

The Influence of Organizational Social Support and Job Satisfaction on Work Stress in Polres Mojokerto

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Abstract

This study aims to investigate the influence of organizational social support and job satisfaction on the level of work stress among police officers in Polres Mojokerto and to identify efforts that can be made to create a more supportive work environment and minimize the level of work stress. A quantitative research method was used with the population of police officers in Polres Mojokerto, and a sample of 30 individuals was selected using a simple random sampling method. The research findings indicate that organizational social support has a positive but not significant influence on police performance, while job satisfaction does not have a significant influence on performance. However, work stress has a significant negative influence on the performance of police officers. Factors such as anxiety, depression, and decreased trust in colleagues and superiors are identified as the main causes of work stress. The implications of these findings can be used to develop more effective human resource management strategies to reduce work stress and improve performance in the work environment of Polres Mojokerto.

Keywords: Organizational Social Support, Job Satisfaction, Work Stress, Polres Mojokerto

1. INTRODUCTION

Nowadays, the rapid development of technology and innovation in industry has made organizations more competitive in facing competition with other organizations. This situation requires organizations to deliver their best performance in accordance with their vision in a more optimal manner. The use of technology has become one of the important factors to help improve organizational performance. By utilizing advanced technology, appropriate strategies are required to leverage human resources for operating this technology.

Human resources are one of the most important factors in the operational activities of an organization. The quality of human resources is a key pillar in the smooth operation of an organization (Jelatu & Jewaru, 2024). Their performance has a significant impact on the reputation and productivity of the organization (Arifudin, Tanjung, Hendar, & Hanafiah, 2020). As employees of an organization, human resources bring expertise, experience, and dedication that form the core of the services provided by the organization to customers and the quality of products produced. Additionally, they also directly represent the organization's culture and values in interactions with customers, colleagues, and business partners. Therefore, understanding and managing human resource performance are crucial for the long-term success and sustainability of the organization.

Jobs involving public service often result in high levels of work stress due to the nature of the work. For example, the profession of a police officer is known to have high

levels of work stress, which can ultimately negatively impact individuals' mental health. In the era of reform, the Indonesian National Police (Polri) continues to face a negative image from past police conduct that hinders the independence of the institution (Hardja, 2013). Legal actions taken are often not approved by the public, even though Polri has the duty of protection, guidance, and service to the community, which requires direct interaction with them. As a result of this negative image, the public tends to be apathetic and less supportive of the tasks carried out by law enforcement officers (Helmi, 2014).

This research will be conducted at Polres Mojokerto. Polres Mojokerto is an integral part of law enforcement in Indonesia, responsible for maintaining security and order in its region. Located in East Java, Polres Mojokerto plays a crucial role in maintaining social stability and security for the residents around it. As a law enforcement institution, Polres Mojokerto has various demanding duties and responsibilities, including aspects of security and law enforcement. One of Polres Mojokerto's main roles is to ensure that the law is enforced fairly and effectively. They handle various types of crimes, from minor crimes like theft to more serious crimes such as drug-related and organized crime.

Additionally, Polres Mojokerto is also involved in crime prevention efforts by conducting routine patrols and organizing community social activities to build good relationships between the police and the community. They are responsible for protecting the public, especially in situations threatening public safety such as natural disasters, riots, or other security disturbances. They respond to emergency calls, rescue victims, and coordinate crisis response efforts with relevant agencies. Furthermore, Polres Mojokerto plays a role in maintaining traffic order and transportation in their area by regulating traffic, taking action against violations, and educating the public about the importance of road safety. By carrying out these roles, Polres Mojokerto seeks to maintain security and order in their area for the well-being of the community as a whole.

At Polres Mojokerto, as in many other law enforcement agencies, there are several issues related to organizational social support, job satisfaction, and work stress levels that affect the well-being and performance of Polres members. One of the main problems often faced is the lack of a sufficient organizational social support system for Polres members. Life in the law enforcement environment is often filled with high pressure and challenges. Without adequate support from superiors and colleagues, Polres members may feel isolated and struggle to cope with the pressures they face.

