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Research Article

THE INFLUENCE OF STRESS AND INTROVERTED PERSONALITY TOWARDS PSYCHOLOGICAL WELL-BEING THROUGH STRESS COPING MEDIATOR AMONGST POLICEMEN/-WOMEN

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ABSTRACT

Introduction: Psychological well-being is one of the main criteria of mental health and has an important role in the occupational world. Police as a profession has working guidelines that are potentially violated if the psychological well-being of the police is disrupted. The police profession is also closely related to high stress. Stress coping mechanisms and personality types of each police can affect the ability to deal with stress and overall psychological well-being. This study aims to examine the effect of stress and introverted personalities on psychological well-being through mediators of stress coping amongst policemen/-women.

Methods: This study is a structural analysis research. Research participants in this study were policemen/-women belonging to Metro Jaya Regional Police group with recorded violations. The four variables tested in this study were stress and introverted personality (exogenous variables), psychological well-being (endogenous variables), and stress coping mechanism (mediator variables). Data collection for the four variables was carried out using the questionnaire filling method with a Likert scale. Analysis of data and hypotheses was carried out using SEM using the Lisrel 8.70 and SPSS 23.00 statistical programs for Windows.

Results and Conclusion: The total number of research participants was 277 people, consisting of men (87.7%) and women (12.3%). Most of the respondents were aged 20 to 30 years (102 people) and as many as 52.3% of respondents were Bintara. More than half of the respondents (55.3%) have been working for less than 10 years. The theoretical model of the influence of stress and introverted personality on psychological well-being through stress coping mediators was found to be suitable with empirical data on the Indonesian National Police. There is a positive effect of stress coping on psychological well-being. There is no negative effect of stress or introverted personality on psychological well-being. There are negative effects of stress and introverted personalities on stress coping and psychological well-being with stress coping as a mediator.

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INTRODUCTION

Psychological well-being is a psychological condition of each individual who functions well and positively. Individuals with good psychological well-being means having a positive attitude towards themselves and other individuals, having meaningful goals in their life, having the ability to regulate or control each of their own environment, having positive relationships with other individuals and trying to explore and develop themselves as much as possible.¹ Psychological well-being is one of the main criteria of mental health.²

In truth, however, there are still many mental health problems. In Indonesia, based on data from Basic Health Research by the Health Research and Development Agency in 2013, the prevalence of severe mental disorders in the Indonesian

population was found to be 1.7 per million people. Most serious mental disorders are found in DI Yogyakarta, Aceh, South Sulawesi, Bali and Central Java. Meanwhile, the prevalence of emotional mental disorders in the Indonesian population is 6.0 percent. Provinces with the highest prevalence of mental emotional disorders were Central Sulawesi, South Sulawesi, West Java, Yogyakarta and East Nusa Tenggara.³

On the other hand, psychological well-being has an important role in the occupational world. Psychological well-being plays a role in helping individuals adjust to the demands of the work and is directly related to the intensity of efforts and the performance of problem solving.⁴ Aspects of psychological well-being include self-acceptance, positive relationships with

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others, autonomy, mastery of one's environment, life goals, and self-development.⁵

According to Tri BrataPolri, which is the life guidance for the Indonesian National Police, and CaturPrasetya, as the working guidelines of the National Police,⁶ the police should eliminate all forms of security disturbances, guard the safety of physical property and human rights, ensure certainty based on the law, and maintain a sense of peace and calm. However, in reality, there were instances where the police did not apply the guidelines. Based on data on violations, there are cases where the police are sometimes lacking in upholding the truth and justice by manipulating cases and arrests, as well as the presence of domestic violence cases. These violations were found to be related to low self-acceptance, which was caused by low salaries, as one of the factors of psychological well-being. In addition, other aspects of psychological well-being disturbances were also found, such as lack of independence in work (having to follow orders from superiors, either right or wrong), unpleasant working conditions (such as long working hours), lack of purpose and meaning of life as a police officer, and lack of self-potential growth.

