

## **Coping Mechanism to Overcome Job Stress of Police Officers in Regional Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur**

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### **ABSTRACT**

#### **Introduction**

Police officers who experienced high-level job stress were in the traffic department showing an Occupational Stress Index (OSI) analysis on 85.5% of 475 respondents. Factors that show the relationship of job stress to traffic police members are workload, promotion, and age. The purpose of this research was to reveal the meaning of experience regarding coping mechanism to overcome Job Stress of Police Officers in Regional Traffic Management Center (RTMC).

#### **Methods**

This research used qualitative method of hermeneutic interpretive phenomenology. The data required for the study was collected through semi-structured interviews held with 4 participants selected according to purposive sampling with criteria: (1) 20-40 years old; (2) Members of the police who served in the RTMC at the time of carrying out their work; (3) Members of the police at the RTMC who have experienced work stress and continued until data saturation was reached.

#### **Results**

It has adverse effects on physical and psychological conditions such as: (1) physical disorders such as dizziness, fatigue, and feverish; (2) psychological disorders can be drowsiness, uncontrolled emotions, and difficulty concentrating. Coping mechanism used by participants in dealing with job stress included: sitting resting, lying down, playing mobile phones, watching television, listening to music, walking around, washing face, drinking tea or coffee, smoking, letting go of emotions in anger, and praying based on spiritual belief.

#### **Conclusions**

This study shows that good coping mechanisms have a positive contribution to the physical and psychological condition of police officers in supporting performance.

#### **Keywords**

Coping Mechanism; Job Stress; Police; RTMC

### **BACKGROUND**

Indonesian police of the present and the future faces many increasingly complex challenges including drug eradication, misuse of money and money laundering, acts of terror, cyber

crime, human trafficking, radicalism and intolerant groups. These crimes are cross-country and have a world network. At the latest developments in the latest and global police. The Indonesian police are not only taking care of security and order in the country, but is involved in issues of regional security and order also among nations, as pursued by the United Nations (UN) policy that has requested police forces, including Indonesia, to take an active role in many police operations, for example in Namibia (South Africa) and in Cambodia (Asia) (Jasin, 2012). Elements of the main duties in the Police of the Republic of Indonesia (Polri) one of them is the Traffic Corps (Korlantas) in charge of fostering and organizing traffic functions that include public education, law enforcement, assessment of traffic problems, registration, and identification of drivers and motor vehicles, and conduct road patrols. Regional Traffic Management Center (RTMC) one of the sub directorate (sub directorate) under the directorate of traffic (Ditlantas) located at the regional police (Polda) every province in Indonesia (Gunawan, 2009).

Regional Traffic Management Center (RTMC) is a unit of Ditlantas Polda East Java (Jatim) which served to provide services to the public about the acceptance of reports or complaints and providing information to the community with the basis of Information and Communication Technology. The aim is to improve the speed and accuracy of Ditlantas Polda Jatim service in handling every incident with the use of Information Technology, in the form of Geographic Information System (GIS), Global Positioning System (GPS), Call Center, and Closed Circuit Television (CCTV). The guidelines are Law number 22 of 2009 on Road Traffic and Transportation, Law number 2 of 2002 concerning the Police of the Republic of Indonesia, Law number. 8 of 1981 on the Criminal Procedure Code (KUHP), Implementation Guidance (Juklak), and Technical Guidelines (Juknis) administration of investigation, and International Organization for Standardization (ISO) 9001: 2008 (RTMC, 2011).

Its duties and procedures are: (1) Information Management, RTMC manages all information from every activity undertaken by Ditlantas Polda Jatim; (2) Acceptance of report or complaint; (3) Closed Circuit Television Monitoring (CCTV); (4) Surveillance of members through Global Positioning System (GPS) and CCTV (RTMC, 2011). Police work is included in the most stressful workspace in America. In 2014, work as a police officer is in 9th position from 10 other jobs that make up the stress. The year 2015, the higher is in the fifth position and in the next year police work is still in the same position. The ten jobs include firefighters, military, soldiers, pilots, police, program chiefs, newspaper reporters, corporate executives (senior), public relations executive, and taxi drivers. The job requires people who are able to deal with unpredictable conditions, also close to something dangerous, to situations that require them to risk their lives (Adicio, 2018). Of these jobs are very vulnerable to the occurrence of stress on a person.

