

Job Stress with Traffic Police Work Performance

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Abstract. Performance is the result of work that can be achieved by someone in an organization by their respective responsibilities to achieve goals related to organizational goals. Performance can be said as a result of the efforts of someone who has more abilities in certain situations. The purpose of this study was to determine the relationship between job stress and traffic police work performance. The hypothesis of this research is the existence of Job stress on the work performance of traffic police. The participants in this study were members of the police who served in the traffic unit and amounted to 75 people who were obtained using total sampling. The test in this study uses the Pearson Correlation and is carried out by correlating the score of each item with the total score of each variable indicator. The results of this study indicate that the coefficient of negative value in the correlation coefficient or r obtained is 0.560 and a significant value of $p = 0.238$ ($p > 0.05$) meaning that there is a significant relationship between Job stress and work performance, or the Job stress variable is negatively correlated with work performance.

Keywords: *Traffic Police, Job stress, Work Performance*

Abstrak. Kinerja merupakan hasil kerja yang dapat dicapai oleh seseorang dalam suatu organisasi sesuai dengan tanggung jawab masing-masing dalam rangka mencapai tujuan berkaitan dengan tujuan organisasi. Kinerja dapat dikatakan sebagai suatu hasil usaha seseorang yang memiliki kemampuan lebih dalam situasi tertentu. Tujuan penelitian ini untuk mengetahui hubungan stres kerja dengan kinerja kerja polisi lalu lintas. Hipotesis penelitian ini adalah adanya stres kerja terhadap kinerja kerja polisi lalu lintas. Partisipan dalam penelitian ini merupakan anggota polisi yang bertugas di bagian satuan lalu lintas dan berjumlah 75 orang yang diperoleh menggunakan total sampling. Pengujian dalam penelitian ini menggunakan Korelasi Pearson dan dilakukan dengan mengkorelasikan skor setiap aitem dengan skor total setiap indikator variabel. Hasil penelitian ini menunjukkan bahwa koefisien angka nilai negatif pada koefisien korelasi atau r yang diperoleh sebesar 0,560 dan nilai signifikan $p=0,238$ ($p > 0,05$), artinya ada hubungan signifikan antara stres kerja dengan kinerja kerja atau variabel stres kerja berkorelasi negatif dengan kinerja kerja.

Kata kunci: *Polisi Lalu Lintas, Stres Kerja, Kinerja Kerja*

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Introduction

In carrying out the task of providing protection and services to the community, the Indonesian National Police (POLRI) is always together and integrated with the community. In such a position, it is natural that the public's assessment of the performance of the Indonesian National Police greatly affects the image of the Indonesian National Police. Performance is strongly influenced by the ability of employees and is supported by a good work environment and leaders are expected to direct their employees to create harmony and create good relationships in the work environment (Sofyan, 2013).

To be able to improve performance, one of the things that need to be considered by a worker is emotional. Emotional means are empathy, expressing and understanding feelings, controlling anger, independence, adaptability, problem-solving ability, perseverance, loyal friends, friendliness, and respect, these can also trigger stress in a person. Everyone in life must experience stress, one of which is stress at work. One of the stressful jobs is a job as a police or law enforcement officer (Sofyan, 2013).

Law enforcement is also a process of realizing the will of the law and is an obligation that is obeyed by the community. Police work is the most stressful job, especially in America. Boyce (2006, in Nur 2013) also argues that stress is an inseparable part of the police force. Police work is also filled with quite high stress because it is a job that is always faced with physical danger. Boyce added that handling a criminal case quickly is an example of a stressful physical threat.

According to Kusuma (2015), The Head of Public Relations of the National Police Headquarters stated that many Polri members committed suicide due to stress due to the workload. Forensic psychology explains that working as a police officer can make a person feel very stressed. Not only from work pressure but from

personal factors. The National Police Headquarters research results show that 80% of traffic police officers experience stress due to work pressure.

This study hypothesizes that there is a significant relationship between job stress and job performance. This shows that the higher the work performance, the lower the Job stress for members of the Kupang City Police Satlantas, or the higher the Job stress, the lower the work performance of Kupang City Police Satlantas members.

Beer & Newman (in Wijono, 2011), define job stress as a condition that arises, due to the interaction between individuals and work. Furthermore, Rivai & Mulyadi (2012), define job stress that arises because of environmental, demands and the response of each individual in dealing with it can be different.