In addition, in carrying out their work, the police also face stress, among others due to climate, duties, working conditions, socio-economic burdens and challenges in career advancement. Stress can have a negative impact on an individual's mental and physical well-being.⁷ Lazarus and Folkman divided the two coping methods carried out when dealing with stress, namely stress management by focusing on the problem (problem-focused coping) and stress management by focusing on emotions (emotion-focused coping).⁸ Furthermore, Amirkhan stated that personality type also influences stress-coping ability.⁹ An open personality (extroverted) tends to use coping methods in search of social support and problem solving, and does not avoid problems. Conversely, closed (introverted) personalities have a negative impact on coping and will ultimately disrupt psychological well-being. When individuals cannot deal with the stress experienced, it can be said that their coping mechanism are maladaptive. For the police, if this maladaptation is not overcome, it can lead to distress, such as destructive and aggressive behaviors while on duty, one of which is to commit acts of violence.

Therefore, this study aims to explore the relationships between introverted personality, stress, stress coping and psychological well-being. Through this research, a theoretical model can hopefully also be formed to support more intensive psychological management or therapies in overcoming cases of coping mechanism maladaptation.

RESEARCH METHODS

This study is a structural analysis research. Research participants in this study were 277 policemen and -women from the Metro Jaya Regional Police with recorded violations. Subjects were chosen based on the records of violations kept at the National Police Headquarters, which indicated a problem with psychological well-being.

The four variables tested in this study were stress and introverted personality (exogenous variables), psychological well-being (endogenous variables), and stress coping (mediator variables). Data collection for the four variables was carried out

using the questionnaire filling method with a Likert scale. The psychological well-being scale was adapted based on Ryff's Scales of Psychological Well Being,⁵ stress coping scale was adapted based on the Coping Strategy Indicator scale from Amirkhan,⁹ stress scale was adapted based on the Police Stress Survey scale from Spielberger,¹⁰ and the introverted personality scale was adapted based on the MBTI scale from Myers & Myers.¹¹

The data collected in this study were then statistically described and analyzed according to the structural analysis model. There are 8 hypotheses that were tested in this study, namely:

1. Theoretical model of the influence of stress and introverted personality on psychological well-being through mediators of stress coping FIT with empirical data
2. The influence of coping stress on psychological well-being
3. The influence of stress on psychological well-being
4. The influence of introverted personality on psychological well-being
5. The influence of stress on stress coping
6. The influence of introverted personality on stress coping
7. The influence of stress on psychological well-being by stress coping as a mediator
8. The influence of introverted personality on psychological well-being with stress coping as a mediator.

Data and hypothesis analysis were carried out using SEM (Structural Equation Model) whose processing was carried out using the Lisrel program (Linear Structural Relationship) 8.7.0 which consisted of two stages: (1) testing the suitability of the measurement model with data in the field and (2) testing the structural relationship hypothesis in the theoretical model is fit with data. Other statistical analysis in this study were carried out using the SPSS 23.00 statistical program for Windows.

RESEARCH RESULTS

The Greater Jakarta Metropolitan Police or the Metro Jaya Regional Police (Kepolisian Daerah Metropolitan Jakarta Raya [Polda Metro Jaya]) are the executors of the Indonesian National Police in the territory of the Jakarta Special Capital Region, as well as parts of West Java and Banten Provinces. Polres that are included in the jurisdiction of the Polda Metro Jaya are Metro Jakarta Central Police, North Jakarta Metro Police, Metro West Jakarta Police, South Jakarta Metro Police, East Jakarta Metro Police, Metro Tangerang City Police, Metro Bekasi Kota Police, Metro Bekasi District Police, Depok Police, TanjungPriok Port Police, Soekarno-Hatta Airport Police Station, South Tangerang Police Station, and KepulauanSeribuPolice Resort. Research subjects included in this study was a group of police who had been selected by the National Police Headquarters in the Metro Jaya Regional Police, with a total of 277 people. An overview of the demographic data of the research subjects is presented in the following table.

Table 1 Gender of respondents

Gender	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Male	240	87,7	87,7	87,7
Female	37	12,3	12,3	100,0
Total	277	100,0	100,0	

The total number of respondents in this study was 277 people. Based on gender, it was found that the number of male respondents was more than female respondents which was as much as 87.7% while the number of female respondents was 12.3%. This is because based on violation data, women commit fewer violations.