Moreover, internal and external factors such as heavy workloads, irregular schedules, and high public demands can contribute to low job satisfaction among Polres members. Low job satisfaction can lead to general dissatisfaction with work, decreased motivation, and feelings of helplessness in facing the tasks at hand. The impact of lacking organizational social support and low job satisfaction can manifest in high levels of work stress among Polres members. Work stress can affect physical and mental well-being, triggering symptoms such as fatigue, anxiety, depression, as well as an increased risk of health issues like heart disease and sleep disturbances.

Organizational social support is referred to as perceived organizational support (POS). As revealed by Rhoades & Eisenberger, this theory explains the role of employees' perceptions of organizational relationships (Rhoades & Eisenberger, 2002). The relationship between the organization and employees shapes their attitudes and behaviors

within that organization. Perceived organizational support is a belief that the organization values the contributions of its employees and cares about their well-being. The attitudes displayed by the organization will serve as a stimulus felt by employees (Abdillah, 2017)

Moreover, considering the level of job satisfaction among employees (Fauzi, et al., 2022). job satisfaction is an important factor that can improve organizational performance optimally. The higher the job satisfaction of employees, the greater the motivation they will have to provide the best performance for the company. Every individual working has hopes of achieving job satisfaction from their workplace (Arda, 2017) However, it should be noted that the level of job satisfaction will differ based on the system of values applicable within the individual. This divergence of perspectives leads to varying levels of satisfaction; the more aspects of the job that meet the individual's desires, the higher their perceived satisfaction will be.

Work stress is viewed as a psychosocial problem that exists in the workplace. To this day, work stress remains a significant and actual issue for organizations (Amalia, 2016) Work stress is experienced by employees and is only related to the events and situations in the work environment. Work stress usually arises as an emotional and physical reaction to demands from within or outside the organization. Forms of work stress occurring in the organization include heavy workloads, significant pressures, deadlines to finish work, conflicts among employees, and opportunities for career development (Ariawan, 2018)

The relationship between organizational social support and job satisfaction has a significant impact on work stress levels at Polres Mojokerto. Strong organizational social support, both from superiors and colleagues, can create a supportive work environment and enhance trust, mutual support, and solidarity among Polres members. This, in turn, can improve their job satisfaction by feeling valued, supported, and significantly involved in the organization. Conversely, when organizational social support is low or lacking, Polres members may feel isolated, unrecognized, and struggle to cope with existing pressures, ultimately increasing their work stress levels.

The lack of social support from the community and among police members at Polres Mojokerto is a significant issue. The researcher's observations indicate that this issue is caused by several complex factors. One of them is the lack of effective communication among police members. Inadequate communication often leads to misunderstandings between members, which in turn can hinder the creation of social support within the organization. Additionally, the imbalance between work life and personal life also contributes to the minimal support among police members. Members burdened by work tasks may experience stress and fatigue, leaving them with insufficient energy or time to provide support to their colleagues.

Furthermore, a misalignment of values and culture also poses as an obstacle to building organizational social support at Polres Mojokerto. Differences in values or cultures among police members can lead to interpersonal conflicts and make collaboration difficult. Lastly, the lack of a strong commitment to achieving a shared vision should not be overlooked. Without a unifying goal and vision for the organization, Polres members may tend to focus on their individual interests rather than supporting their colleagues.

Based on previous research with a similar title, namely "The Influence of Social Support and Motivation on Job Satisfaction Among Police Personnel," carried out by

Mochammad Nur Sanwari in 2021, it was found that the influence of social support on job satisfaction reached 52.7%. Meanwhile, the influence of social support and motivation combined on job satisfaction reached 60%, with the remaining 40% influenced by other unexamined factors in the study. Factors such as salary, promotions, superiors, and co-workers could also affect job satisfaction. Thus, it can be concluded that there is a positive influence of social support and motivation on the job satisfaction of police personnel (Sanwari, 2021).