Method

Participants

The participants in this study were members of the traffic police of the Kupang City Police, amounting to 75 people and taking samples using total sampling, namely the number of samples taken from the entire population. According to Arikunto (2009), the sample calculation says that if the subject is less than 100 people, all of them must be taken so that this research is a population study.

Design

The approach used in this research is quantitative. The type of research used in the quantitative approach is correlational research, this type of research aims to see whether there is a relationship between two or more variables.

Procedure

This study uses a measuring instrument in the form of a scale in data collection. This measuring tool is designed in the form of an online scale. To get participants, measuring tools are distributed through social media. At the beginning

of the scale, there is a description of the study and participants' consent to participate. The collected data is then researched and processed further.

Measuring Tool

The measuring instrument in this study used an adaptation scale entitled Job Stress Scale (JSS) by Parker DeCotiis (1983), which consisted of 14 items, and an adaptation scale entitled Work Performance Scale (WPS) which was adapted from the Sinclair scale (in Koopmans 2014), consists of 25 items. Both scales are Likert scales. The results of the reliability test showed that both scales were reliable. It is said to be reliable because it is close to 1 which indicates that the higher the reliability number. The results of the normality test showed that the data were normally distributed. The item is said to be invalid because the calculated r-value is below 0.30.

Data Analysis Techniques

This test uses Pearson Correlation which is done by correlating the score of each item with the total score of each variable indicator. If the correlation coefficient (r count 0.30) then the item is declared valid or able to measure what is being studied and can reveal data from the variables studied properly and correctly.

Result

Table 1.

Description of Participant Characteristics Based on Gender and Age of Kupang Police Traffic Police

Characteristics	Category	Frequency	Percentage
Gender	Male	68	91%
	Female	7	9%
Total		75	100%

The table above shows that there were 68 male subjects (91%) in this study, while 7 female subjects (9%). From the table above, it can be concluded that there are more male subjects than female subjects.

Job Stress

The distribution of Job stress levels at the Kupang City Police Traffic Police can be seen in the following table

Table 2.

Distribution of Respondents Based on Job stress Levels of the Kupang City Police Traffic Unit

No	Job stress	Total	Percentage (%)
1	Very low	0	0%
2	Low	42	56%
3	Currently	32	42.6%
4	High	1	1.3%
5	Very high	0	0%
Total		75	100%

Based on table 2, it can be seen that of the 75 participants who have Job stress levels in the low category, 42 people (56%), in the medium category, are 32 people (42.6%), in the high category 1 person. (1.3%) and in the very high category, namely 0 people (0%).

Work Performance

The distribution of work performance levels at the Kupang City Traffic Police can be seen in the following table

Table 3.

Distribution of respondents based on the work performance level of the Kupang City Police Traffic Police

No	Work performance	Total	Percentage (%)
1	Very low	0	0%
2	Low	1	1.3%
3	Currently	5	6.6%
4	High	23	30.6%
5	Very high	46	61.3%
Total		75	100%

Based on table 3 it can be seen that from 75 participants have work performance in the very high category as many as 46 people (61.3%), in the high category as many as 23 people (30.6%), in the medium category as many as 5 people

(6.6%), the low category is 1 person (1.3%) and the very low category is 0 people (0%).

Assumption Test

Ghozali (2011) says that the normality test is to determine whether each variable is normally distributed. The normality test used the Kolmogorov-Smirnov (K-S) test with a significance value > 0.05 . The normality test results the relationship between stress variables and work performance obtained $p = 0.238$ ($p > 0.05$). The normality test results show that each of these variables is normally distributed.

Hypothesis Test

This study uses the Pearson Product Moment Correlation hypothesis test to see the relationship between two or more variables on an ordinal scale. The results of hypothesis testing using the Pearson Product Moment Correlation test can be seen in the following table:

Table 9.

Pearson Product Moment Correlation Test

		Work performance
Job stress	Correlation	-.560**
	Coefficient	
	Sig. (2-tailed)	.000
	N	75

** . Correlation is significant at the 0.01 level (2-tailed).

Based on table 9 above, it is known that the Pearson Product Moment value between the variables of Job Performance and Job Stress is -0.560 with a significance value of 0.000. The significance value obtained is $0.000 < -0.560$, so there is a significant relationship between research variables. If the correlation coefficient is negative, the correlation is inversely proportional. The higher the work performance, the lower the Job stress at the Kupang City Police Traffic Police, or the lower the work performance, the higher the Job stress at the Kupang City Police Traffic Police. Thus, the hypothesis test in this study proves that the Kupang City

Police Traffic Police has a significant relationship between Job stress and work performance.

