

# Job Stress, Self-Efficacy, and Job Satisfaction in Police

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**Abstract:** Human resources (HR) is the most decisive to the success of an organization. Organizations must have a higher value than other organizations. A successful organization attracts more attention with its strengths compared to other organizations. This study aims to determine the effect of self-efficacy on job stress and job satisfaction as a mediating variable in the members of the Indonesian National Police, mobile brigade corps in Palembang city, South Sumatra Province. A sample of 70 members was chosen based on accidental techniques. The measuring instrument used in this study is three scales. First is the self-efficacy scale adapted from the General Self-Efficacy Scale (GSES), which refers to three dimensions. The second scale is the job satisfaction scale adapted from The Minnesota Satisfaction Questionnaire (MSQ) compiled by Weiss, divided into three dimensions. And the third scale used is the work stress scale adapted from the Perceived Stress Questionnaire (PSQ), which divides work stress into 7 indicators. The analytical method used to test the research hypothesis is Mediated Multiple Regression, which aims to test how the mediating variable mediates the relationship between variable X and Y. The results of the research analysis show that  $\beta = -0.115$  and  $p$  is  $0.01$  ( $p < 0.05$ ), which means that  $H_a$  is accepted, and  $H_o$  is rejected. From this result, it can be said that there is a negative and significant effect between self-efficacy on job stress and job satisfaction as a mediating variable.

**Keywords:** job stress, self-efficacy, job satisfaction

## Introduction

Allah SWT, with all His perfection, commands his servants not to be lazy or neglectful in their duties. Tasmarah said that for a Muslim, working is an effort to mobilize all of his thoughts, assets, and *dhikr* to actualize or reveal the meaning of being a servant of Allah and an essential part of the society or *Khairu Ummah* (Narsih, 2002). Therefore, each member of an organization is required to work as well as possible so that the objectives of the organization are met, which leads to the welfare of the members. Human resources (HR) is the most decisive to the success of an organization (Mangkunegara, 2006). Organizations must have a higher value than other organizations. A successful organization attracts more attention with its strengths compared to other organizations. Members of The National Police's Mobile Brigade (BRIMOB) have a special task with firearms and explosives, in which quick and responsive action is necessary in carrying out the task.

Job stress is a physical and emotional response. It can happen if the work does not fit the objective or expectation of the people involved. This work-related stress needs to be considered because it is important for health and works. When getting stressed, the body responds to the increased concentration of stress hormones in the blood (Alex, 2001). Fincham & Rhodes said that work stress is assumed to be a sign of physiology, behavior, psychological and somatic response, which are the result of inequality between people (their personality, talents, and abilities) and their environment (Sunnyoto, 2001).

Furthermore, Keiper & Buselle argue that stress has both negative and positive sides. Stress is indeed like a two-sided coin, which has both a good side and a bad side. Stress that gives a positive effect is called Eustress, and stress that has a negative effect is called Distress (Mulyono, 2010). Kupriyanov and Zhdanov mentioned that the reactions to stress sources are Eustress. When someone succeeds, there is an increase in his performance and health. The more difficult a person is to fix difficulties, the more difficult it is to improve performance, and the more aggravated the problem with others is (Gaol, 2016).

Bandura stated that self-efficacy is an acknowledgment of an individual. It is how he determines something that he thinks, motivates himself, and how to behave. He further said there are three dimensions of oneself, namely the magnitude, generality, and strength (Setyandari, 2008). A person who is self-efficient will prefer to think positively and will develop a strong personality in himself. This way, he can overcome the pressure on negative things, especially things that can increase his stress or are not easily discussed with others. However, if he has low self-efficacy, he will not feel stressed quickly as it will affect his job satisfaction.

Job satisfaction is a feeling of satisfaction obtained by members of an organization. This is the result of assessments that cause a person to achieve work values or meet basic needs. This job satisfaction helps members determine who chooses or dislikes their work (Wibowo, 2010). Locke said that job satisfaction is a positive or pleasant state resulting from the assessment of work or

work experience (Wibowo, 2010).

Hezberg (1959) states that there are many things that become the source of job satisfaction and dissatisfaction. This is a fundamental theory used in a study of satisfying needs with respondents of 200 technical experts and accountants (Gibson et al., 1996). Based on the results of the study, Hezberg reached two conclusions but did not create strong motivation. Hezberg called this condition a treatment factor because it was needed to achieve a decent level of satisfaction. Hezberg refers to maintenance factors, such as corporate and administrative policies, supervision, interpersonal relationships with superiors, interpersonal relationships with subordinates, relationships with colleagues, safety, work security, personal life, working conditions, and status. Other research results by Hezberg found that factors such as work and salary must be sufficient to keep company members satisfied. However, too much work and wages will cause unnecessary levels of satisfaction. Also, the level of member satisfaction will be easily achieved by offering other incentives, such as responsibility (Misbahudin, 2016).

Based on the conclusions of the concept, the hypothesis is arranged as follows:

H<sup>1</sup>: Negative self-efficacy on job stress

H<sup>2</sup>: Positive self-efficacy on job satisfaction

H<sup>3</sup>: Negative job satisfaction on job stress

H<sup>4</sup>: Job satisfaction as a mediator between self-efficacy and job stress

## Method

This study used a quantitative research method that discusses the relationship between variables supported by some existing theories (Creswell, 2014). Quantitative methods are research methods based on the nature of positivism, which is used to determine certain populations or samples (Sugiono, 2015).

