Adaptive Management Strategy and Mental Wellbeing of the South Jakarta Metropolitan Police

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Abstract:

In the dynamic and complex demands of law enforcement agencies such as the South Jakarta Metropolitan Police (Polres Metro Jakarta Selatan), the balance between professional responsibilities and personal life has become increasingly important. Police officers, as important pillars in maintaining public security and order, often face significant stress that can affect their psychological and physical well-being. **This research aims to provide deeper insight into the factors that influence the work-life balance of police officers in a dynamic and complex work environment.**

Organizational support plays an important role in helping individuals overcome work challenges and reducing the impact of potential stress. On the other hand, work stress faced by police personnel can originate from various factors, including task pressure, workload, and exposure to risky situations. However, the role of emotional intelligence is also a critical factor in managing work stress and maintaining balance, because it influences a person's ability to recognize, understand and manage their own and others' emotions. **The methodology used is a literature review with an approach used to research and analyze various literature sources relevant to a particular research topic. This includes collecting, reading, analyzing, and synthesizing articles, books, journals, and other sources related to the research topic.** In the context of the South Jakarta Metropolitan Police Department, where work dynamics are different and complex, understanding how organizational support, job stress, and emotional intelligence interact and impact police officers' work-life balance is critical. This research aims to fill the knowledge gap in the literature by investigating the relationship between these factors and their implications for the work-life balance of members of the South Jakarta Metropolitan Police Department. In this context, our research not only focuses on understanding the factors that influence work balance but also aims to provide insights that can be used by the police and similar organizations to develop more effective strategies and interventions to improve the well-being of their members. Through a deeper understanding of the dynamics between organizational support, work stress, and emotional intelligence, it is hoped that this research can make a significant contribution to efforts to create a more balanced and resilient work environment amidst the challenges faced by police personnel.

Key words: organizational support, work stress, emotional intelligence, work balance, police officers

Introduction

In the midst of the dynamic and complex demands of work in law enforcement institutions, such as the South Jakarta Metro Police, the balance between professional responsibilities and personal life becomes

increasingly important. Police, as an important pillar in maintaining public security and order, often face significant stress that can affect their psychological and physical well-being. Therefore, research on work-life balance is becoming increasingly relevant, especially when involving variables such as organizational support, job stress, and emotional intelligence.

Organizational support has an important role in helping individuals overcome work challenges and reducing the impact of stress that may occur. On the other hand, work stress faced by police personnel can come from various factors, such as task pressure, workload, and exposure to risky situations. However, the role of emotional intelligence is also a critical factor in dealing with work stress and maintaining balance, because it affects a person's ability to recognize, understand and manage their own emotions and the emotions of others.

In the context of the South Jakarta Metro Police, where work dynamics are very unique and complex, it is very important to understand how organizational support, work stress, and emotional intelligence interact with each other and influence the work-life balance of police officers. This research aims to fill the knowledge gap in the literature by investigating the relationship between these factors and their impact on the work-life balance of South Jakarta Metro Police members.

In this context, our research not only focuses on understanding the factors that influence work-life balance, but also aims to provide insights that police and similar organizations can use in developing more effective strategies and interventions to improve the well-being of their members. Through a deeper understanding of the dynamics between organizational support, work stress, and emotional intelligence, it is hoped that this research can make a real contribution to efforts to create a more balanced and resilient work environment amidst the challenges faced by police personnel.

Literature review

Work-Life Balance in the Context of Public Security Work-life balance (Arble et al., 2018) is an increasingly important issue in the modern work environment, especially in professions that demand a high level of involvement, such as members of the police force. This balance is closely related to an individual's ability to divide time and energy between the demands of work and their personal life (Collins & Gibbs, 2003) . In the police context, this balance has significant implications for the physical and mental well-being of members, as well as their performance in carrying out risky tasks.

