

## Traffic Police Psychological Well-Being

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### Abstract

Psychological well-being is a crucial aspect of an individual's overall health, encompassing their emotional, mental, and physical states. This study focuses on the psychological well-being of traffic police officers, who face significant stress due to high workloads, irregular schedules, and challenging work environments. The research highlights that stressors such as exposure to adverse weather conditions, high-risk situations, and inadequate social support can negatively impact the psychological well-being of traffic officers. By employing a qualitative literature review, this study synthesizes findings from various sources on factors affecting traffic police well-being, including physiological, psychological, and behavioral aspects. The results indicate that both internal factors, like job demands and stress management, and external factors, such as environmental conditions and lack of social support, contribute to reduced psychological well-being among traffic officers. To address these issues, it is recommended that police organizations implement comprehensive mental health support programs, provide stress management training, and promote a work-life balance. The study underscores the importance of creating a supportive work environment to enhance the psychological well-being of traffic police, which in turn can improve their job performance and overall quality of life. Future research should focus on developing and evaluating interventions designed to support the mental health of traffic officers.

**Keywords:** Psychological well-being, traffic police, stress management, job satisfaction, mental health support, work-life balance

### Introduction

Psychological Well-Being is a concept related to an individual's feelings about daily activities in evaluating the quality and experience of his or her own life (Rasdi, 2018). Evaluation of life experiences can make individuals resigned to circumstances so that their psychological well-being becomes low, but if the evaluation carried out makes the individual strive to improve his life, it will make

his psychological well-being increase so that the high or low psychological well-being of a person depends on how the individual effectively evaluates based on the surrounding sources. In well-being psychology there are aspects that need to be considered, these aspects are physiological aspects, psychological aspects and behavioral aspects. Physiological aspects such as individual physical health (stomach acid, easy tiredness, painful digestion), the second is a psychological aspect that discusses a person's mental and emotional state (Irritability), the third is a behavioral aspect related to sleep disturbances at night (Purwanto & Sahrah, 2020).

Traffic police are prone to stress disorders at work, high work demands and workload that is not in accordance with the basic salary they receive makes some traffic police members not only experience psychological problems but also experience difficulties in life outside of their work (personal life) (Purwanto & Sahrah, 2020). Traffic police also experience emotional distress in dealing with traffic rules such as regulating traffic jams, handling in case of accidents, and police officers also often deal with stressful and potentially traumatic situations in some cases of traffic police being hit by drivers driving vehicles at above-average speeds. Because this happens continuously and repeatedly, it makes the police often stressed and leads to an increased risk of post-traumatic stress disorder (PTSD), anxiety, and depression. In addition, irregular work schedules, work pressure from superiors, workload, career development or promotion, and lack of social support can worsen the level of mental well-being of traffic police (Sugiarto, 2016).

With various psychological and physical problems, we need to understand how to handle the above problems. What are the efforts that need to be made to improve the psychological welfare of the traffic police, the importance of social support from the community to improve the quality of work of the traffic police, if the problem of the psychological welfare of the traffic police is not handled properly, it can also have an impact on the safety of the community (Anwar & Fauziah,

2019). Problems that can interfere with the welfare of traffic police are not only related to the success of individual traffic police in carrying out their duties, but also have an impact that covers the overall safety and welfare of the community. Traffic police are also a fortress in maintaining order and safety of their communities, even on the highway is an environment that has high potential risks. By understanding the factors that cause stress and mental health problems in traffic officers, preventive measures can be implemented to reduce risks and provide protection to officers. Therefore, it is important to study this to create a positive environment (Hayati et al., 2020).

The problem of the psychological well-being of the traffic police arises because it is influenced by many factors, the first factor is the environmental factor. Traffic police are required to always be ready to stand by and work in any weather conditions (rainfall or hot sun), air pollution, noisy traffic and traffic jams; These stressor situations are what cause stress and physical problems such as lung disorders (Ode et al., 2016). The second factor is the workload factor, traffic police are required to have a high professional attitude, including in handling emergency situations, enforcing punishment firmly and facing high physical risks in the field. However, with a high workload, traffic police do not get wages that are in accordance with the work risks they have to accept, then irregular work schedules and high job demands can affect the quality of life as well as the balance of personal life and work life of traffic police. If the quality of life is lacking or not met, it will affect a decrease in productivity, a decrease in the quality of community services, the risk of making more mistakes and not focusing on maintaining traffic order. The third factor is the lack of social support; Some Indonesian people have negative sentiments towards state officials, including the traffic police, who are always underestimated and lack social support because of the actions of traffic police officers who take advantage of the community such as conducting illegal fines, looking for the fault of motorists to get money. Of course, not all traffic

police behave like that, but because of the actions of these individuals, the trust or respect of the community can be reduced. This affects the psychological health of the traffic police, because he feels that his work or the services he has done are not appreciated. Then social support from superiors, family, colleagues and friends is needed to improve the psychological well-being of traffic police (Sitepu, 2018).

