

# The Effect of Job Stress on Subjective Well-Being with Coping Style as Intervening

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## ABSTRACT

The purpose of this study was to determine whether work stress affects the Subjective Well-Being of police personnel mediated by coping style. The SEM-PLS method is a way to analyze latent variables and indicators/dimensions as well as carry out direct measurements. PLS analysis is a combination of path analysis, regression, and confirmatory factors. The research sites are several police institutions in the territory of Indonesia. The findings of this study can also provide input to the organization's management in designing strategies to reduce stress levels and increase individual subjective well-being in the workplace. The results of the study are also expected to be a stimulus to give more attention to future studies from academics and practitioners in investigating factors that can increase individual positive experiences such as subjective well-being.

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## Introduction

The duties of a police officer are diverse and require the ability to take command, demonstrate leadership, make serious and independent decisions (Beck, 1999; Brunetto & Farr-Wharton, 2002; Howard, Donofrio & Boles, 2002 in Arifa & Ajai, 2015). Police officers are professionals who respond to emergency situations related to various crimes, such as robbery, sexual assault and murder (Arble et al., 2019). The police officers have vowed to always put forward their professional duties in dealing with criminals who commit violence and pose physical threats. Police are also routinely faced with traumatic events such as traffic accidents, natural disasters or witnessing death due to multiple factors (Violanti et al., 2017; Sherwood et al., 2019).

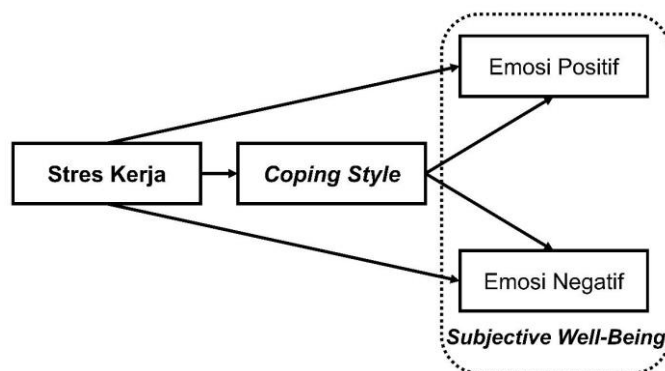
Police work has the characteristics of an emotional workforce because it requires direct contact with the community (Purba, 2019). In addition to high job stress, the police officers also have organizational stressors which include coping styles with problems with administrative structures, promotions, and the work environment (Ryu et al., 2020). With the hierarchical nature of police organizations, solidarity and socialization are important (Sherwood et al., 2019; Workmen, 2017). In addition, most police officers are involved in a 24-hour work schedule (Ma et al., 2015). This can lead to social isolation due to a different lifestyle compared to family and friends. Shift work affects the circadian rhythm (a 24-hour cycle which is part of the body's internal clock, which affects physical, mental, and behavioral changes following a 24-hour cycle) thus affecting hormonal imbalances (Ma et al., 2015; Ramey et al., 2012).

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Stress is an environmental situation in which a person is required to perform tasks that threaten to exceed the person's abilities and resources to achieve them, under conditions where he expects a large difference in reward from fulfilling requests versus not fulfilling them (Mc Grath, 1976 in Venkataranman & Ganapathi , 2013).

In work life, extreme pressure is hated by employees so much that they will try to avoid it by withdrawing psychologically (not interested or involved in work), physically (often late, absent and lazy) or by leaving work completely (Beehr and Newman, 2003). 1978 in Venkataranman & Ganapathi, 2013). Job stress is one of the most important workplace health risks for employees in both developed and developing countries. There are a number of factors in the workplace, which are called job stressors and make it difficult for some employees in the public service sector and industry. Additional stressors concern interpersonal relationships at work, such as conflicts with supervisory behavior, conflicts with colleagues, conflicts with subordinates and conflicts with management policies. Due to the competitive nature of the work environment, most of the people in the world spend their time on work-related purposes thereby ignoring the stressors that affect their work and life. People with a higher percentage of job stress may be dissatisfied with their jobs and therefore they will not feel happy working in the organization. They may feel frustrated or when they are having problems with coworkers or customers. This can leave a negative impact on the organization itself (Venkataranman & Ganapathi, 2013).

Based on the phenomenon, previous research and the conceptual theory that has been described above, the authors are interested in conducting research on "The Effect of Job Stress on Subjective Well-Being with Coping Style as a Mediation. The purpose of this study was to determine whether work stress affects the Subjective Well-Being of police personnel mediated by coping style.



