

Co-worker's Support, Self Efficacy, And Burnout On Riot Police Officers At The County X

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Abstract

Burnout is a phenomenon that is inseparable from work stress which is often found in the profession of human services, a profession engaged in the service sector than in the field of human serviced that require high emotional involvement like the police. The purpose of this study was to increase co-worker's support and self-efficacy to influence the level burnout of Riot police officers. Participants in this study consisted of 70 members of the Riot police who received 20 to 30 years and at least one year in the riot group. Collecting research data using a purposive sampling technique. For data analysis techniques used in this study is the multiple regression analysis. The results indicate a negative relationship between co-worker's support and self-efficacy on burnout, there is also significant from co-worker's support and self-efficacy.

Published by IJRP.ORG. Selection and/or peer-review under responsibility of International Journal of Research Publications (IJRP.ORG)

Keywords: *Co-worker's Support, Self-Efficacy, Burnout*

1. INTRODUCTION

Every member of the Indonesian National Police, or often abbreviated as Polri is one of the functions of the state government in the field of maintenance and public order, law enforcement, protection, protection, and services to the community, as well as building public order.

Riot police officers (Sabhara) are Polri units that have a high responsibility and workload as it is known that riot members have the main task of minimizing, eliminating or, minimizing the chance of violations or carrying out the first stage of repressive actions against all forms of violations and crimes as well as disturbances of public order, maintain society safety, provide protection and services to the society. Sabhara is an abbreviation of the word Samapta Bhayangkara, which means Samapta is ready and alert, Bhaya is danger. Samapta Bhayangkara can be interpreted as always being ready and alert to avoid and prevent dangers that threaten society (Tabah, 2001).

As law enforcement officers, the riot police are also breadwinners in their families with various domestic problems. When dealing directly with the masses or the perpetrators of the crime, the riot police can feel the psychological reactions as though afraid and panic. In the case of the clash between the masses and the Police in Bima, Reza Indragiri suspected that there were periods that had previously brought psychological pressure (stress) to the security forces in the field. So, the police need to more proportional attention to the psychological burnout of all personnel (Amriel, 2011).

There are many phenomena in the National Police during 2013 the phenomenon of police officers committing suicide, the chairman of the Indonesian Police Watch (IPW) Presidium Neta S Pane, the phenomenon of police officers committing suicide due to pressure at work, and problems with household needs. Among them was the self-shooting action by a member of the Sub-Directorate of Crime and Violence of the Directorate of General Criminal Investigation at Polda Metro Jaya, Bripka Jeremy Manurung. According to Chairman of the Indonesian Police Watch (IPW), most of the suicide cases occurred due to domestic problems and the psychological burden of carrying out tasks at the lower levels. The 24-hour duty in the field shows that the police must fulfill the ambitions of their commander with high targets. On the other hand, their salaries are not commensurate with the workload, and this is the reason why the conflict happened in their household. Therefore, that triggers them to feel stress and can give extreme impact by committing suicide of police (Ant, 2013).

The last case happened to the Head of Public Service Detachment of Polda Metro Jaya AKBP Pamudji, allegedly killed of his subordinate, Brigadier Susanto. The incident usually occurs because of two reasons. Firstly, the character of the leader who is being arbitrary. Secondly, the subordinate's prolonged emotions that are easily provoked (Winarno, 2014). In early 2016, the Chairman of the Indonesian Police Watch Presidium, Neta S. Pane, said that there had been an increase in suicide police cases this year. Based on IPW data, from January to March 2016, there were six cases of suicide. According to a member of the Jagakarsa Sector Police, Suparno committed suicide because of economic problems, and according to Neta, this incident shows the lack of welfare of police officers (Safitri, 2016).

Burnout is not the same as job stress, but work stress that is protracted and accumulates is a factor in the process of burnout (Caputo, 1991). Burnout is the existence of a person at a stress point that is already chronic, a load that cannot be controlled to fatigue that occurs physically, emotionally, and mentally. As stated by the National Safety Council (NSC) (in Maharani & Triyoga, 2012) explains that burnout is a result of stress that is felt on a general workload.

The onset of burnout can be caused by several factors, such as the characteristics of the individual source from within the individual, and the work environment can determine the possibility of burnout and emotional involvement with the reception of services or guests (Caputo, 1991).

An organization, especially the police, certainly avoid the members becomes burnout, because this will interfere with the duties and responsibilities of each member. Cordes (1993) describes burnout as a condition that reflects emotional reactions to people who work in human services and work closely with

the society. The research conducted in 2015 found high results 80% of the police were stressed due to workloads, work pressures, and added personal affairs were the dominant factors that cause stress for members (Wiranuari, 2015).

These phenomena show that police officers feel that the work is too burdensome and can cause conflict in their community. Maslach (in Harnida, 2015) stated that there are some factors that caused by burnout and often found in hospital nurses, social workers, teachers, and police officers. Burnout can also arise by an imbalance between internal and external factors, that is self-efficacy for internal factor, and social support is for external factor.