Stress is an internal state that can be caused by physical demands from the body or environmental and social requirements evaluated potentially can cause and harm, uncontrolled or exceed the individual's ability to overcome them (Lazarus, 1984a). Symptoms of stress are characterized by changes that include psychological aspects, physical-physiological aspects and attitude aspects. The presence of psychological changes is usually

characterized by emotional changes. Physical-physiological changes are characterized by changes in the body, for example increased production of hormones exclusively, blood pressure increases, sweats, and pulse accelerates. In the behavioral aspect is characterized by changes in daily habits, diet, sleep patterns, and smoking is increasing (Heerdjan, 1990). Another study revealed that many physical health problems are caused by stress as a manifestation of mental health disturbance as well as in the case of certain cases, such as acute stroke, a person's physical health does not reach the point of balance. Unhealthy mental and physical conditions can adversely affect the aspects of interpersonal life (social) and one's work life. Interpersonal relationships and the execution of a person's task will experience constraints if a person experiencing mental health disorders, anxiety, stress, and depression (Hanurawan, 2012).

The results indicate that the factors that indicate a work stress relationship in traffic police members are intrinsic factors in work (workload), career development (promotion), as well as individual character (age) (Aulya, 2013). A similar study conducted by Hunnur (2014) revealed that members of the police experience high-categorized job stress in the traffic department showed an Occupational Stress Index (OSI) analysis on 85.5% of 475 respondents, there are 22 hours taken on the lives of police officers in America used to carry out their work (Hunnur, 2014). The phenomenon is a black sheet of police that is contrary to the task performed. The protracted state of stress experienced by the police often results in two things. First, bad decision making on the individual, evidenced by the existence of phenomenon or suicide incident in the higher police. Second, the individual becomes angry and offended as a result unable to think clearly, including his colleagues and leaders.

In general, the results of the study indicate that the selection and use of different coping mechanism strategies causes different levels of work stress in shift workers (Mulyani, 2017). According to Lazarus and Folkman (1984) classify two coping management that is usually used by individuals, including; coping focuses problem, whereby individuals actively seek solutions come from problems to eliminate stressful conditions or situations; and coping focuses emotions, where the individual involves an attempt to regulate his emotions in order to adapt to the effects or effects that would be caused by a stressful condition or situation. The results showed that individuals use both techniques to overcome pressing problems in various scope of everyday life (Lazarus, 1984b). Based on the above description, the authors want to understand more through research on "Coping Mechanism to Overcome Job Stress of Police Officers in Regional Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur".

## **METHODS**

This research uses qualitative phenomenological method with hermeneutic interpretive phenomenology approach which prioritizes and describes intentionality and intersubjectivity and is more detailed in interpreting, giving meaning, and understanding a phenomenon (Reiners, 2012). Data was obtained through in-depth interviews with participants (Sutopo, 2006), to four members of the police who served in the Sub Directorate of Regional Traffic

Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur in June 2018. After the data is collected, an analysis based on the theme is carried out. Data collection was carried out in the work area of the Sub Directorate of Regional Traffic Management Center (RTMC). Before conducting in-depth interviews, researchers introduced themselves and asked participants to do in-depth interviews. After the participants agreed and agreed to be interviewed, the researcher gave an approval letter to become a research participant. The conversation data collected includes: first placement when becoming a policeman including the functions of unity, tasks and functions at RTMC, feeling during work outside the office, working all day in the RTMC, having experienced stress due to work, how to recognize work stress at work, the negative effects of work stress, how to recognize stress at work, family efforts when you have finished working at RTMC and return home, feeling when meeting with family, community views on police work, and efforts made to overcome work stress.

Data processing begins with a complete examination of the results of in-depth interviews, observation and observation, literature and documentation. The next step is to transcribe data sourced from recordings into written form (Rahardjo, 2017). Then at the end of the implementation, the researcher validated the data regarding the opinions, statements, themes or interpretations obtained by the researchers. This is an effort of validation on hermenetic circles, the researcher explains the meaning obtained about the theme or interpretation to the participants. In addition, at the end of the implementation phase, the researcher contracts time if there is still something that needs to be asked or clarified to the participants.

## **RESULTS**

Participants in this study were four police officers, consisting of two female police and two male police. Each participant is distinguished from age, rank, marital status, educational background, work experience and work stress experience. All participants are cooperative and able to answer questions from researchers. First participant; a female policeman, thirty years old, police brigadier (brigpol), married, has a law degree and has graduated, has been working as a female police officer for ten years, and has experienced work stress at work. Second participant; a female police officer, aged twenty three years old, with the rank of two police brigadiers (bripda), unmarried, public high school education (SMU), currently taking a third semester law degree, having work experience as a policewoman for three and a half years, have experienced work stress at work. Third participant; is a male police officer (polki), aged twenty six years old, unmarried, police brigadier one (briptu), completing his final semester bachelor degree education, having six years experience working as a police officer years, have experienced work stress at work. The fourth participant; is a male police officer (polki), thirty-two years old, married, educated as a law graduate at one of the national police-owned universities in Surabaya, with fourteen years of experience working as a police officer, have experienced work stress at work.