A study conducted by Fidelia Rerian Putri and Dewi Anggraini titled "Perceived Organizational Support and Work Engagement Among Contract Nurses" in 2020 aimed to explore the correlation between perceived organizational support (POS) and work engagement among contract nurses at General Hospital (RSU) X. The analysis results showed a correlation coefficient of $R = 0.494$ and a significance value of $P = 0.000$ ($p < 0.05$), indicating that perceived organizational support (POS) has a significant relationship with the engagement levels of contract nurses. Therefore, the hypothesis proposed in this study can be accepted (Putri & Anggraini, 2020).

In 2022, Marsella Septiani and Sutarto Wijono conducted research titled "Perceived Organizational Support (POS) and Job Satisfaction During the COVID-19 Pandemic." This research concluded that there is a positive and significant relationship between perceived organizational support (POS) and job satisfaction among non-medical employees at Hospital X Surakarta. In this study, it was found that the higher the perceived organizational support received by employees, the higher the job satisfaction felt by them. Conversely, the lower the perceived organizational support received, the lower the job satisfaction felt by employees (Septiani & Wijono, 2022).

This research distinguishes itself from previous studies by showing an integration of elements of organizational social support and job satisfaction that simultaneously influence the level of work stress at Polres Mojokerto. While previous studies may have examined these factors separately, this research highlights the importance of considering the complex interaction between social support from the organization and the level of job satisfaction in relation to the level of work stress among Polres members. Thus, this study contributes new insights into understanding the factors influencing the psychological and emotional well-being of Polres members, which can serve as a basis for developing more effective interventions and policies for managing work stress.

Furthermore, this study provides a more comprehensive understanding of the specific context at Polres Mojokerto by considering factors such as organizational culture, hierarchical structure, and unique duties in maintaining security and order in the region. By deepening the understanding of these internal organizational dynamics, this research can provide a more accurate insight into how organizational social support and job satisfaction interact and impact work stress levels at Polres Mojokerto. Consequently, this research not only expands the understanding of the factors influencing the psychological well-being of Polres members but also offers valuable contributions toward identifying areas where interventions and improvements can be implemented to enhance their well-being and overall performance.

Based on the background description and previous studies outlined, the researcher emphasizes two crucial problems that become the main focus of this research. First, the researcher aims to investigate in depth how organizational social support influences the

level of work stress at Polres Mojokerto. Organizational social support plays a vital role in helping Polres members cope with the pressures and challenges they face in carrying out law enforcement duties. By analyzing the relationship between organizational social support and work stress levels, the researcher can identify the extent to which such support can serve as a protective or reducing factor for work stress levels among Polres members.

Second, the researcher is also interested in exploring how job satisfaction affects work stress levels at Polres Mojokerto. Job satisfaction is an important indicator of the psychological well-being of Polres members and can influence their perceptions of the work environment and their ability to cope with pressures and assigned tasks. By understanding how job satisfaction relates to work stress levels, the researcher can identify factors that may enhance job satisfaction and reduce work stress levels among Polres Mojokerto members.

2. LITERATURE REVIEW

Organizational Social Support Theory

As revealed by Rhoades & Eisenberger, this theory explains the role of employee perceptions regarding organizational relationships. The relationship between the organization and employees will shape their attitudes and behaviors within that organization. Perceived organizational support is the belief that the organization values the contributions of its employees and cares about their well-being. The attitudes exhibited by the organization will serve as a stimulus felt by employees (rhoades, 2002).

Perceived organizational support, according to researchers, is the treatment or stance provided by the organization towards employees, which serves as an indicator for employees to evaluate the extent to which the organization values their contributions and cares for their well-being. The appreciation shown by the organization for employees' contributions indicates that the organization is supporting its members (sarafino, 2011).

According to Coban and Syme, social support refers to relationships between individuals that include elements of mutual assistance, trust, and recognition. Social support helps individuals understand themselves and solve the problems they face through the help or presence of others. Meanwhile, Gottlieb, cited by Irwan in his book, defines social support as the presence and interaction within a social environment that provides emotional benefits or influences individual behavior (Irwan, 2017).