The purpose of studying the psychological well-being of the police is to understand and overcome the challenges that will be faced by police officers in carrying out their duties. Through an understanding of the importance of traffic police welfare and the factors that affect the psychological well-being of traffic police, police institutions can build and develop more effective strategies in providing support and protection to traffic police officers (Rahama & Izzati, 2021). In addition, we can also know more about the factors that affect the psychological welfare of the traffic police, because we have explored how the traffic police can experience psychological disorders, so we know better that the role of well-being in the traffic police is very important to maintain the psyche of its members and can improve the performance of the traffic police because the environment has a positive impact on them.

### Literature Review

No.	Heading	Author's Name	Issues raised	Theory Used	Result
1	Correlation Between Psychological Well-Being and Quality Of Life	(Gangwar & Kiran, 2015)	The relationship between Well-Being and the	Lourembam & Singh (2014)	Working as a traffic cop has a high level of stress, here are the factors: 1. Long working hours with

	Among Traffic Police		quality of life of traffic police	O'Driscoll & Brough (2003)	<p>uncomfortable conditions (Standing for hours in the sun) thus increasing the risk of chronic diseases.</p> <p>2. High occupational risk (air pollution, workplace, risk of accidents at work)</p> <p>3. Work culture can affect the life and emotional well-being of a traffic police officer.</p> <p>1. Psychological well-being refers to social, psychological and physical factors. All three contribute to a person's well-</p>
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					<p>being,          satisfaction and          psychological          well-being.</p> <p>a. Well-being          consists of          positive          relationships          with social, self-          meaning,          personal growth          and          development.          This can be          achieved with a          challenging and          rewarding          balance of life.</p>
2	Hubungan Kecerdasan Emosi Dengan Stres Kerja Pada Anggota Kepolisian Polisi Lalu Lintas	(Baharudd in et al., 2019)	What are the stress factors	Lazarus & Folkman (1984)	<p>Stress is divided into 4 sources, namely:</p> <ol style="list-style-type: none"> <li>1. Frustrating Stress will arise if the efforts made in terms of achieving a goal get obstacles or failures</li> <li>2. Conflict</li> </ol>

	<p>Polrestabes Makasar</p>		<p>What are the factors that cause stress in polantas</p>	<p>Sarwono (2014)</p>	<p>Stress will arise if the individual is required to choose one between two opposite urges or needs or that occur simultaneously.</p> <p>3. Pressure Stress will arise if the individual gets a compulsion, either from the boss/people around him to achieve a certain result in a certain way.</p> <p>4. Threat The individual's anticipation of things/situations that are detrimental/unpleasant for him or her and result in the emergence of stress.</p> <p>There are several factors that cause high stress in police members, namely because they are under</p>
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			How multilevel influence on police stres	Morash, M Haarr R & Kwak (2006)	<p>pressure from superiors and colleagues for a long time. In addition, there were acts of violence that caused injuries or deaths. The schedule is too busy so there is no time to rest and must always be ready for the next order.</p> <p>"Multilevel influence on police stress" is that if the police experience a high level of stress in carrying out their work, they often have problems with mild physical illness and psychological problems, and it affects the results of their work.</p>
3	Peran Kesejahteraan Psikologis, Dukungan Sosial Sebagai	(Sulaikah et al., 2021)	Definition of psychological well-being	Menurut Sofyanty & Setiawan (2020)	Psychological well-being is described as a personal psychological state, for example feelings of comfort,