Picture 1. Research Theoretical Framework

### **The Relationship between Job Stress and Subjective Well-Being**

Venkataranman & Ganapathi (2013) found that work stress factors from workload and role conflict have a negative impact on employees' affective experiences. Job stress is caused by organizational aspects, long working hours, lack of organizational support and

organizational change, lack of support from supervisors and colleagues, conflict with demands and pressures (Ahmadi and Alireza, 2007 in Venkataraman & Ganaphati, 2013). Stress and factors in the work environment of these police officers have a negative impact on individual well-being in terms of physical and mental health. Definition of Subjective Well-Being (SWB) or subjective well-being was first presented in the study of Diener et al. (1985).

Based on the description above, then:

H1a: work stress negatively affects positive emotions.

H1b: work stress has a positive effect on negative emotions

Relationship between Job Stress, Coping Style and Subjective Well-Being Previous research has found that job stress affects the Subjective Well-Being of police personnel which is mediated by coping style (Ryu et al., 2020). This shows that individual stress levels at work have a relationship with positive emotions and negative emotions through individual coping strategies in dealing with stress at work. Based on the description above, then:

H2: Work stress has a negative effect on coping style

H3a: Coping style has a positive effect on positive emotions

H3b: Coping style has a positive negative effect on negative emotions

H4a: Coping style mediates the effect of work stress on positive emotions.

H4b: Coping style mediates the effect of work stress on negative emotions.

## **Research Method**

### ***Quantitative Method***

This study uses a quantitative method with the SEM-PLS tool because it will perform a verification analysis to test the hypothesis (Solimun et al, 2017). Verification analysis is used to analyze whether or not a hypothesis will be done by collecting data from the field about each variable being studied. As for this research will examine the effect of work stress on subjective well-being with coping style as a mediating variable. The SEM-PLS method is a way to analyze latent variables and indicators/dimensions as well as carry out direct measurements. PLS analysis is a combination of path analysis, regression, and confirmatory factors. The benefits of PLS are to check the validity and reliability of instrument data (equivalent to CFA analysis); testing the relationship model between latent variables (equivalent to path analysis); make predictions (equivalent to regression analysis). The research sites are several police institutions in the territory of Indonesia.

## **Results**

Measurement model test results In the SEM-PLS analysis, the measurement model test aims to evaluate the validation of the measurement scale of each variable (Hair et al., 2014). Evaluation of the measurement model is carried out in three stages. The first stage is to test or evaluate the internal consistency of the reliability of each variable. A variable measurement scale is said to be reliable if it has a composite reliability (CR) value and a Cronbach alpha ( $\alpha$ ) value above 0.70.

The results in the table can be seen that all CR and values in each variable are above 0.70. It can be explained that the variable measurement scale in this study has a good consistency of reliability.

**Table 1.** Reliability Test Results

<b>Composite reliability (CR) value</b>			
Work stress	Coping Style	Positive Emotions	Negative Emotions
0,916	0,932	0,968	0,964
Work stress	Coping Style	Positive Emotions	Negative Emotions
0,916	0,932	0,968	0,953

Next, the second stage is testing the validity of each variable. The variable validity test consists of two tests: (1) convergent validity test; (2) discriminant validity test. In the convergent validity test, each question item is said to be valid if it has a loading value above equal to 0.50 (Chin, 2010). In the table it can be seen that all of the question items in this study have a loading value above 0.50. In addition, the convergent validity test can also be seen from the average 6 variances extracted (AVE) value. A variable is said to be convergently valid if it has an AVE value above equal to 0.50 (Chin, 2010). In the table it can be seen that the AVE value of each variable is above 0.50.

Based on these two results (loads and AVE values), it can be concluded that the question items on the variable measurement scale in the study are convergently valid.

Structural model test results After evaluating the measurement model, this study then evaluates the structural model. As mentioned in the previous chapter, the evaluation of the structural model aims to test all the hypotheses that have been proposed. Furthermore, the table reveals the path coefficient values generated by the SEM-PLS analysis of the research model proposed in this study. Hypothesis 1a predicts that job stress negatively affects positive emotions. The results in the table show that this hypothesis is statistically supported ( $\beta = -0.251, p < 0.01$ ). The table shows that work stress has a negative effect on positive emotions. Hypothesis 1b predicts that job stress has a positive effect on negative emotions. The results in the table show that this hypothesis is statistically supported ( $\beta = 0.490, p < 0.01$ ). The table shows that job stress has a positive effect on negative emotions. Hypothesis 2 predicts that work stress has a negative effect on coping style. The results in the table show that this hypothesis is statistically supported ( $\beta = -0.272, p < 0.01$ ). The table shows that work stress has a negative effect on coping style.

**Table 2.** Hypothesis test results

	<b>Work Stress</b>	<b>Coping Style</b>
<b>Coping Style</b>	-0.272***	
<b>Positive Emotions</b>	-0.251***	-0.391***
<b>Negative Emotions</b>	-0.490***	-0.166***

Note: \* = significant at 0.10 level; \*\* = significant at the 0.05 level; \*\*\* significant at the 0.01 level; t.s. not significant.