Social support is crucial for anyone interacting with others to navigate life in society. It is one of the functions of social bonds, reflecting the general quality level of interpersonal relationships. Relationships and friendships with others are considered aspects that provide emotional satisfaction in individuals' lives. When someone receives support from their environment, everything feels more manageable. Social support refers to interpersonal relationships that protect individuals from the negative impacts of stress. The support received can make individuals feel calm, cared for, loved, and encourages a sense of confidence and competence (Young, 2018).

Social support is defined as the comfort provided physically or psychologically by close individuals. According to Sarafino, social support is a comfort, care, recognition, or assistance received by individuals or groups. According to Rhoades & Eisenberger (2002), there are three common forms of factors that cause perceived organizational support, each explained as follows:

a. Fairness

Perceptions of fairness in an organization refer to employees' views regarding the treatment given to them by the organization. Organizational fairness consists of three aspects: distributive fairness, interactional fairness, and procedural fairness. Procedural fairness plays an essential role in creating the perceived organizational support experienced by employees. Procedural fairness includes how strategies are established to distribute resources among employees. There are two dimensions in procedural fairness: structural and social dimensions. The structural dimension relates to decisions that affect employees, so organizations need to consider input from employees in the decision-making process. Meanwhile, the social dimension refers to how the organization treats employees with respect and dignity and provides information to employees about how decisions are made.

b. Supervisor Support

Support from supervisors significantly impacts the contributions made by employees. As leaders, supervisors are responsible for guiding and evaluating employee performance. This will make employees feel that their supervisors provide support that reflects the overall organizational support.

c. Rewards and Working Conditions

Several forms of rewards and working conditions related to perceived organizational support include:

1) Recognition, salaries, and promotions

Rewards given by an organization significantly communicate positive assessments of employees, which can ultimately enhance perceived organizational support among employees.

2) Job security

One way to increase organizational support is by ensuring that the organization provides clarity about employees' future within it.

3) Autonomy

Autonomy refers to the extent to which employees have control over their work. When an organization trusts employees to have autonomy in carrying out their tasks, this can enhance perceptions of organizational support among employees. Eisenberger shows that when organizations allow employees to make decisions regarding how they perform their jobs, it will increase the perceived organizational support among those employees.

4) Stressors

Stress-inducing factors can diminish perceived organizational support, which includes heavy workloads, role ambiguity, and role conflict. Stress refers to the condition in which a person cannot cope with demands arising from the organization or the surrounding environment.

5) Training

Work training within the organization provides employees with the knowledge and skills they need, which in turn can enhance perceived organizational support.

6) Size of the Organization

Large organizations may face difficulties in providing personal attention to each employee, which can lead to a reduction in the perceived organizational support experienced by employees.

The Concept of Job Satisfaction

According to Stephen Robbins as cited in Febri Yenti's work, job satisfaction is an individual's overall attitude towards their job. This satisfaction occurs when individual needs are met and relates to the degree of liking or disliking the job. This attitude is closely related to the rewards expected after a sacrifice. Job satisfaction is an emotional condition that can be pleasant or unpleasant, depending on how an employee views their job. Job satisfaction reflects how a person feels about their job, which is seen in positive attitudes of employees toward their work and the matters they face in their work environment (Yenti, 2015).

Job satisfaction is a positive attitude held by workers, encompassing feelings and behaviors toward the work they perform based on the evaluation of essential values in that job (Afandi, 2018). According to Nuraini, job satisfaction is the satisfaction felt by workers concerning praise, work results, placement, treatment, equipment, and a conducive work environment. Employees who feel job satisfaction tend to focus more on the job itself rather than on compensation, although compensation also holds significant value (Nuraini, 2013).