Discussion

This study aims to determine whether there is a relationship between Job stress variables and work performance variables at the Kupang City Police Traffic Unit. Hypothesis testing using parametric statistics, namely the Pearson Product Moment Correlation test.

Based on the hypothesis test using the Pearson Product Moment Correlation test, it shows that there is a significant relationship between the Job stress variable and the work performance variable. This is evidenced by the value of a negative correlation coefficient or r obtained by -0.560 and a significant value of $p = 0.238$ ($p > 0.05$), which means that there is a significant relationship between Job stress and work performance, or the variable Job stress has a negative correlation with work performance.

Based on the results of statistical tests, it is known that the Job stress variable at the Traffic Police is in the very low, low, medium, high, and very high categories based on the research scale. The results obtained are in the very high category as much as 0%, high category 1.3%, medium category as much as 42.6%, low category as much as 56%, and very low category as much as 0%. The work performance variables at the Traffic Police are also in the very low, low, medium, high, very high categories based on the research scale. The results obtained are in the very high category as much as 61.3%, high 30.6%, moderate 6.6%, low 1.3%, and very low 0%.

This research is in line with the results of research by Bayuwega, Wahyuni & Kurniawan (2016), which proves that the value = -0.482 . These results indicate that there is a relationship between Job stress and the strength of the relationship is moderate and the direction of the relationship is negative, meaning that the better the relationship at work, the lower the potential for a person to experience Job stress. The results of research by Setyowati, Wahyuni & Ekawati (2017) show that the results of statistical tests using Spearman's Rank obtained a value of -0.014 (\leq

0.05), then H_0 is accepted, and H_a is accepted. So that there is a relationship between Job stress and career development of shipyard workers.

Another research that is in line is the study of Marchelia (2014), which says that there are significant differences in Job stress in terms of work shifts for employees. Researchers used one-way ANOVA analysis to see differences in Job stress in each shift. This difference is indicated by the mean. The results showed that there was a significant difference in Job stress, namely 0.000 (<0.05) between the morning shift, afternoon shift, and night shift 71.25. The difference in the results is not too big but it can be concluded that the night shift has a higher stress level, namely 71.25. While the lowest stress level in the day shift is 60.72.

From these results it can also be seen that the average worker experiences Job stress in the medium category as many as 95 people (78.5%), 16 people experience stress in the high category (13.2%) and 10 subjects experience stress in the low category (8.3%). Individuals who have high work stress experience unpleasant conditions because they feel that something from within is burdening them and can also occur due to internal factors and external factors. High Job stress can also affect one's work performance because high Job stress causes the individual potential to decrease. If on the contrary Job stress decreases, it will increase work performance and affect individual potential at work.

Based on the results of this study, it is known that the relationship between Job stress and work performance has a significant relationship but has a negative numerical coefficient, which means it is inversely proportional. Based on the results of this study, the higher the work performance, the lower the Job stress of a person. The results of this study are supported by low Job stress scores and very high work performance scores, which means that if someone has a high level of Job stress, the performance level will be lower. Conversely, if someone has a high level of work performance, then Job stress will be lower.

From the data above, it can be concluded that the level of Job stress is in a low category and has a very high work performance.

Conclusion

Based on the results of the research that has been described previously, it can be concluded that there is a significant relationship between job stress and work performance. This shows that the higher the work performance, the lower the Job stress for members of the Kupang City Police Satlantas or the higher the Job stress, the lower the work performance of Kupang City Police Satlantas members.

Suggestion

For the Traffic Police, it is hoped that the results of this study can be useful for Satlantas members, especially in controlling Job stress to reduce the negative impact of the emergence of Job stress so that it can also have a positive impact on the performance of traffic police, especially in carrying out tasks on the highway. For further researchers who want to research job stress and work performance, the results of this study can be included and useful. For the public, after knowing information related to job stress and work performance of the traffic police, the public is encouraged to provide support in the form of traffic discipline behavior, maintaining order and comfort when driving, and obeying traffic regulations to reduce the workload of traffic police.

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