Social support refers to the perceived comfort, caring esteem or helping the person to receive from other people or their groups (Sarafino, 1994).

Social support in the environment comes from the support of superiors and co-workers that occur through social interactions in the workplace. Lack of personal support or lack of social support from co-workers, family, and friends are the factors that can cause burnout (Caputo, 1991).

As a member of the police, he will spend a lot of time carrying out his duties with co-workers. In this case, the riot police really need support from people around them, especially the support from fellow riot personnel. As social beings, members of the riot police also need help from others when they are having problems, difficulties in duty, or stress. Social support from co-workers is an important role in minimizing the level of burnout that might happen to members of the riot police.

Baron & Bryne (1991) also stated that overcoming burnout is not easy for someone, except for those who have self-efficacy. Self-efficacy is an evaluation of a person regarding their ability or competence to be able to perform a task to achieve goals. Bandura, Cioffi, Taylor & Brouillard (in Natalia & Supramono, 2011) stated that individuals with high self-efficacy usually try to actively solve all sources of problems, such as the difficulty of their tasks until stress or burnout becomes low.

A member of the riot police is known to be prepared to maintain the security of the society in any situation or condition. The riot police will tend to experience difficulties and stress if they don't have self-efficacy that they are capable of carrying out the tasks in the field. Therefore, self-efficacy is an important role to improve the performance, and it can minimize the occurrence of burnout in individuals, especially individuals who have high self-efficacy. As stated by Bandura (1997), self-efficacy is an individual's belief in his or her ability to cope with situations and perform tasks. As a result, it will determine on how well an individual's will perform.

Based on the descriptions above, it can be concluded that co-workers support and self-efficacy are valuable in everyday life, especially those related to burnout. Co-workers support and self-efficacy can affect someone's burnout, including the police. Therefore, the researcher is interested in examining the effects of co-worker's support and self-efficacy on burnout among riot police officers in the county X.

2. RESEARCH METHODS

This research used a quantitative research method. The respondents consisted of 70 members of the riot police, male aged 20 to 30 years who had served at least one year in the Sabhara (riot police) unit and on duty in the field. The technique used in this research is purposive sampling. This study examines the effect of three variables, there are: co-worker's support and self-efficacy as the independent variable, and burnout as the dependent variable.

The scale development of the burnout will be measured by Maslach & Leiter (1997) with three dimensions, there are: emotional exhaustion, depersonalization, and reduced personal accomplishment. One example of an item on this scale is "I feel tired at the end of working hours", the answer choices ranged from 1-4 ranging from very often to never. This scale previously had 22 items. After going through the calculation of the item discrimination power, there are 2 items that have failed. The number of items remaining are 20 items with a reliability 0.917.

The social support scale of co-worker is compiled based on the dimensions of social support from Sarafino (2011) with four dimensions, namely emotional support, instrumental support, information, and friendship. One example of an item on this scale is "When I was sick, my co-worker was willing to take my job". The answer choices ranged from 1-4 ranging from very good to very unsuitable. This scale previously had 16 items. After going through the calculation of item discrimination strength, and 2 items have failed. The remaining number of items were 14 items with a reliability 0.918.

Self-efficacy scale is compiled based on the dimensions of Bandura's (1997), including magnitude generality, generality, and strength. One example of items on this scale is "At work, I can overcome and solve various kinds of obstacles". The answer choices ranged from 1-4 ranging from very suitable to very unsuitable. This scale previously had 28 items. After going through the calculation of the item discrimination power, 2 items have failed. The remaining number of items are 26 items with a reliability 0.945.

The data analysis to test the hypotheses in this study used multiple regression analysis technique. The full calculation was done with the help of the SPSS statistical computer program.

3. RESULT

Based on the analysis that has been done from the data above to test the effect of co-worker's support and self-efficacy on burnout the riot police officers in county X, it is used statistical test F (F-test). Simultaneous test results can be seen in the Table 1. From Table 1, it is obtained the F value of 23.436, with a significance value of 0.001 ($p < 0.05$). It can be concluded that this study declared significant, an effect of co-worker's support and self-efficacy can be used to predict burnout.

In the Table 2, the analysis obtained an R-value of 0.642. This result shows that there is a strong relationship between co-worker's support and self-efficacy on burnout. It can be viewed that the magnitude of R Square is 0.412. The coefficient of determination is 41.2%, which means that the influence of co-workers' support and self-efficacy on burnout is 41.2% & the remaining 58.8% is explained by other factors not examined. In Table 3, it can be explained from the results of the t-test that the variable which has an influence on burnout the riot police is co-worker's support, with the significant value of 0,01 ($p < 0.05$). In conclusion, this study declared significant, an effect of coworker's support and self-efficacy on burnout among riot police officers.

