal distribution. The Kolmogorov-Smirnov test is the most common technique for this analysis. If the p value is > 0,05, the data is considered to follow the normal distribution. In this study, the Kolmogorov-Smirnov normality test was applied to the unstandardized residual values of the regression variables of Work Stress and job satisfaction. The results of the normality test are presented in the table 4:

Table 4. Normality Test Results

Variable	P	Description
Job Satisfaction		
	0,160	Normal
Working stress		

Because of the significance value $p > 0,05$, which meets the Kolmogorov-Smirnov test criteria, the results of the normality test indicate that the data is considered to be normally distributed.

The linearity test results are used to determine whether there is a linear relationship between the variables analyzed. If $p > 0.05$, the relationship between variables is considered linear, whereas if p is less than 0.05, it is considered non-linear.

Table 5. Hypothesis Test Results

Variabel	R	R2	P	Description
Job Satisfaction (Y)				
	0,933	0.87	0,000	very significant
Working stress (X)				

The results of the analysis, as shown in table 5 shows that the correlation between the job satisfaction and Work Stress variables is r = -0,933, with the R Square value of 0.87 and p = 0,000, which indicates that p is less than 0.01. This shows that there is a significant correlation between job satisfaction and stress caused by the work of Polrestabes Palembang officerss. The hypothesis is accepted, according to simple regression analysis. The work stress variable contributes 87% (R2 = 0.87) to job satisfaction, and another 13% comes from other job satisfaction-related factors not discussed in this study.

3.2 Sub-heading of the discussion

The purpose of this study was to investigate the relationship between job satisfaction and job stress among police officers at the Palembang Resort Police Station. With a correlation coefficient of r = -.832 and a significance value of p = 0.000, the results showed that there was a very significant negative relationship between the two variables. This indicates that lack of job satisfaction is related to higher stress at work.

This finding is in accordance with the theory that job stress can have a negative impact on job satisfaction. High job stress is often caused by various factors such as heavy workload, role conflict, and job pressure that can affect the emotional and psychological balance of employees. In the context of the Police, factors such as high-risk tasks, long working hours, and expectations from the community and superiors contribute to high levels of stress among officers. This can explain why Polri officers who experience high stress often feel less satisfied with their jobs.

According to a simple regression analysis, 69.3% of the variation in job satisfaction can be caused by variations in job stress. Other variations in stress, such as uncomfortable work environment conditions, lack of social support, and additional stressors, such as inflexible working hours, accounted for the remaining 30.7 percent. These results suggest that, although workplace stress is an important component, there are other elements that need to be considered to achieve complete job satisfaction. In addition, it is important to note that the normality and linearity tests indicate that the data meet the assumptions for the regression analysis. The linearity test indicates a linear relationship between work stress and job satisfaction, while the normality test using Kolmogorov-Smirnov shows that the data are normally distributed. This provides confidence that the regression model used is appropriate to test the relationship between the two variables.

Practically, the findings of this study underscore the need for management to identify and manage stress-causing factors in the Polri work environment. Strategies that can be implemented include reducing workload, increasing social support, and improving working conditions. In addition, training programs for managers and supervisors on stress management can help improve job satisfaction among Polri officers.

Overall, this study provides important insights into how work stress affects job satisfaction and offers a basis for developing more effective policies and programs in managing stress in the police environment. It is hoped that this recommendation can contribute to improving the welfare and performance of Polri officers at the Palembang Resort Police Station.

4. Conclusion

With a correlation coefficient of -0.832 and a significance value of p 0.000, this study found a significant negative relationship between job satisfaction and job stress among Polri officers at Polrestabes Palembang. This finding indicates that increased job stress substantially reduces job satisfaction, where 69.3% of the variation in job satisfaction can be explained by the level of stress experienced. Additional factors influencing job satisfaction, which were not examined in this study, may also contribute. Therefore, it is important for Polrestabes Palembang management to implement stress management strategies, such as reducing workload and increasing social support, in order to improve officers job satisfaction. This study provides an empirical basis for better management policies and practices, as well as recommendations for the development of programs that support the welfare of Polri officers.

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