Based on the results of in-depth interviews then transcribed and analyzed data. Data analysis through the stages of data collection, data reduction, data presentation, and description of the meaning obtained the following themes:

**First theme: job stress on police officers at the Regional Traffic Management Center (RTMC)**

This first theme provides an overview of participants' assumptions about work stress. Participants' statements describing this theme include:

*If you are too focused in the RTMC room itself there is going to be tired, can not stand, sleepy, i've been in my body for twenty four hours and feels uncomfortable. But because it has become a job, it must love it. But because it has become a job, it must love him. Otherwise, the head can get dizzy or later it can be stressful, ...I find it hard to concentrate on work, not focus, especially when menstruation and stress can be emotional (Pol4).*

*At RTMC, the work counted in the morning meeting again in the morning, not later after working at RTMC i immediately went to the Samsat A office, sleepy and tired was definitely my habit, sometimes headache (Pol7).*

*I feel anxious, we are also human beings naturally have a fear, ...tired but not complaining, long sleepy, ...try to imagine that we are here to work twenty-four hours a day, keep working the next morning in service, if I wait for the schedule to leave the leadership office, ...if I can't get a headache, can be stressed, ...must be obedient and disciplined, if my body is uncomfortable it means my body is tired (Pol2).*

*Certainly tired, hungry, want to go home soon, if too often must be bored, sleepy, ...at RTMC the count worked all day morning to meet again in the morning, the next morning I had to work in the service to the community I happened to be on Samsat B. Then the next day off but entered reserve, it means that if you reserve even though you have a holiday status, if you have anything to do, ...I am currently stressed at work, ...must be sincere and obedient, must obey the rules and leadership (Pol5)*

The participant statement above shows that the work stress experienced comes from the official schedule or 24-hour non-stop work, followed by a service schedule to the community without being followed by a schedule of work breaks, disciplinary demands, compliance with rules and leadership, and anxieties about self-security and safety while on duty. Job stress experienced by participants can be negative, it has a negative impact on physical and psychological conditions including: (1) physical disturbances such as dizziness, fatigue, and chills, (2) psychological disorders can include drowsiness, uncontrolled emotions, and difficulty concentrating.

**The second theme: coping mechanisms to overcome job stress on police officers at the Regional Traffic Management Center (RTMC)**

This second theme explains how the coping mechanism of participants.

*On average, my friends here, if they are tired are made lay it down for a while in the control room, if i get bored i use playing cellphones, open social media like youtube, if i don't*

*communicate with my husband via cellphone, sometimes when i'm tired in the RTMC room i just put my hands on office desk, just sitting on the floor while playing cellphones, otherwise i just stay out looking for fresh air, go to the cafeteria to buy ice tea, send messages to children and husbands, watch television in the room, i make ablutions and prayers, and i stretch myself ( Pol5).*

*If the intention to work is physically born smoothly for up to twenty-four hours, it's smart that we will not be tired and stressed out, must be able to manage time to take a break to take a break, just drink coffee and smoke, be smart, enjoy the fun, ...usually i just lay it down for a while it's already good, which is important it can sweat and does not interfere with the hours of service to the community. Working must use the heart with a spirit of body and responsibility. Sometimes i get angry with it so my stress can disappear (Pol2).*

*If i am usually made to take a leisurely stroll with my child and family, i confide with my wife sometimes if i am not strong, i use it to lie down for a while, must be good at managing time (Pol7).*

*Listening to music via cellphone, i sleep, usually wash my face, work with a strong spirit and have a sense of responsibility, ... if i am at home i will lie down all day at home, play out with friends to the mall, eat together, watch movies in cinema, drink sweet tea, all for the sake of duty and responsibility, trust, obey leadership orders (Pol4).*

Coping mechanisms used by participants in overcoming job stress include: sitting resting, lying down, playing cell phones (watching videos online, opening social media, communicating with family and people nearby), watching television, listening to music, walking, washing face, drink tea or coffee, smoke, vent emotions by anger, and worship according to trust. When police officers are confronted with the demands of the work that is the source of the stressor and creates a sense of distress, the officer will make a decision to resolve the problem facing him in completing the case. Therefore, the way a person performs a problem, adjusts to change, reactions to threatening situations are called coping mechanisms. If someone's coping is effective, it can deal with the stressor well and positively. If the coping is not effective, then the individual will face a stressor using maladaptive and stressful changes to become heavier.