Table 2 Age of respondents

Age	Frequency	Percentage	Valid Percentage	Cumulative Percentage
20-30 tahun	102	35,7	35,7	35,7
31-40 tahun	141	52,3	52,3	88
41-50 tahun	29	10	10	98
>50 tahun	5	2	2	100
Total	277	100,0	100,0	

Based on age, it was found that more respondents aged 20 to 30 years were as many as 102 people while respondents aged over 50 years had the lowest number of 5 people (Table 2). This is because in late adulthood, individuals will be more aware of violations and be more self-conscious before committing a violation.

Table 3 Official Positions of Respondents

Official Positions	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Barada	104	35,7	35,7	35,7
Bintara	137	52,3	52,3	88
Pama	36	12	12	100
Total	277	100,0	100,0	

Table 3 shows that based on official position, most of the research respondents were Bintara. Once the police gain the positions as Bintara, individuals are prone to violations especially because they have a higher position and have more control over their working environment.

Table 4 Length of working period

Length of Working Period	Frequency	Percentage	Valid Percentage	Cumulative Percentage
> 10 tahun	153	55,3	55,3	55,3
10 - 20 tahun	88	32,7	32,7	88
> 20 tahun	36	12	12	100
Total	277	100,0	100,0	

Based on years of work, more respondents were found with tenure under 10 years. This is because at the beginning of the working period, the police have not properly understood the meaning of their work, tend to work as they wish and there are indications of excessive use of power.

The testing of the first hypothesis or major hypothesis in this study is to prove the role of the use of social networking sites, peer conformity and democratic parenting towards prosocial

behavior in adolescents through self-control mediators. Based on data analysis the results obtained are presented in table 5.

Table 5 Fit indices

FitIndices	Value (N)	Fit Criteria	Explanation
RMSEA	0,078	< 0,08	Fit
NFI	0,98	> 0,90	Fit
NNFI	0,97	> 0,90	Fit
CFI	0,98	> 0,90	Fit
IFI	0,98	> 0,90	Fit

Based on the five indices, both RMSEA, NFI, NNFI, CFI, and IFI can be concluded that the theoretical model is found to be suitable or fit for empirical data. Thus, it can be concluded that the use of social networking sites, peer conformity and democratic parenting play a role in prosocial behavior in adolescents through self-control mediators.

Examination of the first hypothesis aims to test the effect of stress coping on psychological well-being. From the results of data analysis obtained $\beta = 0.39$ with t-count of 3.96 which is greater than t-table 1.96. Thus, it can be concluded that there is a positive effect of stress coping on psychological well-being.

Examination of the second hypothesis aims to examine the effect of stress on psychological well-being. From the results of data analysis obtained $\gamma = -0.05$ with t-count of -0.78, which is smaller than t-table 1.96. Thus, it can be concluded that there is no negative effect of stress on psychological well-being.

Examination of the third hypothesis aims to examine the effect of introverted personalities on psychological well-being. From the results of data analysis obtained $\gamma = -0.04$ with t-count -0.32 which is smaller than t-table 1.96. Therefore, it can be concluded that there is no negative effect of introverted personality on psychological well-being.

Examination of the fourth hypothesis aims to test the effect of stress on stress coping. From the results of data analysis obtained $\gamma = -0.22$ with t-count of -3.20 which is greater than t-table 1.96. Thus, it can be concluded that there are negative effects of stress on stress coping.

Examination of the fifth hypothesis was using indirect analysis and direct effect. Direct effect is obtained by reducing the total effect with indirect effects (Table 6). Assessment of this hypothesis aims to examine the effect of stress on psychological well-being by stress coping as a mediator. From the results of the analysis it is known that the indirect effect coefficient is 0.08 with t-count 2.47 greater than t-table 1.96. Meanwhile, the direct effect coefficient of 0.05 is smaller than the indirect effect coefficient. Thus, it can be concluded that there are negative effects of stress on psychological well-being by stress coping as a mediator.

Table 6 Total indirect and direct effect

Variable	Total Effect	Indirect Effect	Direct Effect
S → KP	-0,03	-0,08 (2,47)*	0,05 (0,78)
KI → KP	-0,27	0,23 (2,57)*	-0,04 (-0,32)

*Sig if 0,05

Examination of the sixth hypothesis aims to test closed personality on psychological well-being by stress coping as a mediator. From the analysis results, it is known that the indirect effect coefficient is 0.23 with t-count 2.57 greater than t-table 1.96. Meanwhile, the direct effect coefficient is 0.04, smaller

than the indirect effect coefficient. Thus, it can be concluded that there is a negative effect of introverted personality on psychological well-being with stress coping as a mediator.

