

The Role of Resilience as a Mediation of the Variable Between Job Burnout and Investigators Performance (Study on Regional Police Nusa Tenggara Timur During the Covid-19 Pandemic)

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Abstract- The study aims at analyzing the direct and indirect effects of resilience, job burnout, and the performance of Special Investigation and Criminal Investigators of the East Nusa Tenggara Regional Police during the Covid 19 Pandemic. Investigators need resilience in law enforcement. Respondents were 57 people from a total of 67 investigators. Path analysis is used in the Structural Equation Modeling (SEM) equation with the help of SmartPLS. The results showed that: 1) job burnout had a positive effect on performance and resilience; 2) resilience has a positive effect on performance; and 3) resilience mediates work burnout and performance.

Keywords: Job burnout, resilience, job, performance, Police, and Covid 19

I. INTRODUCTION

Members of the police carry out law enforcement in any country to provide legal guarantees to citizens [1]. Likewise, the primary duties of members of the Indonesian National Police are following Law Number 2 of 2002 concerning the National Police. Law enforcement during the Covid-19 Pandemic by investigators against the dissemination of information

and hoax news related to Covid 19 by criminal actors. Prevention of criminal acts during Covid 19 has an impact on police fatigue and performance. Handling Covid 19.

requires the fortitude of every police officer to be able to improve performance.

Recent studies on Covid 19 that review job stress and work stress have an impact on police performance, including; [2]; [3]; [4]; [5] revealed that the Covid 19 pandemic greatly affected the level of psychological health in the form of anxiety, behaviour problems, panic disorders.

Police job burnout during Covid 19 impacts performance decline, so steadfast behaviour is needed in carrying out duties. Resilience is a process of circumstances in which each individual has a belief, value, nature and behaviour that allows a person to survive and adapt to a problem that occurs, including Covid 19, [6]. Several studies have found steadfastness to mediate between job fatigue and performance, including [7].

This study aims to analyze the effect of job burnout on the performance of investigators directly or indirectly through the resilience of police investigators at the NTT Regional Police.

II. THEORETICAL REVIEW AND HYPOTHESIS DEVELOPMENT

2.1 Job Burnout

Burnout is a psychological syndrome consisting of 3 dimensions, including 1) emotional exhaustion, 2) depersonalization, and 3) decreased self-achievement [8]. In law enforcement during Covid 19, the police also experienced job burnout and excessive stress [9]. Indonesian police are faced with high levels of burnout and stress during Covid 19 [10].

2.2 Performance

Performance is what employees do and do not do, including work quality, quantity, punctuality, supervision and cost efficiency [11]. The same thing was also stated by [12]; performance is the overall result both in quality and quantity of a job.

2.3 Job Burnout, Resilience and Performance

Resilience is a positive strength of each individual that contributes to optimal development in preventing stress, negative emotions, and behaviour [13]. Studies on burnout and performance during Covid 19 mediated by fortitude were carried out by [14] and [15], which suggests that steadfastness can improve team member performance even though employees experience fatigue at work. Based on these studies, the proposed hypothesis is as follows:

H₁: job burnout has a positive effect on police performance

H₂: job burnout has a negative effect on police resilience

H₃: resilience has a positive effect on police performance

H₄: Resilience mediates the influence between job burnout and police performance

Based on theoretical studies and the results of previous studies, it can be presented a conceptual framework of thought in Figure 1 below.

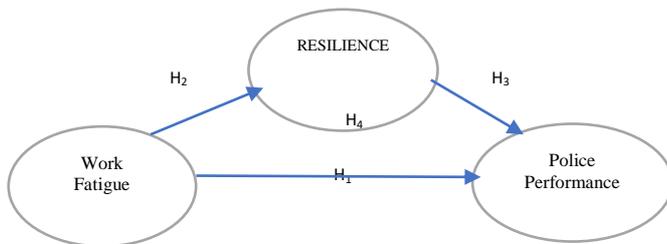


Figure 1. Conceptual Framework

III. METHODOLOGY

3.1 Types of research

This research is quantitative research with an explanatory approach. Quantitative research uses numbers and statistical calculations intending to test the hypotheses that have been built previously [16].

3.2 Population and Research Sample

The population of this study was 62 police investigators at the Directorate of Special Investigations and Crime of the East Nusa Tenggara Regional Police. The sample of this study was 57 investigators who participated in returning the questionnaire with a return rate of 91.93% with demographic characteristics, including 79% male and 21% female. Education Level: 4% High School, Bachelor (46%) and Masters (16%). Length of work: < 10 years as much as 21%, 11-20 years as much as 44% and > 21 years as much: 35%.

3.3 . Instrument Measurement

Measurement of burnout refers to [8] with three indicators in the form of statement items: I enjoy my job, have no symptoms of burnout, burnout symptoms do not go away. Police performance refers to [12] with three indicators. Question items such as: during Covid 19, I was able to work well, my overall work was carried out well. Resilience adopts [17] with 5 statement items: I tend to bounce back after going through difficult times. All instruments were measured using a 5-point Likert scale [18] with a scale (1 = strongly disagree, 5 = strongly agree).

3.4 Data Analysis

The analysis was carried out in stages in a descriptive statistical analysis using the average value. Then the second stage was tested using path analysis which was processed using the Structural Equation Modeling (SEM) model with the SmartPLS version 3.0 program Partial Least Square (PLS).

IV. RESULTS

4.1 Descriptive Analysis

The average value of the answers to the job burnout variable (3.4) is in the medium category indicating that the investigator can manage job burnout. The performance variable is 3.9 (good) and resilience (3.9). It means that during the Covid-19 Pandemic, investigators were able to increase steadfast behaviour and improve performance.