## **DISCUSSION**

Job stress is a condition of tension that creates an imbalance between physical and psychological, which affects emotions, thought processes, and conditions of an officer (Setiyana, 2013). The results of the study show that there is a bad impact on job stress on the physical and psychological conditions of member of the police. Stress can occur at several parallel levels of inability to work well, in certain roles due to the misunderstanding of superiors and subordinates even from the lack of skills (especially management skills) to simply not liking someone with whom to work closely (Rasmun, 2004). Before entering into more specific ways to deal with certain stressors, some general

guidelines must be taken into account to spur changes and countermeasures. Understanding the basic principles, becomes an important part so that someone is able to design solutions to problems that arise, especially those related to the causes of stress in relation to workplace. In this case an effective individual coping mechanism is needed.

The coping mechanism carried out by the participants in this study included arranging the time between resting between working hours, enjoying work, working with enthusiasm and full sense of responsibility, always ready in any condition. Coping management that is usually used by individuals, namely; Coping focuses on problems, where individuals actively seek solutions come from problems to eliminate conditions or situations that can cause stress Lazarus, 1984b), in this study participants did things; (1) sitting resting and lying down, this action is the management of physical tension due to the emotional tension that is constantly experienced by someone (Potter, 2010); (2) playing mobile phones (watching online videos, opening social media, communicating with family and closest people), is a pattern of defense against available resources so that they can be allocated to face the demands or problems faced (Potter, 2010); (3) watching television and listening to music, is a visual and auditory distraction technique to divert attention to things that can cause work stress (Tamsuri, 2007); (4) small walks, is a relaxation action that aims to relax, lengthen (about muscles), and the ability to control the level of body muscle tension (Tamsuri, 2007); (5) face washing, drinking tea or coffee, smoking, is a form of guided relaxation that aims to calm the mind (Tamsuri, 2007); and coping focuses on emotions, where individuals involve efforts to regulate their emotions in order to adapt to the effects or consequences that will be caused by a condition or a stressful situation. In the results of this study participants showed emotions uncontrolled (anger), anger is a normal emotion experienced by humans namely a powerful emotional response and unpleasant to a provocation both real and interpreted by individuals (Videbeck, 2008). Anger is a feeling of irritation that arises as a reaction to anxiety that is perceived as a threat (Yosep, 2009). Stress in work can be prevented from arising and can be dealt with without having a negative impact. Stress management is more than just overcoming it, which is learning to adapt it adaptively and effectively, it's almost as important to know what not to do and what to do (Margiati, 1999).

The earlier a person or member of the Police in the Regional Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur recognizes the symptoms and signs of work stress, then the possibility of bad things can be prevented and minimized. Job stress is a response in adjusting that is influenced by individual differences and psychological processes, as a consequence of environmental actions, situations or events that carry too many psychological and physical demands of a person (Hanurawan, 2012). Exploration of this experience is very important, useful for other police members who will carry out activities in the same unit. In addition, it can also be used as material for the study of the Head of the Regional Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur in recognizing early the effects of work stress on its members.

## **CONCLUSIONS**

Job stress is a situation where individuals face tasks and jobs that are less capable or not yet able to be reached by their abilities which can lead to incapacity to answer a demand. Coping mechanism means a method used by individuals to solve problems, overcome changes that occur, and situations that threaten, both cognitively and behavior. Coping procedures are more directed at what people do to overcome stressful and emotionally arousing demands. This study shows that a good coping mechanism has a positive contribution to the physical and psychological conditions of police members in supporting performance.

## **Declarations**

### **Authors' contributions**

The first author contributed to studies and articles according to the specialization program that was being run. This research is one of the study materials for unity in order to prepare police members, especially members of the police who served in the Regional Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur, who work according to shift to prepare themselves before working activities until work stress occurs, able to recognize symptoms - symptoms of perceived stress before falling on work stress and increasing precautions on job stress.

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### **Ethics approval and consent to participate**

Not applicable

### **Consent for publication**

I agree to be published

### **Availability of data and materials**

that data will not be shared, I can't share the data with the reason it needs further development to look deeper and find new themes

### **Competing interests**

Theoretically, to know the experience of members of the Regional Police Traffic Management Center (RTMC) Direktorat Lalu Lintas Kepolisian Daerah Jawa Timur in dealing with stress in the workplace will be known activities or preparations before carrying out work or service activities until the occurrence of work stress. Symptoms of perceived stress before falling on work stress, and prevention efforts taken.

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