

Psychological Workload on Traffic Police

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Abstract

This study explores the impact of workload and work stress on the performance of traffic police officers. Using the literature study method, the results of the study showed that high workload and work stress had a significant influence on the physical and mental health of officers, as well as their effectiveness in carrying out their duties. The study found that there was a close relationship between workload, stress, and performance, with higher levels of stress negatively impacting work quality. Effective workload and stress management efforts, as well as improvement of working conditions, are essential to improve the performance and well-being of officers. This study recommends the need for coordination between various parties and community support to achieve these goals.

Keywords: Workload, Work Stress, Police Performance

Introduction

The police is a state tool that has the task of maintaining the public, providing protection, and enforcing public order. The main duties and functions of the police are related to traffic regulation as government affairs in the fields of registration, identification of motor vehicles and drivers, law enforcement, operational management and traffic engineering. The traffic police are also tasked at the executive level with following up on leadership policies, especially those related to services in the field of STNK, BPKB, and traffic accident investigations (North, 2017). Traffic police are responsible for the smooth flow of traffic, safety and order of motorists on the highway (Mendila, 2021). Victims who experience traffic accidents need immediate treatment at the scene to reduce the risk of emergency

victims. The help provided at the scene is an integral part of prehospital care efforts aimed at reducing the death rate due to trauma. In this context, the role of police officers is very important because they are often the source of first aid for accident victims if medical personnel are not available or limited. Through quick and appropriate first action, police officers can provide initial assistance that can save the victim's life and reduce the impact of injuries that may arise (Alfikrie et al., 2019).

In traffic there are many problems or disturbances that can hinder and kill the productivity process of the community. Such as traffic accidents, traffic jams, or criminal acts related to vehicles. The problems that often arise are excess passengers, careless parking, KIR, and track permits. Generally, it is caused by public transportation that operates such as public transportation (micro) and motorized pedicabs, this is due to the large number of people who use these public vehicles and because of the large number of motorized pedicab drivers who operate this because motorized pedicabs are unofficial local transportation (Sembe et al., 2023). The effectiveness of the implementation of police duties in regulating traffic is effective and still low in achieving goals in the implementation of preemptive, preventive and repressive measures. Obstacles to the implementation of police duties in ordering traffic violations are influenced by several factors, namely: legal materials, legal institutions, and the availability of funds (Lintas et al., 2023).

Availability of facilities and infrastructure, and public legal awareness. The public can be empowered through education and information on the importance of having a Driver's License (SIM), especially to reduce the incidence of accidents involving underage drivers. The importance of driver's licenses is a very visible indicator in evaluating police performance, while the public also has a significant role in assessing the performance of traffic police. They can conduct a direct assessment of aspects such as service quality, responsiveness to community

needs, and level of responsibility in carrying out their duties (Rahmawati et al., 2022). In order to realize a professional police, the National Police has prepared strategic steps through the revitalization of the National Police towards excellent service in order to increase public trust, with the public's understanding of the duties and responsibilities of the traffic police, the community will support and be more disciplined in traffic regulations so that the traffic police are able to provide better service and carry out their duties easily because of the encouragement from the community (Tanjung & Putra, 2021).

The traffic police profession is considered a high-risk job, both in terms of health and psychology. Working conditions under a strict discipline system, in a noisy and hot environment, can lead to high stress levels and reduce motivation to achieve optimal performance. This can have an indirect impact on the motivation of police members, which in turn can affect the overall performance of the organization (Almaida & Purnomo, 2021). As has been observed, the number of vehicles in circulation every year continues to increase. This also has an impact on the increase in traffic safety incidents, such as violations of the law that lead to accidents and road congestion that occur more frequently. Traffic accidents themselves can be caused by a variety of factors, not only limited to irresponsible driver behavior, but also include careless behavior of pedestrians, vehicle damage, lack of safe vehicle design, suboptimal road design, and lack of compliance with applicable traffic rules can make it difficult and add to the burden on traffic police (Battaje & Panda, 2017).