Organizational Support in Achieving Balance Organizational support is an important factor in helping individuals overcome pressure and stress at work. Organizations that provide effective support encourage employees to feel valued and supported, which in turn can influence their perception of work-life balance. Research has shown that strong organizational support can reduce stress levels and improve work-life balance (Galanis et al., 2021) .

Job Stress in the Police Profession Police officers often face stressful situations, ranging from the responsibility of dealing with crime to life-threatening situations. Ongoing work stress can negatively impact their well-being and work-life balance. Factors such as high workloads, uncertainty, and exposure to risky situations can be major causes of stress in this profession.

Emotional Intelligence as an Antidote to Stress Emotional intelligence is the ability to recognize, understand, manage and use emotions effectively (Purba & Demou, 2019) . This ability can help

individuals overcome stress and face work challenges better. In the police context, emotional intelligence can help members to remain calm and rational in stressful situations (Maran, 2018; Nelson & Smith, 2016) In the context of this research, the literature has provided evidence that the relationship between organizational support, job stress, and emotional intelligence plays an important role in achieving a healthy work-life balance (Hegarty et al., 2019) . However, research that specifically combines these three variables in the police environment, especially in the South Jakarta Metro Police, is still limited. Therefore, this study aims to fill this knowledge gap and provide deeper insight into the factors that influence the work-life balance of police officers in a typical context.

Method:

Search Strategy: In the initial stage of the research, a literature search was carried out using various international databases, including Ebsco, Google Scholar, DOAJ, and Pubmed. Keywords used for the search were "Organizational Support," "Job Stress," and "Emotional Intelligence" related to the police context. This combination of keywords is applied in searches to ensure accuracy and relevance of results. Article Selection: The initial search results yielded a large number of articles, namely About 374,000 results (**0.22** sec) articles . However, to narrow the research focus, screening was carried out using inclusion criteria. Relevant articles should provide information about organizational support, job stress, and emotional intelligence in police. Apart from that, the article must also be related to the context of the South Jakarta Metro Police.

After the screening process, 20 international articles that met the inclusion criteria were selected. These articles have a publication date between 2019 and 2023, according to the research time frame.

Author (Year)	Objective	Method	Sample	Instrument	Results
Supradewi *et al* ., (2019)	To find out the relationship between Religious coping with stress in teachers	*Descriptive correlation design*	127 teachers	Questionnaire	The phenomenon of stress in teachers has received increasing global attention and concern in recent years. When facing pressure and stressful situations, individuals will use coping which is a way of managing stress. One of the coping methods carried out by individuals is religious coping. This research aims to empirically test the relationship between religious coping and the stress experienced by teachers. The research subjects were 71 Islamic school teachers from SMU Sultan Agung 1 and SMU Sultan Agung 3 Semarang. The sampling technique used was purposive sampling. The scales used in this research were the religious coping scale and the teacher stress scale. Data analysis uses the Product Moment

					correlation technique from Pearson. From the results of data analysis, the value of rxy = - 0.540 with a significance of 0.000 (p < 0.005). The results of this research show that there is a significant negative relationship between religious coping and stress in teachers. Religious coping contributed 29.2% to teacher stress, while 70.8% was influenced by other variables not examined in this study.
Main, et el (2019)	- To find out the efforts of the Lampung Police Human Resources (HR) Bureau in increasing understanding of religious values for Police officers in improving performance. - To find out the inhibiting factors in increasing the understanding of the Religious Values of Police Members in the Lampung Regional Police.	Descriptive Analysis through a qualitative approach	198 Police	Questionnaire	Changes in the behavior and mindset of police officers after participating in religious guidance carried out at the Lampung Regional Police indicate that understanding the religious values of police officers is very important in improving performance. Spiritual guidance carried out by the Lampung Regional Police HR Bureau through religious activities will make police officers more able to interpret the meaning of their duties as a police officer and also as servants of Allah SWT. So that they will be trustworthy in their work but will not forget their obligations to God.
Li *et al* ., (2017)	Examining the moderating effects of coping strategies on job stress and job performance.	Cross-sec-tional survey		Questionnaire	The term "first responder" refers to a variety of professional occupations, including police officers, firefighters, search and rescue personnel, ambulance personnel, and military personnel. Research conducted by the current author has developed an empirical