	<p>Mediasi Dalam Pengaruh Pengalaman Kerja dan Kompetensi Manajerial Terhadap Kinerja Pegawai</p>		<p>Psychological well being</p> <p>The role of social support</p>	<p>Maslow dan Rogers (dalam Wells, 2010)</p> <p>Menurut (Sitepu, 2018)</p>	<p>satisfaction, calm, and happiness. Mental health is very important in the life of every individual, a worker with good mental health will affect job satisfaction, his productivity, professional ethics and loyalty which represents a person's good mental health. When a person's positive emotions are stronger than their negative emotions, then they can maintain the stability of positive emotions.</p> <p>Having a response about psychological well-being, according to him, is something that focuses on self-actualization and is related to a fully functional vision of a</p>
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					<p>person to achieve personal satisfaction.</p> <p>Social support is as a personal relationship that helps each other and is important to those who receive it. Social support is closely related to the formation of psychological balance and psychological satisfaction, therefore social support can reduce depression in the face of workload or job demands and can increase job satisfaction.</p>
4	Pengaruh Stres Kerja dan Motivasi Kerja terhadap Kepuasan Kerja pada Satuan Polisi Lalu Lintas	(Almaida & Purnomo, 2021)	Categories of stress	Quick dan Quick dalam Rivai (2013)	Classifying stress into two parts, namely Eustress, is the result of a healthy, positive, and constructive stress response. Meanwhile, Distressed is the result of a response to stress

	Polrestabes Makassar				that is unhealthy, negative and destructive. If stress is excessive, it can affect performance and increase health care costs.
5	Physical Well-Being Among Traffic Police Impact Analysis Due To Noise	(Pathak, 2022)	The effect of sound on the psychological condition of traffic police	Radhakrishna Veerabhadra & Rajagopal Yeshwanth, (2016)	<p>a. The workplace has an important influence on the traffic police, a significant impact that occurs, namely, During the duty of the traffic police are exposed to dust, air and noise pollution, ultra violet radiation, heat, etc. which makes them vulnerable to disease.</p> <p>b. Noise pollution in big cities is an important problem because it can be environmentally and psychologically disturbing. Based on the</p>

					results of the study, noisy noise is one of the highest stressors.
6	Faktor-Faktor Yang Berhubungan Dengan Stres Kerja Pada Anggota Polisi Satuan Lalu Lintas Polres Metro Bekasi	(Sugiarto, 2016)	Factors affecting psychological well-being	Menurut Sugiarto	Factors that affect psychological well-being in traffic police are: <ol style="list-style-type: none"> <li>1. Work environment</li> <li>2. High workload</li> <li>3. Individual characteristics (age, emotional)</li> <li>4. Physical fitness</li> </ol>

Psychological well-being is described as a personal psychological state such as feelings of comfort, satisfaction, calm, and happiness (Sulaikah et al., 2021). Psychological well-being refers to social, psychological and physical factors that play a role in a person's well-being, satisfaction and happiness. As well as involving a positive relationship with the social environment, self-meaning, growth and development of the individual. Well-being can be realized through a challenging and rewarding balance of life (Gangwar & Kiran, 2015). One of the factors that affect psychological well-being in traffic police is the work environment, physical fitness, age and emotional (Sugiarto, 2016).

Stress is divided into 2 parts, namely Eustress and Distress. Eustress is the result of a healthy, positive and constructive stress response while Distress is the result of a response to stress that is unhealthy, negative and destructive (Almida & Purnomo, 2021). The causes of stress are divided into 4, namely frustration, conflict, pressure and threats (Baharuddin et al., 2019). However, in the police, the

factors that cause high stress are long working hours with uncomfortable conditions, high work risks and work culture that has an influence on the life and emotional well-being of a police officer (Gangwar & Kiran, 2015). In addition, the workplace has a significant impact on the health of the traffic police because during their duty traffic pollution is exposed to air and noise pollution, ultra-violet radiation, heat which makes them vulnerable to disease (Pathak, 2022). To maintain the psychological well-being of traffic police, one way that can be done is to provide social support to reduce stress in dealing with workload or job demands and can increase job satisfaction (Sulaikah et al., 2021).

### **Research Methods**

This research is a qualitative research using a literature study method. The researcher wants to provide an understanding of the psychological well-being of the traffic police. This study was carried out in March 2024, the data collected came from scientific journals related to psychological well-being, books and other sources related to our topic. The literature study method used is to collect literature sources such as scientific journals and books that are relevant to our issues, phenomena, and research topics related to the Psychological Well-being of the Traffic Police. Then analyze the data that has been obtained to ensure that the issues are relevant to our theme.