Satisfied employees tend to have lower absenteeism rates, positively impacting the company, and are more likely to stay in the organization. Conversely, dissatisfied employees may often be absent, causing stress that disrupts the workflow of their colleagues, and might continue to seek other job opportunities. According to Mohamad As'ad in Nanang Okta Widiandaru's work, there are some variables that can indicate declining job satisfaction (Ramayulis, 2012) :

- a. High absenteeism rates
- b. High employee turnover rates
- c. Decreased productivity or performance of employees

According to Anwar Prabu Mangkunegara, there are five variables related to job satisfaction (Mangkunegara, 2008):

- a. Turnover
Higher job satisfaction correlates with lower employee turnover. Conversely, less satisfied employees tend to have a higher turnover rate.
- b. Absenteeism
Dissatisfied employees tend to have higher absenteeism rates, often being absent from work for unreasonable or subjective reasons.
- c. Age

There is a tendency that older employees are more likely to feel satisfied compared to relatively younger employees. It is assumed that older employees have more experience in adapting to work environments. In contrast, younger employees often have idealistic expectations regarding their work world. If there is a gap between their expectations and work reality, it may lead to dissatisfaction.

d. Job Level

Employees in higher positions tend to be more satisfied than those in lower positions. Employees in higher roles usually demonstrate better work abilities and are more active in expressing opinions at work.

e. Size of the Organization

The size of a company can influence employee satisfaction as it impacts coordination, communication, and employee participation levels within it.

There are two factors that influence job satisfaction: the factors inherent to the employees and the factors related to the job (Hartanto, 2016):

- a. Employee-related factors include intelligence, special skills, age, gender, physical condition, education, work experience, duration of work, personality, emotions, mindset, perceptions, and work attitudes.
- b. Job-related factors encompass job type, organizational structure, rank, position, supervisory quality, financial security, promotional opportunities, social interaction, and working relationships.

The Concept of Work Stress

Stress is something that can be felt and experienced by everyone around the world. The definition of stress refers to an internal situation caused by physical demands, environmental, and social conditions that have disruptive potential and are uncontrollable (Agung, 2013). This situation can hinder daily activities, including when working. Work stress refers to situations of tension that affect the emotions, thinking process, and physical conditions of an individual. Work stress creates imbalances between physical and mental states that influence emotions, thought processes, and an individual's condition (Ardana, 2016).

Work stress is a condition experienced by employees at the workplace, characterized by feelings of pressure, unstable emotions, discomfort, a desire to be alone, sleep difficulties, trouble relaxing, and anxiety, among other issues (Suprihhadi, 2014). This can be considered a physical and psychological response of employees to the demands imposed by their jobs and organizations. Moreover, work stress can become a barrier to individual productivity in their work environments. More specifically, work stress occurs when there is a mismatch between the workload assigned and the individual's ability to cope with that pressure. This can lead to physical and mental imbalances that affect emotions, thinking, and conditions of employees (Dewi et al., 2014).

Stress can be seen as an adjustment response based on individual differences or psychological processes due to excessive demands from external actions, situations, or events that are overly demanding on a person's psychological aspects. Stress creates tense

conditions that cause physical and psychological imbalances, affecting emotions, thought processes, and a worker's condition. If stress is not managed properly, it can generally lead a person to interact negatively with their environment, both at work and outside. As a result, the employee will face various negative symptoms that ultimately affect their performance (Siagian, 1997)

Several studies have found that work stress affects employee job satisfaction and their overall performance in their roles. This is because most organizations are now demanding better work results. Indeed, modern times have been labeled as the "age of anxiety and stress." Indicators of work stress encompass (Rivai, 2004) :

a. Physical

Physical symptoms of work stress can be easily recognized, including various diseases that are suspected to be related to chronic stress such as ulcers, high blood pressure, headaches, sleep disturbances, and possibly other pre-existing conditions. These physical symptoms include sleep difficulties or irregular sleep patterns, headaches, digestive issues, skin rashes, back pain, muscle tension in the shoulders and neck, excessive sweating, changes in appetite, increased blood pressure, heart attacks, and severe fatigue.