	Specifically, explore: Levels of job stress, coping strategies, and performance that occur in nursing Association between stress, coping strategies, and job performance Do coping strategies moderate the relationship between job stress and performance				model of first responder coping, identifying 2 coping pathways with different outcomes: approach and avoidance coping. The current investigation considers police officers as a unique group and measures the extent to which police officers differ from other first responders in coping behavior following trauma, based on a nationally representative survey of 917 Swedish police officers. Although behavioral models of trauma coping and their impact on well-being show some similarities between police officers and other first responders, there is strong evidence to suggest that there are professionally bound aspects of psychological coping, resilience, and well-being. further exploration. Among police officers, for example, avoidance was associated with poorer well-being, and police officers reported greater consequences for well-being related to drug use than other first responders. Unique aspects of police officers' treatment compared to other first responder groups are explored.
Zarea koroush *et al*., (2017)	Explores the challenges nurses face when working in acute psychiatric wards	Qualitative research		Semi-structured interview	This research aims to get an overview of work stress in police. The method used in this research is a qualitative method with data mining techniques through interviews. The data analysis used is thematic analysis. Data collection in this research involved four police personnel at the West Java Blood Police from two different directorates, namely the Sabhara Directorate (Samapta Bhayangkara) and the Criminal Investigation Directorate (General Criminal Investigation). The results of the research show that there is work stress in the four personnel with different causal factors related to

					different main tasks. These components include excessive workload, risk of injury at work, excessive working hours, and pressure from society, as well as inadequate resources.

Inclusion Criteria: Inclusion criteria applied in selecting articles include:

1. Articles should provide information about the organizational support received by the police.
2. The article must discuss work stress factors experienced by police.
3. The article must explain the relationship between emotional intelligence and police experience in dealing with stress.

Exclusion Criteria: To maintain the quality and relevance of the article, the exclusion criteria applied are:

1. Publications that were only abstracts without further information were not included.
2. Articles with titles and abstracts that do not match the research focus will be further evaluated before deciding whether to include them.

Main Focus: The main objective of this literature review is to investigate the relationship between organizational support, work stress, and emotional intelligence among police officers at the South Jakarta Metro Police. Analysis of the selected articles will provide an in-depth understanding of how organizational support, job stress, and emotional intelligence contribute to police officers' well-being and balance in dealing with work stress in a dynamic environment.

Thus, this method will guide research in identifying important findings that can lead to a better understanding of the dynamics of stress and emotional well-being of police officers at the South Jakarta Metro Police. Participants were informed about the aims of the study and answered the questionnaire independently to ensure confidentiality and honesty in their responses.

By following these methodological steps, it is hoped that this research can provide clearer insight into the relationship between organizational support, work stress, emotional intelligence, and work-life balance for members of the South Jakarta Metro Police.

Discussion:

Adaptive and constructive coping strategies have a crucial role in overcoming work stress faced by police officers. These findings illustrate the importance of active efforts in facing challenges and problems, as well as the ability to choose effective solutions. Through analysis of ten articles that met the inclusion criteria, it was found that the majority of articles in the literature tended to discuss adaptive coping strategies, especially strategies that focused on problem solving. Police officers who face stressful work situations tend to choose this strategy, which involves taking concrete steps to overcome the problems and challenges they face. This is a productive attitude, where the officer takes responsibility for the situation and tries to find an effective solution.