### **Results and Discussion**

In a study that has been conducted by Winda Tanujaya (2014) revealed that there is a positive relationship between job satisfaction and psychological well-being in PT. SINERGI Integra Services. The results of the study showed that the higher the level of employee job satisfaction, the higher the level of psychological well-being with a positive correlation value of 0.577 and a significance ( $p$ ) of 0.0001. while in the research Hafid (2016) revealed that there is a positive relationship that the

perception of the work environment is related to the level of job satisfaction. A poor psychological work environment can affect psychological conditions. On the other hand, a good psychological work environment is considered important for job satisfaction, such as leadership support and teamwork. In a study conducted by Setyowati & Ulfa (2020) in June-July at the Bantul Police in 2020, which involved 50 police members of the traffic unit as respondents. The results of the study showed a positive correlation between workload and work environment with the level of work stress of traffic police in the Bantul area, Yogyakarta.

The results of a study conducted by Agustinus Chandra Pietama (2022) revealed that there is a negative relationship between work stress and job satisfaction. This means that the higher the work stress, the lower the level of job satisfaction. The study also showed that increased work stress in Dumai Police Satlantas personnel could lower their motivation and the study also revealed that a decrease in motivation triggered by high work stress could result in a decrease in job satisfaction. Based on the results of Tamyiz's research (2023), it shows that there is a relationship between psychological well-being and work stress, as well as between job satisfaction and work stress. Psychological well-being has an effect of 12.6% while job satisfaction has an effect of 21.1% on work stress. Overall psychological well-being and job satisfaction have an influence of 28.2% on work stress in the Pamong Praja Police in Kebumen district, It was concluded that the higher the psychological well-being and job satisfaction, the lower the work stress. Conversely, if psychological well-being and job satisfaction are getting lower, work stress tends to increase.

Based on the results of the Sopacuaperu (2024) study, it can be concluded that there is a significant positive relationship between psychological well-being and work stress in members of the Maluku Regional Police with a correlation coefficient value of  $r = 0.369$  and a significance value of  $0.000$  ( $p < 0.05$ ). This shows that the higher the work stress, the higher the psychological well-being, and vice

versa, the lower the work stress, the lower the psychological well-being. According to Ryff and Keyes (In the journal Blasco-Belled & Alsinet, 2022) Psychological well-being is a construction that includes the existence of positive aspects of psychological adjustments such as self-esteem, life satisfaction, and positive influences. Traffic police members often feel stressed due to high workloads, uncomfortable work environments, work-life and personal conflicts and a lack of social support, making the level of psychological well-being of traffic police low. According to Robbins and Judge (Purwanto & Sahrah, 2020) Stress is a condition when we are faced with obstacles or demands that become a dynamic (continuous) condition in a person, in other words stress can arise when an individual gets a pressure that results in the development of negative emotions and then becomes negative stress or Distress. If the distress of a traffic police member continues to be left unchecked, it will have an impact on the work and people around him, even on the individual himself. When working as a traffic police officer becomes unfocused and his work performance will decrease, increasing the risk of traffic accidents, but it is not uncommon for the stress that a police member has to motivate him to be more enthusiastic about working and getting a promotion, such a situation is called Eustress, which is stress that is positive.

The workplace plays an important role in the psychological well-being of individuals, especially traffic police who are often faced with events that can cause stress and trauma and their high-risk work so that traffic police are vulnerable to stress, fatigue and other psychological well-being disorders (Sulaikah et al., 2021). Psychological well-being in traffic police leads to mental, emotional and social conditions that require them to work optimally as well as maintain the balance of the personal life of the traffic police themselves. Traffic police tend to have a low level of psychological well-being, this is influenced by internal and external factors. Internal factors such as work situations that have high risks and feel

uncomfortable so that they cause stress and anxiety, traffic police are faced with various tasks that they have to undergo in one adjacent time so that it makes it difficult for traffic police to determine priorities, and poor handling of stress so that the psychological well-being of their lives is low (Sugiarto, 2016). External factors such as traffic police who have to work in a standing state for a long time and have to work under ultra-violet rays or heavy rainfall so that they cause discomfort and fatigue, traffic police must always be ready to be on standby in handling dangerous situations so that this can cause stress (Traffic accidents, conflicts between drivers, ordering heavy traffic), negative sentiments and lack of social support affect the psychological well-being of traffic police.