4.2 Instruments Testing

Instrument testing refers to the value of validity and reliability of each construct concerning the value of Cronbach's alpha and composite reliability,[19] which has a value > 0.70, as proposed by [16]. The measurement results of the model are presented in Table 1 below.

Table 1. Measurement Model

Variable	VIF	Loading	α	CR	AVE
Work Fatigue (JBO)			0.86	0.92	0.78
JBO1	1.93	0.89			
JBO2	2.38	0.86			
JBO3	2.93	0.91			
Job Performance (JP)			0.80	0.88	0.71
JP1	2.03	0.91			
JP2	1.60	0.76			
JP3	1.69	0.85			
Resilience (R)			0.93	0.95	0.78
R1	4.24	0.89			
R2	4.06	0.92			
R3	4.86	0.89			
R4	4.05	0.84			
R5	2.63	0.86			

Data Sources: Primary data, processed by the author, July 2021

4.3 Structural Model Analysis (Inner Model)

1) R-Square value

The results showed that the R_Square value for performance was 0.441, meaning that the investigator's performance was influenced by job burnout by 44.1%, while the rest was influenced by other factors (55.9%). Meanwhile, the value of R_Square for steadfastness is 0.129. This means that job burnout contributes 12.9% to the resilience of investigators in dealing with the Covid-19 pandemic.

2) Direct and indirect Effect

The results of testing the direct and indirect effects are presented in table 2 below.

Table 2. Direct and Indirect Effect

Relationship of Variables	Path Coefficient	t-stat	P-Val.	Note
<i>JBO</i> → <i>JP</i>	0.051	0.499	0.653	Not Sig

<i>JBO</i> → <i>Resilience</i>	0.359	4.055	0.000	Sig
<i>Resilience</i> → <i>JP</i>	0.644	4.405	0.000	Sig
<i>JBO</i> → <i>Resilience</i> _ <i>JP</i>	0.231	3.486	0.001	Sig

Source: Primary data processed, July 2021.

The results of testing the direct and indirect effects [20] are shown in the final model in Figure 2 below.

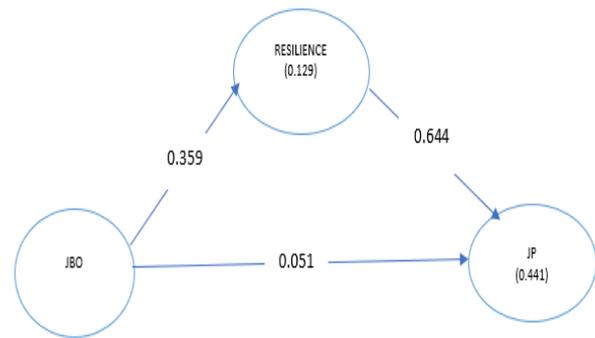


Figure 2. Inner and Outer Model

V. DISCUSSION

5.1 Effect of Job Burnout on Job Performance

Job burnout has a positive effect on police performance (Table 2). The results showed that the job burnout experienced by investigators in law enforcement during Covid 19 was able to impact police performance. This study supports [8]; [21], which asserts that burnout will reduce performance if individuals cannot manage burnout at work, including police investigators. The burnout and cynicism experienced by nurses and police officers can improve nurses and police officers [22]. The same is supported by [23] that stress, burnout and exhaustion affect the performance of police officers in China.

5.2 Effect of Job Burnout on Resilience

The test results show that burnout has a positive effect on the resilience of investigators in law enforcement during Covid 19 (table 2). The results of this study are different from the studies conducted [7]; that burnout has a negative effect on the steadfastness of civil servants in China. Work fatigue also affected the stress of nurses in Wuhan during Covid 19 [23].

In contrast to these results, in law enforcement, police investigators have the authority given by law in preventing and enforcing laws relating to criminal acts.

The findings of this study become an exciting reference concerning law enforcement that must be implemented, where everyone is equal before the law and in any situation, the law must be enforced, [2]; [24]; [1]; [25]; [26].

5.3 . Effect of Resilience on Job Performance

The study results show that resilience has a positive effect on police performance (table 2), [26]. Resilience is a training program for police officers to reduce physiological and psychological stress in carrying out their duties [27]. Every Polri investigator, in carrying out his duties, periodically conducts psychological and physiological tests aimed at training mental and physical health so that that police officers can survive in the face of work pressure and stress in the workplace.

5.4. Effect of Mediation Resilience Between Job Burnout on Job Performance

The results showed that resilience mediates between job burnout and police performance (Table 2). This study corroborates the study conducted by [7]; [6]. Resilience is a factor that directly or indirectly affects the relationship between job burnout and performance.

This fact is supported by the Covid 19 pandemic, which can reduce the physical and physical endurance of every member of the police force in carrying out their duties. Where members of the police are deeply traumatized by the current pandemic, this is also reinforced by changes in the internal and external environment outside the primary duties of Polri members, such as changes in government regulations regarding lockdowns, restrictions on micro-scale activities, the anxiety experienced not only by members of the police but by the whole community.

VI. CONCLUSIONS

6.1. Conclusion

The results showed that; 1) job burnout has a positive effect on police performance; 2) job burnout has a positive effect on police resilience; 3) resilience has a positive effect on police performance and; 4) resilience mediates the effect between job burnout and police performance.

6.2. Suggestion

Suggestions that can be recommended for future research are to deepen studies regarding the factors of the relationship between burnout and work stress and the work involvement of police officers in

law enforcement related to criminal acts during the Covid-19 Pandemic.

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