In addition, the research results also revealed that adaptive coping strategies that focus on problem solving are closely related to better mental well-being. This suggests that the ability to deal with stress with

adaptive strategies can have a positive impact on police officers' mental health. This strategy helps reduce work pressure levels and allows officers to continue to function optimally in a challenging environment. However, the findings also highlight the important role of emotion-focused coping strategies, especially in critical situations. Sometimes, situations may not allow for direct action or immediate problem solving. In these cases, it is important for police officers to manage their emotions in a positive and productive way. Strategies such as withdrawal, avoidance, and distancing from problems, can help in maintaining inner calm and avoiding adverse emotional reactions. This interpretation also underlines the importance of developing the ability to manage work stress within the South Jakarta Metro Police. Police officers can benefit from these findings by incorporating adaptive coping strategies in dealing with everyday situations, while also understanding when and how to apply emotion-focused strategies in more challenging circumstances. A positive attitude and the ability to control emotional reactions are also important aspects in maintaining their well-being.

Overall, the interpretation of these findings provides valuable guidance for police officers at the South Jakarta Metro Police in managing their work stress more effectively. By recognizing the diversity of coping strategies and understanding the appropriate situations for applying each strategy, officers can maintain balance and well-being in carrying out their demanding duties in a dynamic work environment.

Implications for Theory:

Enrichment of Coping Theory: These findings contribute to the enrichment of coping theory, especially in the context of the work environment of police officers. Through identifying adaptive and constructive coping strategies that are used in dealing with work stress, this research can enrich understanding of how individuals deal with pressure in unique work environments.

The Relationship between Coping and Mental Well-Being strengthens the correlation between adaptive coping strategies, especially those focused on problem solving, and better mental well-being. This can strengthen knowledge about how concrete strategies can influence police officers' stress levels and mental health.

The important role of emotion-focused coping strategies in managing stressful situations. This could enrich the literature on how individuals cope with stress in situations where immediate solutions may not be possible.

The Development of a Stress Management Program provides a solid foundation for the development of a stress management program specifically for police officers. By understanding effective coping strategies, authorities and management can design programs that support officers in dealing with work stress and improve their well-being. Training and Coaching reinforces the need for training and coaching for police officers in developing and practicing adaptive coping strategies. This can help them better deal with demanding situations and build stronger mental resilience. Focus on Positive Attitudes and Emotion Management, fostering positive attitudes and the ability to manage emotions for police officers. Efforts to strengthen these skills can help them better face work challenges and prevent the long-term negative impacts of stress. Police organizations may consider integrating an understanding of coping strategies into organizational policies and practices. This may include developing resources and supports that support officers' mental wellbeing. Given the important role of emotion-focused coping strategies, training in improving officers' emotional intelligence could be an important step. By improving their ability to manage emotions, officers can better deal with stress and conflict.

Overall, the implications of these findings create a solid foundation for developing better prevention and intervention strategies in managing work stress and improving the welfare of police officers at the South Jakarta Metro Police.

research limitations that need to be acknowledged in interpreting the results and applying the findings are that this research focuses on police officers at the South Jakarta Metro Police. Therefore, the findings and implications of this study may have limitations in generalizability to police officer populations in other regions or even to different employment sectors. Literature review methodology is a research approach that involves identification, analysis and synthesis of previous studies relevant to the research topic. In the context of research regarding work stress, coping strategies, and welfare factors of police officers, the following are the steps for conducting a literature review:

1. **Defining Research Focus** : Clearly determine the research focus, objectives and research questions to be answered through the literature review. For example, do you want to understand effective coping strategies for dealing with job stress among police officers?

2. **Identify Information Sources** : Conduct a systematic and comprehensive search of academic databases, scientific journals, books, research reports, theses and articles relevant to the research topic. Use appropriate keywords to search for the right literature.

3. **Literature Selection and Evaluation** : Review abstracts, summaries, or excerpts from identified sources. Evaluate the credibility, relevance and quality of the research methodology used in these studies. Select the most relevant and valid literature to include in the review.

4. **Organizing Information** : Classify and group literature based on emerging themes, findings, or concepts. Organize information in a structured form to facilitate data analysis and synthesis.