The research participants ( $n = 70$ ) were members of the BRIMOB Corps in Palembang. The sampling technique used a non-probability sampling method. Non-probability samples are samples that do not provide the same opportunities for each sample selected to become a good sample (Sugiono, 2008). The sample used is accidental. The sampling technique is a technique of determining samples based on spontaneity factors, which means anyone who is accidentally reunited with the researcher and by the specified characteristics can be used as a sample.

## Definition of Operational Variables

The job stress was measured using Stress Questionnaire (PSQ), which divides work stress into 7 indicators, namely Harassment, Overload, Frustration, Lack of Joy, Fatigue, Concern, and Tension. This instrument consists of 12 specific items with Cronbach Alpha 0,808.

The self-efficacy was based on the General Self-Efficacy Scale (GSES) instrument, which has three indicators, namely Creative, Business, and Persistence. This instrument consists of 8 approved items with Cronbach Alpha 0,877.

The category of job satisfaction used the Minnesota Satisfaction Questionnaire (MSQ) compiled by Weiss, divided into 3 dimensions, namely intrinsic, extrinsic, and general satisfaction. This instrument consists of 8 specific items with Cronbach Alpha 0,774.

A questionnaire was also used in the data collection by providing a list of questions to be answered by the respondents (Sugiyono, 2016). In this study, the measurement scale of variables uses a Likert scale ranging from 1 (very inappropriate) to 4 (very appropriate) for the scale of work stress and self-efficacy, and 1 (very inappropriate) to 5 (very appropriate) for the scale of job satisfaction.

## Data analysis technique

Hypothesis testing in this study was carried out using the Hayes analysis model with the help of Statistical Product and Service Solutions (SPSS version 22). Through this model, the direct effect on work stress, the role of mediating variables in job satisfaction, and self-efficacy were analyzed.

The data were analyzed using multiple regression to test how mediation mediates the relationship between variable X and variable Y (Hayes, 2014).

## Results

From the results of the data analysis, mean, standard deviation, and intercorrelation of the three research variables were obtained. The details can be seen in Table 1 below.

Table 1. Mean, Standard Deviation, and Variable Relations ( $n = 70$ )

		Mean	SD	1	2	3
1	Job Stress	2,07	0,57	1	-	0,560*
					0,264*	*
2	Self Efficacy	4,10	0,47		1	0,380*
						*
3	Job Satisfaction	3,27	0,35			1

Note: <0.05\*, <0.01\*\*

## Hypothesis

Based on the results of data analysis (table 2) with a direct effect, it can be seen that self-efficacy is negatively and significantly related to work stress. These results explain that the higher the self-efficacy is, the lower the job stress will be. Conversely, the lower the self-efficacy is, the higher the job stress will be. Self-efficacy is explaining the work stress variant by 10%. Based on this,

it can be concluded that H1 was accepted. It means the higher the self-efficacy, the higher the job satisfaction will be. Conversely, the lower the self-efficacy is, the lower the job satisfaction will be. These results indicate that H2 was accepted.

Table 2. Results of Regression Analysis

Intercorrelations of Variables	$\beta$	$R^2$
Self-efficacy and job stress	-0,403	0,101*
Self-efficacy and job satisfaction	0,282	0,144*
Job satisfaction and job stress	-0,316	0,429**
Self-efficacy and job stress mediated by job satisfaction	-0,115	0,162*

Note: <0.05\*, <0.01\*\*

There is a negative and significant influence of job satisfaction variables on job stress. This result reflects that H3 was accepted. Furthermore, there is a negative and significant effect of self-efficacy on job stress through job satisfaction. These results indicate that job satisfaction can be a mediating variable between self-efficacy on work stress. It can be interpreted that job satisfaction can answer variations in self-efficacy and job stress by 16%. This result reflects that H4 was accepted.

## Discussion

The results show a significant relationship between self-efficacy and job stress, in which job satisfaction served as a mediating variable for the members of the Civil Service Police Unit. Esther (2018) mentioned that there is a significant relationship between job satisfaction and stress. It is stated in *Surah Al-Baqarah* verse 155, "And we give you trials, with a little difficulty, use, and reduced wealth, soul, and fruit. And receive good news for people who are patient".

This verse states that there is a disaster that has befallen us or that can be read on earth that has been approved in the book of *Law Mahfuz* or the knowledge of God. God ordered that we control all the calamities and trials conducted on us. This means that whatever happens to us should not make us depressed, fall ill, but finally, we will release our stress (Patimah, 2016: 8).

Kusuma (2014) states that self-efficacy is important in carrying one's self because it is the foundation in every individual related to whatever they need. Each member of an organization has a fairly good ability to overcome the problems that exist in his work. Each member also has confidence that will increase his ability to overcome difficulties at work, thereby increasing the difficulty of dealing with stress. Also, the members have a strong belief in their ability to carry out their duties.

A longitudinal study is highly recommended to gain broader insights on how self-efficacy effects work stress

and how relationships work among the members of the organization. More studies in this area are required, given the limited number of the study of the phenomenon of self-efficacy in the context of work and work stress. It is suggested that further researchers be able to include a larger sample size with a more varied profession.

## Conclusion

This study discusses specific findings of the effect of job stress and job satisfaction as a mediating variable. From the results of the study, a positive and significant influence of job satisfaction is found. On the other hand, job satisfaction is negatively related and significantly affects job stress. The indirect relationship between effects and work stress is greater than the direct effect. This discovery is expected to provide evidence and support to improve human resource development and for studies based on the constructs of industrial and organizational psychology.

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