By studying the duties and responsibilities of the traffic police, we can know the purpose of increasing awareness and understanding of traffic rules, improving the safety and security of the driving community, increasing public cooperation and support for the police, improving the quality of public services, increasing awareness about traffic accident prevention. Another goal in studying the duties and responsibilities of the traffic police is that we can know how to improve safety

and order on the road and improve discipline in traffic. This is expected to overcome problems such as congestion, violations, and traffic accidents that often occur (Fadli et al., 2021). In addition, by studying the duties and responsibilities of traffic police is to guide, direct and educate the public to understand, appreciate and implement traffic laws and regulations throughout organized communities (Barthos, 2018).

Literature Review

No	Heading	Writer	Year	Purpose	Conclusion
1	Penegakan Hukum Razia Lalu Lintas Oleh Polisi Menurut Peraturan Pemerintah No. 80 Tahun 2012	(Rumondor, 2016)	2016	Knowing how the Traffic Police enforce the law on traffic raids according to Government Regulation No. 80 of 2012 and whether the enforcement of traffic raid laws by the Police is in accordance with Government Regulation No. 80 of 2012	Accountable law enforcement is the basis and proof that Indonesia is truly a country of law, but the role of the police in the context of law enforcement of traffic raids has not been optimal.
2	Penanggulanag Pelanggaran Lalu Lintas Oleh Satuan Lalu Lintas Polres Bukit Tinggi	(Yuserlina, 2019)	2019	The aim is to obtain a deeper understanding and analyze the efforts to overcome traffic violations committed by students, carried out by the Bukittinggi Police Traffic Unit. In other words, the	The traffic unit has made efforts in accordance with the provisions of the law to handle traffic violations, but has not achieved the expected effectiveness. This is

	Terhadap Pelajar			purpose of this writing is to investigate and evaluate the methods applied by the party authorities, especially the Bukittinggi Police Traffic Unit, in Overcoming Problems traffic violations involving students.	due to the lack of firm decisions from the police, especially in handling cases of violations committed by teenagers. This caution often arises because Some Ramajas are prohibited from being detained.
3	Factors Influencing Job Stress Among Malaysian Traffic Police Officers	(Omar et al., 2020)	2020	To find out what causes work stress, both workload and reward systems.	A sense of work-life balance will be an important factor in employee work stress, especially among traffic police. It is important for traffic police management to ensure that their employees enjoy a balance between work and personal demands. Because, this can have a negative impact on employee work stress. The more traffic police officers enjoy the work-

					life balance, the less stress they have that they feel at work.
4	Traffic Without the police	(Woods, 2021)	2021	To give rise to new thinking about the fundamentals of traffic enforcement structures, the role of police in traffic enforcement, and the ways in which laws and policies can be used as tools to achieve justice and equality in traffic.	The conventional wisdom that the police are needed to enforce traffic regulations is a major obstacle in achieving rural police structural reform. This article challenges the conventional wisdom that traffic rules cannot be enforced without the police. This makes a new normative sketch of the vision of a driving system that separates police traffic enforcement. In offering a new framework for traffic enforcement, this article provides a necessary starting point for new thinking about the basics of

					traffic enforcement organization, the role of the police in traffic enforcement, the ways in which laws and policies are used
5	Peranan Polisi Lalu Lintas Dalam Meningkatkan Kesadaran Hukum Penggunaan Helm Bagi Pemudi Sepeda Motor Roda Dua (Studi Kasus : Polresta Pulau Ambon dan Pulau-Pulau Lease)	(Monita Sari Molle et al., 2023)	2023	It aims to analyze and understand the application of sanctions against violating drivers, as well as explain the efforts made by the police in increasing legal awareness.	Legal awareness emerged in response to problems that arise in the application of legal regulations. The police's efforts to increase legal awareness, especially related to the use of helmets, include a repressive approach through raids and tickets, as well as a preventive approach through socialization and education. Both approaches are expected to create a more aware and compliant society with traffic laws and

					regulations, thereby reducing the risk of accidents.
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Traffic raid operations by the police, in accordance with Government Regulation No. 80 of 2012 concerning the inspection of motor vehicles and the enforcement of traffic and road transportation violations, are the basis for the authority of the traffic police in carrying out enforcement on the road and enforcing the law. The presence of transparent and responsible law enforcement is an important prerequisite for Indonesia as a true country based on law. However, despite this, the role of the police in carrying out their duties to enforce the law through traffic raid operations still has room for improvement to reach the optimal level (Rumondor, 2016).