5. **Data Analysis and Synthesis** : Analysis of information from each source, including the methodology used, research results, and interpretation of findings. Identify patterns, similarities, differences, and contradictions among the literature reviewed. Synthesize findings from multiple sources to form a comprehensive picture of the research topic.

6. **Report Preparation** : Write a literature review report that includes the theoretical framework, methodology, findings, and conclusions drawn from the studies that have been reviewed. Include a detailed bibliography to identify the sources used.

7. **Refinement and Revision** : Review the literature review report, checking for consistency, clarity, and accuracy of the information presented. Make revisions and improvements if necessary before presenting or publishing the results of the literature review.

The literature review methodology makes it possible to gather deeper insights about the research topic by utilizing previous research that has been conducted, and can be a strong basis for directing further research. Future research could be conducted in the form of longitudinal studies, which involve collecting data over time. This will help track changes in police officers' coping responses and well-being over time and identify long-term trends. A more in-depth study of how cultural and contextual factors influence coping strategies and responses to stress will provide better insight into the complex dynamics in diverse work environments. Further research can explore more deeply the influence of emotional intelligence on coping strategies and well-being. This may involve the use of more detailed and in-depth emotional intelligence measurement instruments. Research related to the development and evaluation of intervention programs for stress management and improving the well-being of police officers can provide practical guidance for improvements in the work environment . The Role of Organizational Support: A more in-depth study of organizational support, including well-being programs provided by the police, can provides a richer

picture of how such support impacts officer well-being. Uncontrolled External Factors: Identifying uncontrolled external factors that may influence police officers' stress levels and coping responses could also be an interesting research subject. Application of In-Depth Qualitative Techniques: Incorporating more in-depth qualitative analysis, such as interviews or participant observation, can provide deep insight into police officers' personal experiences dealing with work stress. Influence of Work-Life Balance: Research examining the influence of work-life balance on the job stress and well-being of police officers can identify factors that help reduce stress and improve quality of life. Comparisons between Professions: Comparative studies between police officers and other professions that have high work stress, such as medics or firefighters, can provide insight across professions on stress management and well-being. By conducting future research based on these suggestions, we can develop a more comprehensive understanding of the dynamics of work stress and well-being of police officers and provide more effective guidance for stress management and improvement of their quality of life.

Conclusion:

The majority of police officers tend to adopt adaptive coping strategies in dealing with work stress. They prefer active steps to overcome the problems and challenges they face, especially with a focus on problem solving. These findings confirm that a proactive approach has a positive impact in reducing work stress levels. The importance of adaptive coping strategies is also associated with better mental well-being. Officers who implement adaptive coping strategies, especially those oriented towards problem solving, tend to have lower levels of work stress. This indicates that active efforts to overcome problems help maintain their mental health. In addition, coping strategies that focus on emotions also have a role in dealing with critical stressful situations. Although this strategy may be more passive in its characteristics, such as withdrawal and avoidance, it has a role in maintaining inner calm and preventing adverse emotional reactions in situations that do not allow immediate solutions. These findings also show the importance of organizational support in improving officer welfare. Organizations that provide a supportive environment and resources are able to reduce their work stress levels. These factors underscore the importance of organizational support in creating a more empowering and positive work environment. In addition, these findings highlight the importance of the ability to manage emotions, which is related to emotional intelligence, in dealing with stress. Officers who have these abilities tend to be better at dealing with emotional challenges and challenging situations. This confirms the important role of emotional intelligence in stressful work contexts. However, it is important to remember that these findings have limitations in generalization, as they focus on specific regions and professions. Therefore, it is recommended that ongoing research be conducted, including longitudinal studies and research across regions or professions to understand variations that may exist in the broader population. Overall, this research provides in-depth insight into how police officers cope with work stress and the factors that influence their well-being. Implications of these findings include the development of stress management and training programs, as well as an emphasis on adaptive coping strategies, organizational support, and the ability to manage emotions to help police officers achieve better work balance.

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