b. Emotional or Psychological

Emotional symptoms of work stress include easy anger, hypersensitivity, restlessness, rapid mood changes, ease of sadness, and depressive symptoms such as mental fatigue. Intellectually, work stress can result in decreased memory, difficulty concentrating, excessive daydreaming, and limited focus. Psychological symptoms of work stress can manifest as fatigue, feelings of gloominess, and a lack of motivation.

c. Interpersonal or Behavioral

The interpersonal impact of work stress includes indifference towards others, declining trust in others, a tendency to break promises or attack others verbally, and a tendency to overly withdraw and blame others. Behavioral symptoms of work stress can reflect in low performance, increased accident rates at work, poor decision-making, high absenteeism rates, and various other issues.

3. RESEARCH METHODOLOGY

The research method used in this study is a quantitative research method. The researcher uses a quantitative research method as the purpose of this research is to measure the relationship between organizational social support, job satisfaction, and work stress at Polres Mojokerto. The population in this study comprises all police members working at Polres Mojokerto, and samples will be taken using a simple random sampling method. The sample size will be determined using an appropriate statistical formula based on the population size. The number of samples to be examined is 30 individuals.

Data collection instruments will consist of questionnaires covering organizational social support, job satisfaction, and work stress. Before use, the questionnaire will undergo validation and reliability tests. Validity testing can be done using factor analysis,

while reliability can be measured using Cronbach's Alpha coefficient, with a value of > 0.7 indicating a good consistency.

In the data collection procedure, the researcher will send questionnaires to the selected samples, explaining the research objectives while ensuring the confidentiality of respondent data. Respondents will be allocated sufficient time to complete the questionnaires. After data collection, the questionnaires will be checked for completeness and consistency.

Data analysis will be divided into three types: first, correlation analysis, used to see the relationship between organizational social support and job satisfaction with work stress, employing Pearson correlation analysis. Second, multiple linear regression analysis will be used to determine the extent to which organizational social support and job satisfaction can predict work stress. Lastly, hypothesis testing will be conducted with a confidence level of 95% and a significance level of 0.05.

4. DISCUSSION

Results of the study on organizational social support towards performance at Polres Mojokerto

The research conducted on members of Polres Mojokerto shows that social support has a positive but not significant impact on the performance of Polres Mojokerto. This indicates that the higher the organizational social support given, the better the performance will be, and vice versa, if the organizational social support is low, then the performance produced will also decline.

Evidence of organizational social support in Polres Mojokerto includes support from superiors by providing skilled peers as human resources. It is essential to note that superiors provide necessary resources and support for their subordinates to effectively complete their tasks, such as training, tools, or financial assistance. Additionally, members of Polres Mojokerto feel that there is a strong career path that is observed by their superiors. This validates that superiors provide support and guidance in the career development of their subordinates, including discussions of career goals and opportunities to enhance skills.

Next, critical indicators include recognition and working conditions; members of Polres Mojokerto feel that their superiors act positively and wisely towards employees. Providing recognition from an organization significantly impacts delivering positive appraisals toward employees, which ultimately contributes to perceived organizational support. There are facilities for personnel training; members feel that they are provided with training appropriate for their positions. Workplace training equips employees with the knowledge and skills necessary to enhance perceived organizational support.

Another indicator is fairness; members feel that their workplace provides salaries in accordance with applicable regulations. This falls within distributive justice, as there is fair treatment for employees regarding salary or wage provision, working hours, promotions, or other rewards within limits dictated by work schedules, salary levels, workloads, and company responsibilities.

Results of Job Satisfaction Research Towards Performance at Polres Mojokerto

The results of this research conducted on members of Polres Mojokerto indicate that job satisfaction does not significantly influence the performance of Polres Mojokerto. This can be observed from research conducted by the author. Job satisfaction, whether high or low, has a minimal impact on the performance of Polres Mojokerto.