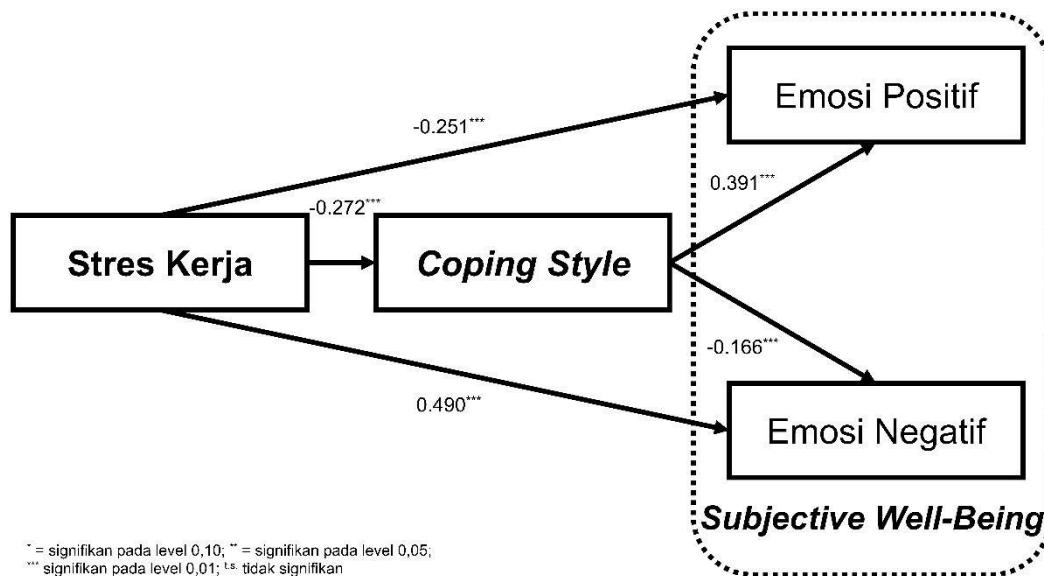


Figure 2. Structural Model

Hypothesis 3a predicts that coping style has a positive effect on positive emotions. The results in the table and figure show that this hypothesis is statistically supported ( $\beta = 0.391$ ,  $p < 0.01$ ). The table shows that coping style has a positive effect on positive emotions.

Hypothesis 3b predicts that coping style has a negative effect on negative emotions. The results in the table and figure show that this hypothesis is statistically supported ( $\beta = -0.166$ ,  $p < 0.01$ ). The table shows that coping style has a negative effect on negative emotions.

Table 3. The results of the indirect effect significance test.

Influence Relationship	Coefficient ( $\beta$ )
Work stress $\rightarrow$ coping style $\rightarrow$ positive emotions	-0.106**
Work stress $\rightarrow$ coping style $\rightarrow$ negative emotions	0.045 t.s.

\* = significant at the 0.10 level; \*\* = significant at the 0.05 level; \*\*\* significant at the 0.01 level; no Significant

Hypothesis 4a predicts that coping style mediates the effect of job stress on positive emotions. The results in the table show that this hypothesis is statistically supported ( $\beta = -0.106$ ,  $p < 0.05$ ). The table shows that work stress has a negative effect on positive emotions through coping style.

Hypothesis 4b predicts that coping style mediates the effect of job stress on negative emotions. The results in the table show that this hypothesis is not statistically supported ( $\beta = 0.045$ , not significant [t.s.]). The table shows that job stress has no significant effect on negative emotions through coping style.

## Conclusion

This study attempts to investigate a model that explains how job stress has an indirect relationship to subjective well-being. By utilizing a sample of police officers who work in several police institutions in Indonesia, this study seeks to explain how the consequences of work stress faced by individuals on behavioral or cognitive efforts to manage situations that are assessed as stressful (coping style) and positive emotions or emotions. negative (subjective well-being).

This study empirically found statistical support for predicting the proposed research model. This empirically verified model, in turn, has implications for theory and practice in the field of management science, particularly in human resource management. The empirical results of this study provide valuable implications for current research on the topic of human resource management studies in particular on the theme of work stress. By utilizing a sample of police officers who work in several Police Institutions in regions in Indonesia, the findings in this study describe how work stress faced by individuals has a relationship with the individual's coping style which will ultimately have an impact on subjective well-being. The findings of this study can also provide input to the organization's management in designing strategies to reduce stress levels and increase individual subjective well-being in the workplace. The results of the study are also expected to be a stimulus in giving more attention to future studies from academics and practitioners in investigating factors that can increase individual positive experiences such as subjective well-being.

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### **Disclosure statement**

No potential conflict of interest was reported by the authors.

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