The Traffic Unit has tried to handle traffic violations in accordance with the provisions of the law, but has not achieved the expected efficiency. The lack of firm decisions by the police, especially in handling cases of violations committed by teenagers, is one of the main factors. This precaution often arises because some adolescents are not allowed to be detained by their parents, even if they are involved in the abuse. As law enforcers, the police should not be affected by the ban, because their responsibility is to enforce the law in accordance with applicable regulations, without considering personal factors. Therefore, consistency in carrying out duties in accordance with existing rules is very important for the police, without allowing themselves to be influenced by external considerations that are not relevant to the implementation of the law (Yuserlina, 2019).

Balance between work life and personal life is a crucial factor in managing the level of stress experienced by employees, especially in the context of Traffic Police officers. Management in police agencies should pay attention to ensuring

employees enjoy the right balance between their job responsibilities and personal needs is very important. This is because this lack of balance can have a negative impact on the level of stress experienced by employees. The more employees feel balanced between their work tasks and their personal lives, the less likely they are to experience stress in the work environment. Therefore, it is important for Traffic Police management to prioritize the creation of a work environment that allows employees to feel balanced and fulfilled in different aspects of their lives. (Omar et al., 2020).

The police are an unavoidable element in the enforcement of traffic rules, which is one of the main obstacles in efforts to formulate structural reforms in the police, especially in the context of the United States. This article challenges that conventional view by proposing that the enforcement of traffic rules does not always require the presence of police. This paved the way for the formation of a new vision in the traffic regulation system separate from the existence of the police, by proposing a new framework for traffic law enforcement, this article provides the necessary foundation to formulate new thinking about the organizational structure of traffic law enforcement, the role played by the police in that context, as well as how legal and policy instruments can be used to achieve goals of a racial nature, economic, and social justice in the enforcement of traffic rules in the future (Woods, 2021).

Legal awareness develops in response to challenges that arise in the implementation of legal regulations. Efforts made by the police in raising legal awareness, especially related to the use of helmets in driving, involve two main approaches. First, a repressive approach through raid operations and enforcement by treating tickets for violators. Second, a preventive approach through socialization activities and education to the public about the importance of obeying traffic rules. By adopting these two approaches, it is hoped that a society will be more aware of the law and more compliant with the applicable rules in

driving, so that it can reduce the risk of accidents on the highway (Monita Sari Molle et al., 2023)

Research Methods

This research is a qualitative research using a literature study method. The research wants to provide an understanding of the Psychological Workload in Traffic Police. This research was carried out in March 2024, the data collected came from several scientific journals related to Psychological Workload on Traffic Police and other sources related to our topic. Literature study methods such as scientific journals that are relevant to issues, phenomena, and analyze the data that has been obtained to ensure that the issues are relevant to our theme.

This research is a qualitative research using literature study techniques. The researcher wants to provide an understanding of the Psychological Workload in the Traffic Police. This research was carried out in April 2024, the data collected came from several scientific journals related to Psychological Workload in the Traffic Police. Then the researcher analyzes the data that has been obtained by the literature study method to ensure that the literature sources that we have obtained have issues and topics relevant to our theme. The literature study method used is to collect sources in journals.

Results and Discussion

In research that has been conducted by (Purwanto & Sahrah, 2020). The Relationship between Resilience and Workload, that there is a significant relationship between resilience and workload on work stress in Traffic Police. An F value of 28.130 ($p < 0.05$) indicates a strong influence. Resilience and workload contributed 53.4% to work stress, while the remaining 46.6% were influenced by other factors not examined in this study. The level of work stress is as many as 80% of police members from the detective unit and traffic division are stressed. Police

who work in the field tend to be more stressed than those who work in the office. Research also shows that officers who work afternoon and night shifts experience more stressful events compared to those who work day shifts. This study identifies a positive relationship between workload and the work environment with the level of work stress experienced by the traffic police in the Bantul Police, Yogyakarta.