Table 1. Result of Anova Test

	Df	Mean Square	F	Sig
2807,508	2	1403,754	23,464	,001 ^b
4008,264	67	59,825		
6815,771	69			

a. Dependent Variable : Burnout

b. Predictors (Constant), coworker's support, *self-efficacy*

Table 2. Model Summary

R	R Square	Adjusted R Square	Std. Error of the Estimate
,642 ^a	,412	,394	7,735

- a. Predictors (Constant), coworker's support, *self-efficacy*
- b. Dependent Variable : *Burnout*

Table 3. Result of Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
(Constant)	76,067	7,467		10,187	,001
Coworker's Support	-,909	,226	-,614	-4,021	,001
Self Efficacy	-,029	,129	-,035	-,226	,822

- a. Dependent Variable : *Burnout*

4. DISCUSSION

The results of this study, co-worker's support and self-efficacy have a significant effect on the burnout of riot police officers. As it is known, riot police officers have a burnout rate in a low category. Then, co-worker's support and self-efficacy have a negative relationship with the burnout of riot police officers. The higher coworker's support and self-efficacy, the burnout rate of riot police officers it will be low.

When individuals have trouble at work, such as: being sick, angry, anxious, disappointed, pessimistic, or lose hope, co-worker's support can be important for each individual. One of the factors causing burnout expressed by Maslach & Leiter (1997) is a disturbance in the community means a lack of job security in their group, lack of support, care, and respect for one another.

The findings of co-worker's support and burnout in this study are supported by the results of the research conducted by of Lambert, Altheimer & Hogan (2014), support from management and support from superior has a significant impact on burnout. The social support provided by management will enable prison staff to see work more positively. It means the support at work can help someone to relieve tension at work. The co-worker's support can also reduce the possibility of fatigue and frustration with their negative feelings about their uncertain future, as well as their unsuccessful desires or what is called depersonalization. The friendships from co-worker's can also provide to make prison staff feel less alone in dealing with complicated situations.

Research by Woodhead, Northrop & Edelstein (2014) also states that social support contributes to nurse's burnout scores, especially on emotional exhaustion and feelings of inadequacy at work. Sources of support from superior, family, and friends can reduce emotional exhaustion and increase personal achievement.

According to Parasuraman, Greenhouse & Granrose (1992), social support obtained from supervisors, co-workers, and family is an important thing in reducing the load of an individuals burnout. When individuals receive social support from those close friends, the individual feels loved, cared, valued, and part of the group (Cobb, in Sarafino 1994). In the research conducted by Purba, Yulianto & Widyanti (2007) it is proven that social support contributes to burnout's teacher.

Another finding of the low burnout rate of the riot police officers in this study was also supported by the self-efficacy level of the riot police officers who were in the high category. Bandura's

research (in Natalia & Supramono, 2011) states that high self-efficacy will help a person to complete tasks and reduce workload physically, psychologically, emotionally, and try to solve all problems actively and then the burnout level becomes low.

This result was also by previous research conducted by Lailani (2012) regarding burnout in nurses in terms of self-efficacy and social support that showed a significant correlation between self-efficacy and social support on burnout. Self-efficacy and social support are also negatively correlated with burnout. Research by Schwarzer & Hallum (2008) also states that self-efficacy on burnout is mediated by work stress, with high self-efficacy making a person less stressed. If the work stress continue, it will become burnout.

Therefore in this study, it shows that co-worker's support is more influential in the burnout of riot police officers than self-efficacy. It can be concluded that the external factor will give an important role in reducing the burnout level of riot police officers. The results of the subject description based on demographic data show that the subjects in this study have a low level of burnout. The riot police at county X has high co-worker's support and self-efficacy. Caputo (1991) states that a lack of personal support or a lack of social support from co-worker's, family, and friends is one of the burnout factors. Burnout can also arise by an imbalance between internal and external factors. Social support is an external factor and self-efficacy as an internal factor (Maslach in Harnida, 2015). The existence of co-worker's support and self-efficacy makes the burnout rate of riot police officers low.

The effective contribution of co-worker's support and self-efficacy to burnout were 41.2%, and the remaining of 58.8% influenced by other factors outside the study. Maslach and Leiter (1997) explained several factors that caused burnout, including insufficient rewards such as salary, promotion, or prestigious positions.

5. CONCLUSIONS

Based on the results of the research, it can be concluded that co-worker's support and self-efficacy have a significant impact on burnout of the riot police at county X. There is a negative relationship between co-worker's support and burnout as well as self-efficacy and burnout. Therefore, the riot police who have high co-worker's support and self-efficacy make their burnout become low. These findings confirm several previous studies. Besides, it has a negative relationship with burnout. Co-worker's support is more influentially variable in reducing the burnout rate of riot police.

6. SUGGESTIONS

Based on the results of the research co-worker's support and self-efficacy have a negative and significant effect on burnout. Therefore, this study gives several suggestions, it can also consider other factors such as workload, role conflicts, the number of individuals to be served, responsibilities that must be assumed, and role ambiguity. Moreover, choosing subjects with in other function and sections, for example: Brimob, traffic police, Densus 88, intelligence, or criminal investigators.

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