

Manajemen stres kerja dalam kaitan dengan agresivitas pada anggota Reskrim = Work stress management in relation with aggressiveness of CID Police

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Abstrak

Tesis ini bertujuan untuk mengidentifikasi dan menganalisis sumber-sumber stres yang dirasakan dan dialami oleh anggota Reskrim, mengidentifikasi dan menganalisis agresivitas yang dilakukan oleh anggota Reskrim, menjelaskan kaitan antara stres dan agresivitas, serta membuat rumusan mengenai strategi penanganan stres oleh organisasi. Dalam penelitian ini, peneliti menggunakan metode campuran, yaitu kuantitatif dan kualitatif. Metode kuantitatif dilakukan dengan cara menyebar kuesioner kepada 30 anggota Reskrim. Metode Kualitatif dilakukan dengan mewawancarai narasumber sebanyak 7 orang yang kesemuanya adalah anggota reskrim. Teori yang digunakan dalam tesis ini yaitu teori coping stres dan teori agresivitas.

Hasil penelitian menunjukkan bahwa sumber stres yang dirasakan oleh anggota ada 3 yaitu stres pribadi, stres kerja, serta stres organisasi. Dari ketiga sumber stres tersebut, ditemukan bahwa sumber stres kerja dan stres organisasi adalah yang paling dominan dirasakan oleh anggota. Apabila stres tidak segera ditangani, anggota reskrim memiliki kerawanan untuk melakukan agresivitas. Dari hasil penelitian ditemukan bahwa ada 4 bentuk agresivitas yang dilakukan anggota Reskrim yaitu agresi fisik, agresi verbal, kemarahan (anger), serta kebencian (hostility). Untuk mencegah terjadinya Agresivitas tersebut perlu dilakukan upaya Coping Stress oleh anggota, hal ini dapat dilakukan dengan problem-focused coping secara individu, emotion-focused coping secara individu, problem-focused coping organisasi, dan emotion-focused coping organisasi. Hasil penelitian menemukan bahwa upaya coping stres dari organisasi sangat jarang didapat oleh anggota. Diperlukan adanya mekanisme yang jelas yang dibuat oleh organisasi untuk mengatasi stres anggota agar terhindar dari perilaku Agresivitas.

.....This thesis aims to identify and analyze the sources of stress felt and experienced by members of the Criminal Investigation Police, identify and analyze the aggressiveness carried out by members of Criminal Investigation Police, explain the relationship between stress and aggressiveness, and formulate a strategy for handling stress by the organization. In this study, researchers used mixed methods, namely quantitative and qualitative. The quantitative method is carried out by distributing questionnaires to 30 members of the Criminal Investigation Unit. Qualitative methods are carried out by interviewing as many as 7 people who are all members of the Criminal Police Reskrim. The theory used in this thesis is stress coping theory and the theory of aggressiveness.

The results showed that there were 3 sources of stress felt by members, namely personal stress, work stress, and organizational stress. Of the three sources of stress, it was found that the sources of work stress and organizational stress were the most dominant felt by members. If stress is not immediately addressed, reskrim members have the vulnerability to aggressiveness. From the results of the study it was found that there were 4 forms of aggressiveness carried out by members of the Criminal Investigation Unit, namely physical aggression, verbal aggression, anger (hostility), and hostility. To prevent the occurrence of aggressiveness, Coping Stress is needed by members, this can be done by problem-focused coping

individually, emotion-focused coping individually, problem-focused coping organizations, and emotion-focused coping organizations. The results of the study found that stress coping efforts from organizations were very rarely obtained by members. There is a need for a clear mechanism made by the organization to deal with members' stress to avoid aggressiveness.