In a study conducted by (Setyowati & Ulfa, 2020). The approach used in this study is non-experimental with a correlational descriptive method, and the analysis applied is multiple linear regression to measure the relationship between variables. The results of the analysis show that the determination coefficient is 1.907 and the calculated F value is 49.41, which is much higher than the table F value of 3.23. This indicates that there is a significant relationship between the variables studied. This study concludes that the high workload and suboptimal working environment conditions contribute to an increase in work stress in traffic police. This study provides valuable insights into the importance of effective workload management as well as improving the working environment to reduce stress levels among traffic police. Thus, better management in both of these aspects can help improve the well-being and performance of traffic police.

In a study conducted by (Syamra et al., 2023), the impact of workload and work stress on police performance in the Kampar Police Traffic Accident Unit was explored. The test results revealed that both workload and work stress had a significant influence on police performance, both simultaneously and separately. This study found a very strong relationship between workload and work stress and police performance. The contribution of these two variables to police performance was recorded at 71.6%. This shows that workload and work stress play an important role in determining the effectiveness and productivity of the police in the unit.

According to Maramis, stress is any form of problem or demand that requires self-adjustment, and if not addressed, will disrupt the individual's balance. Stress in

the workplace is not always negative, because under normal conditions, humans must be able to find balance and respond to new situations in the right way. Prawirosentono explained that performance is the result of duties and responsibilities that are in accordance with the individual's authority in achieving organizational goals legally and in accordance with ethics. The level of work stress that police members can manage can improve the quality of their work by increasing intensity, alertness, and creativity. However, excessive work stress can result in decreased performance. Work stress in police members does not always have a negative impact, because it can be a motivation for them to achieve achievements and success both for their personal careers and the success of the police organization (Mendila, 2021). According to Ivancevich, stress is the result of a situation or event that places special demands on a person. Quick and Quick in Rivai divides stress into two categories: Eustress, which is a positive and healthy response to stress, and Distress, which is a negative and unhealthy response to stress. Stress can provide some level of benefit and efficiency to an organization, but if it is excessive, it can negatively impact performance and increase organizational costs such as healthcare. Luthans states that stress is influenced by individual differences and psychological processes triggered by certain environments, circumstances, or events that demand physical and psychological demands. Sopiah defines stress as an adaptive response to situations that are considered harmful to a person's health, which also affects emotions, thought processes, and working conditions. Robbins and Timothy identified several factors that cause work stress, including environmental, organizational, and individual factors. According to Sunyoto, sources of work stress can be internal such as personality, abilities, and cultural values as well as external such as intrinsic factors of work, roles in organizations, career development, work relationships, and structural factors and organizational characteristics (Almaida & Purnomo, 2021).

The workload includes all the duties and responsibilities given to the traffic unit police, both physical and mental, during their duties. This workload is a combination of quantitative and qualitative workload. Quantitative workload refers to the amount of work that must be completed, which can include long working hours, high work pressure, and the amount of responsibility carried by the police. Meanwhile, qualitative workload is related to the ability of an individual to complete the work for which he or she is responsible. This means that the qualitative workload measures the extent to which a police officer is able to complete the tasks assigned to him well (Setyowati & Ulfa, 2020). Work stress has a significant negative impact on job satisfaction. This leadership style has a significant positive influence on job satisfaction and employee motivation. Motivation acts as an intervening variable that affects the relationship between work stress and transactional leadership and job satisfaction. This means that motivation is an intermediary factor that strengthens or weakens the impact of work stress and transactional leadership on job satisfaction. The results of the study show that both work stress and transactional leadership have a significant influence on job satisfaction, both directly and through the role of motivation as an intervening variable. This research was conducted on the Traffic Police Unit at Dumai Resort, and for data analysis, the Structural Equation Model (SEM) was used (Agustinus Chandra Pietama, 2022).