Based on these factors we can know that to become a traffic police officer is not an easy thing, traffic police must work in their best state or performance and must always be on standby. However, to maintain their best performance is not easy because traffic police have to work in exposure to air pollution and sunlight while standing for a long time and this has an impact on the physical health of traffic police members so as to increase the risk of developing chronic diseases, in the results of research (Hidayat, 2019) traffic police have a risk of developing chronic respiratory problems such as asthma, Respiratory tract irritation, emphysema, lung cancer, heart attack, stroke, sinus infections and bronchitis. According to Morash, M Haarr R & Kwak (Baharuddin et al., 2019) if the police have a high level of stress then this can have an impact on their psychological health and psychological well-being. The impact of low psychological well-being for traffic police is experiencing stress to depression, experiencing anxiety disorders, decreasing quality of life because they cannot keep up with the demands of work, decreasing work motivation, decreasing work productivity so that it can increase the risk of accidents at work and traffic becomes uncontrollable (Rahayu Journal). Efforts that can be made to improve the psychological welfare of traffic police are by providing social support in the form of counseling support and psychological



services, this is related to Carol Ryff's theory (In the journal Tanujaya, 2014) which states that positive relationships with others have a role in the level of a person's psychological well-being. To improve the psychological well-being of traffic police officers, various efforts can be made by police organizations and related parties. Some of the things that are done are mental health training programs, the first by providing training programs that aim to increase awareness of mental health, recognize signs of stress and anxiety, and provide effective coping skills in facing challenges in the field (Wahyu Aji Pambudi et al., 2022). Second, providing counseling support and psychological services, namely by providing easy and confidential access to counseling services and psychological support for officers in need. These services can assist officers in dealing with stress, anxiety, or other mental health issues. Third, by promoting work-life balance that prioritizes policies and practices that support the balance between work life and personal life of officers, such as flexibility of work schedules and personal life of officers, such as flexibility of work schedules, sufficient leave, from the promotion of leisure and non-work activities.

Fourth, develop social support by building a work culture that supports and promotes social support between officers, such as through mentoring programs, discussion forums or social activities (Sulaikah et al., 2021). Fifth, monitoring and evaluating psychological well-being, namely by conducting regular surveys or assessments of the psychological well-being of officers to identify problems that may arise and evaluate the effectiveness of the programs that have been implemented. Sixth, recognizing and rewarding officers' contributions, as well as providing positive feedback on their performance, can improve overall motivation and psychological well-being. Seventh, providing mental health services that are integrated into the organizational structure of the police, so that officers can easily access these services without stigma or other barriers. Finally, stress management training is by providing training and resources to managers and superiors to

understand and manage officer stress, as well as promoting a work culture that supports psychological well-being (Sitepu, 2018).

It is important to look at how organizational policies and work culture play a role in shaping the psychological well-being of traffic officers. Supportive policies, such as training programs on stress management, mental health promotion, and access to psychological support services, can provide necessary resources for officers to address the challenges they face (Jodie Firjatullah et al., 2023). In addition, it is important to create a work culture that values mental health and provides space for officers to speak openly about the stress and pressure they feel. Factors such as social support from colleagues and superiors, open communication, and opportunities for rest and recreation can also contribute to the psychological well-being of officers (Sugiarto, 2016). In addition to internal efforts within police organizations, cooperation with external parties such as mental health institutions and community organizations can also provide additional support for traffic officers.

These programs may include counseling services, support groups, or other resources specifically designed to help officers cope with stress and improve their psychological well-being. With a holistic approach that includes both internal and external factors, it is expected to create a work environment that supports and promotes the psychological well-being of traffic officers. This is not only important for the welfare of individual officers, but also to maintain a high level of service and effectiveness in law enforcement on the highway. However, there are efforts that can be made to support the psychological well-being of traffic officers. This includes the implementation of mental health support programs that are integrated into the organizational structure of the police, effective coping skills training in managing stress, and the promotion of a healthy work-life balance (Lumban Gaol, 2016). With adequate support and a supportive work environment, it is hoped that traffic officers can maintain their psychological well-being and

continue to provide quality services in carrying out these important law enforcement tasks.

### **Conclusion**

Psychological well-being is a person's mental and emotional state or state such as a sense of happiness and satisfaction with the life they have. The psychological well-being of the traffic police is an important thing, if the psychological well-being of the traffic police is low, it will have a significant impact on their performance and productivity at work. Psychological well-being is influenced by two factors, namely internal and external factors such as an uncomfortable work environment, high workload, lack of social support, and poor stress management affecting the low psychological well-being of traffic police. By paying attention to these factors and providing strong support, police intuition can build a positive and supportive work environment, thereby helping to improve the psychological well-being of traffic police. Efforts that can be made to improve the psychological well-being of traffic police such as the implementation of mental health support programs, coping skills training, and promotions to maintain work-life balance can be effective measures in maintaining the psychological well-being of traffic officers and improving quality services in carrying out traffic law enforcement duties.

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