For instance, regarding salaries, members feel satisfied with the salaries they receive, and payments are made on time; however, some members feel that the salary received is not commensurate with the contributions made. The salary received for performing job tasks can significantly affect an individual's satisfaction level. Considerations regarding whether such salary meets one's perceived needs of fairness can also influence job satisfaction.

Additionally, regarding promotion, a member has equal opportunities for promotion; however, it must be paired with good performance. Individuals consistently providing instructions or directions in task execution can influence their personal development. This relates to the opportunities for career advancement while working.

Furthermore, coworkers greatly influence the job satisfaction levels at Polres Mojokerto; members feel they have cooperative colleagues, and they are pleased with interactions with each other, making work easier. However, a few members report having issues with coworkers that discourage them from going to work, but this is just a few cases. Being engaged with colleagues is a regular aspect of their work tasks. Individuals can identify whether their coworkers are pleasant or unpleasant.

Job-related factors are critical in this study concerning job satisfaction; members feel that the tasks assigned to them are appropriate for their capabilities, and they enjoy the challenges associated with each assignment. However, some members of Polres Mojokerto feel that the tasks assigned by superiors are beyond their competencies.

Results of Work Stress Research Towards Performance at Polres Mojokerto

Based on the results of this research conducted on members of Polres Mojokerto, it shows that work stress has a negative and significant effect on the performance of Polres members in Mojokerto. This finding can be seen from the research conducted by the author. Stress at work has a significant impact on performance; if Polres members experience high stress levels, their performance will decline, as will the performance when work stress is manageable or can be addressed. In this research, the most acknowledged indicator by respondents is that they feel anxious and tense every time they face law enforcement tasks at Polres Mojokerto, especially when faced with dangerous situations or conflicts.

Anxiety is an emotional response characterized by feelings of worry, restlessness, and discomfort that arise in reaction to situations or events seen as threatening or uncertain. Those experiencing anxiety often feel tense, struggle with concentration, and are concerned about the potential for negative outcomes. Anxiety can also be accompanied by physical symptoms such as rapid heartbeat, shortness of breath, trembling, and cold sweats. At more severe levels, anxiety can disrupt daily activities and impede an individual's performance and quality of life. In the context of work stress, anxiety can

arise from excessive job pressure, uncertainty in the work environment, or interpersonal issues with colleagues or superiors.

Additionally, there is a factor of depression when members of Polres Mojokerto feel pressured and anxious at work; they often find it challenging to feel happy and motivated to complete tasks; if neglected, this can lead to work stress impacts. Depression is a serious mental disorder characterized by prolonged sadness, loss of interest or pleasure in daily activities, low energy levels, and sleep or appetite disturbances. Individuals suffering from depression may also experience significant weight changes, difficulty concentrating, feelings of worthlessness or excessive guilt, and suicidal thoughts or attempts. Such issues need to be immediately addressed by professionals.

Moreover, a decline in trust among colleagues at Polres Mojokerto can also cause work stress; members feel the erosion of trust among their peers, making them feel pressured and uncomfortable in their interactions in the workplace. Declining trust is an important indicator of work stress that reflects instability in interpersonal relationships in the work environment. When someone experiences high levels of work stress, their trust in colleagues or superiors may erode due to uncertainty, conflict, or difficulties in communication.

5. CONCLUSION

The purpose of this study is to understand the impact of organizational social support and job satisfaction on work stress at Polres Mojokerto. The respondents in this study are members of Polres Mojokerto. After conducting research through analysis in the previous chapters, the research results indicate: There is a significant negative effect of work stress on the performance of Polres Mojokerto members; there is no significant effect of job satisfaction on the performance of Polres Mojokerto members; and organizational support has a positive but not significant effect on the performance of Polres Mojokerto members.

6. RECOMMENDATION

For the leaders at Polres Mojokerto, it is essential to pay attention to the performance of their members. To achieve good performance, job satisfaction must exist, as high job satisfaction can enhance members' performance. For instance, providing fair and appropriate compensation for members, such as offering bonuses that align with their performance results and ensuring timely salary payments, can help members feel comfortable and improve their performance.

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