Work stress experienced by members of the Traffic Unit Police at the Bantul Police, Yogyakarta. This stress arises due to various factors such as heavy workloads, long working hours, and high risks when carrying out tasks in the field. Some of the main factors that trigger work stress include high administrative demands, security risks that must be faced when on duty in the field, and long working hours without adequate rest time. Work stress can have a significant negative impact on the physical and mental health of police officers. In addition, stress that is not managed properly can also interfere with performance and reduce their alertness

in carrying out daily tasks. This article emphasizes the importance of understanding and managing work stress among police officers to maintain their health and effectiveness in maintaining public safety and order. By understanding the sources of stress and their impacts, appropriate steps can be taken to reduce stress and improve the well-being of police members (Setyowati & Ulfa, 2021). Work stress is a psychological condition that arises as a result of excessive work demands, pressure, and an imbalance between the workload and the individual's abilities. Factors that cause work stress in traffic police include administrative demands, security risks while on duty in the field, and long working hours without adequate breaks. This work stress can negatively impact the physical and mental health of police officers and interfere with their performance. Work stress management needs to be strengthened by providing psychological support, training, and effective time management for traffic police members. Increasing job motivation through awards, recognition, and career development opportunities can increase job satisfaction. Further research is needed to understand other factors that affect job satisfaction among traffic police (Almaida & Purnomo, 2021).

Work stress in civil aviation in Jakarta shows an important correlation between job demands and work stress in the profession. In the Bekasi City Metro Police, members of the traffic unit police undergo work shift scheduling or pickets. They tend to consider the burden and pressure at work as normal in their duties. In addition, the spirit of "korsa" and the culture of cooperation that has been strongly instilled during the education and training process at the academy have a positive impact in overcoming the challenges and pressures they face in carrying out their duties. Good cooperation and interpersonal relationships between fellow members are also considered factors that can reduce the perceived workload (Dianti, 2017). workload and work stress have a significant influence on police performance in the Kampar Police Traffic Unit, both jointly and separately. Police

performance is greatly affected by workload and work stress, with a very close relationship between the two. This suggests that good workload and stress management is essential for improving police effectiveness (Syamra et al., 2023). This article discusses the impact of workload on police members' performance, as well as explores the relationship between work stress and their performance. The main focus of this article is on the performance of the members of the West Aceh Police Traffic Unit. Most likely, this article contains the results of research or studies conducted on these topics. By focusing on the traffic situation in the West Aceh region, this article seems to provide an in-depth understanding of the factors that affect police performance there, especially in terms of law enforcement (Science & Indonesia, 2023). Work stress is described as a potentially harmful physical and emotional response, especially when the demands of the job do not align with the worker's abilities or resources. The balance between work life and personal life is the main factor that contributes to significant stress levels. However, there was no significant relationship between workload and reward systems and work stress levels. Poor work-life balance can be a major trigger for stress, highlighting the importance of implementing flexible working hours policies and adequate leave policies in an effort to reduce stress levels. Traffic police management is advised to consider the implementation of work-life balance practices to create a healthy work environment and reduce work stress levels among their staff (Omar et al., 2020).

Conclusion

The conclusion confirms that workload and work stress have a detrimental impact on the health and performance of traffic police officers. Therefore, efforts are needed to manage the workload and improve the conditions of the work environment to improve the quality and efficiency of traffic police operations. In addition, a good understanding of the sources of stress and the implementation

of effective management strategies are also essential to maintain the health and performance of police officers. In order to improve the performance of traffic police officers, it is necessary to carry out various efforts, such as training and competency development, conflict and pressure problem solving, and the development of a positive organizational culture. In addition, it is also necessary to conduct further research on the factors that affect the health and performance of police officers, so that they can be identified and addressed effectively. Close cooperation between the Ministry of Transportation, the police, and support from the community is also a key factor in increasing the effectiveness of traffic police officers in carrying out traffic control duties optimally. Thus, it can be expected that traffic police officers will be able to carry out their duties more effectively and efficiently, as well as improve their own health and performance. To increase the effectiveness of traffic police officers, it is necessary to hold good coordination between various parties, such as the Ministry of Transportation, the police, and other agencies. Thus, it can be expected that traffic police officers will be able to carry out their duties more effectively and efficiently, as well as improve their own health and performance.

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