DISCUSSION

The research results showed that stress and introverted personality influence psychological well-being through mediators of stress coping on members of the police of the Republic of Indonesia. Stress experienced by members of the police will have a negative impact on stress coping, while stress coping has positive implications for psychological well-being. In other words, police officers who experience high stress will ineffectively lead to stress coping, which will adversely affect the psychological well-being of the member. This finding is in line with the opinion of Goei (2012) which suggests that stress has a negative effect on stress coping abilities.¹² Furthermore, individuals who have ineffective stress coping will experience a negative impact on their psychological well-being. This finding is consistent with the research conducted by Karyono, Dewi, and Lela (2008) who found that there was a relationship between stress management strategies and psychological well-being.¹³ Similar findings are also found in the research conducted by Ireland, Boustead & Ireland (2005) which found that rational coping use has a positive effect on psychological health and is also able to reduce distress.¹⁴ More specifically related research with similar police members as respondents, the results of this study are also consistent with the research conducted by Hart, Wearing, and Headay (1995) who found that problem-focused coping resulted in positive work experiences, while coping focused on emotions contribute to negative work experiences.¹⁵ In the study it was also found that the police system and ethics were not too stressful, but a systemic view was needed to understand the psychological response of police officers to their work. Complementing these findings, Frydenberg and Lewis (2009) concluded that well-being can be improved by minimizing the use of negative avoidance coping strategies and to increase active coping use.¹⁶ These findings also reinforce the findings in this study which found that stress does not have a direct influence on psychological well-being but through stress coping. These findings also corroborate the research findings conducted by Lesmana and Budiani (2014) who found that stress levels did not have a significant relationship to psychological well-being.¹⁷

The findings of this study also prove that police members who have introverted personalities will negatively affect stress coping, while stress coping has positive impact on psychological well-being. In other words, members of the police who have introverted personality will cause stress coping ineffective, so that members experience poor psychological well-being. This is in line with the opinion of Tan and Winkelman (2004) suggesting that the more introverted individuals are, the more difficult individuals are to socialize, feel lonely and isolated and lack confidence in facing problems.¹⁸ Furthermore, Jung explained that individuals who have introverted personality types will have a tendency to like activities that do not involve many people and give them self-centered attention. With these conditions cause stress coping becomes ineffective so that it has a negative impact on individual psychological well-being.¹⁹ This finding is consistent with the opinion of Freire *et al.* (2016) which states that proper

coping is the key to preventing the negative effects of stress. The better coping, the higher the psychological well-being because the disorder can be overcome properly.²⁰

This discussion implies that the psychological well-being of police officers will be good if members have the ability to manage their stress sources. The sources of stress faced by police officers in their workplaces are unavoidable because they are indeed part of police duties, but effective management of stress through stress coping can reduce members' psychological discomfort so that members can still have good psychological well-being. Meanwhile, members who have a personality that tends to be introverted in this study have less effective coping preferences that ultimately have a negative impact on their psychological well-being. Work as a police officer serves the community requires good interpersonal communication skills. Good persuasion to the community as well as fellow members and superiors makes the workload as a source of stress less and potentially increases the psychological well-being of members.

CONCLUSIONS

Based on the Results of Data Analysis, a Conclusion can be Drawn as Follows

1. The theoretical model of the influence of stress and introverted personality on psychological well-being through stress coping mediators is found to be fit with empirical data on the Indonesian National Police.
2. There is a positive influence on coping stress on psychological well-being amongst the Indonesian National Police
3. There is no negative influence of stress on psychological well-being amongst the Indonesian National Police
4. There is no negative influence of introverted personality to psychological well-being of the Indonesian National Police
5. There is a negative influence of stress on stress coping amongst the Indonesian National Police
6. There is a negative influence of introverted personality on stress coping amongst the Indonesian National Police
7. There is a negative effect of stress on psychological well-being by stress coping as a mediator.
8. There is a negative influence of introverted personality on psychological well-being with stress coping as a mediator.

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