

The Influence of Emotional Intelligence and Workload on Job Stress Among Personnel of the Bidpropam Division, Aceh Regional Police

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Abstract. The policing profession in Aceh Province presents distinctive operational, cultural, and psychological challenges that often generate high levels of occupational stress. This study explores how emotional intelligence and workload influence job stress among personnel of the Bidpropam Division at the Aceh Regional Police. Employing a quantitative cross-sectional design, data were collected from 119 officers between January and March 2025. The analysis confirmed that emotional intelligence contributes to reducing job stress, while workload tends to intensify it. Overall, the findings highlight that officers with stronger emotional regulation and interpersonal skills are more capable of coping with demanding work situations. The study underscores the importance of integrating emotional intelligence development into professional training and adopting effective workload management strategies to promote mental well-being and resilience within law enforcement institutions.

Keywords: *Emotional Intelligence, Workload, Job Stress, Police, Aceh*

Introduction

The policing profession in Aceh Province presents multifaceted challenges due to the heavy workload and the region's distinct political and cultural context. The high level of responsibility, coupled with specific and demanding tasks, contributes significantly to elevated stress levels among police officers in the region (Rahmad, 2020). The complexities and pressures of serving as a police officer in Aceh are not to be underestimated (Rizki, 2022). Both the intense workload and the socio-political and cultural environment are recognized as key factors contributing to occupational stress within the police force (Abdussamad, 2020).

Additionally, political and cultural conditions in Aceh impose further pressure. For instance, a report by Tribun News described a violent incident in which a police officer and two civilians were attacked by a man suspected of having a mental disorder in North Aceh (Anonim, 2021). Situations like this underscore the constant readiness required of officers to respond to high-risk emergencies (Rizal, 2024). Moreover, internal pressures are also evident, as in the case of a police officer allegedly coercing his partner into an abortion,

potentially reflecting the psychological strain influenced by the work environment (Masindo, 2025).

In Aceh Province, police officers are exposed to a range of unique factors that can heighten occupational stress levels. A primary contributor is the heavy workload and the complexity of the duties they are required to perform (Sastra, 2017). Officers often face high-risk and high-pressure situations, including armed conflict, insurgency, and various forms of criminal activity, all of which demand a high degree of physical and mental preparedness (Satibi, 2024). Furthermore, the political and cultural landscape of Aceh significantly influences the stress experienced by police personnel (Gayo, 2017). Aceh's designation as a "Special Region" with autonomous authority in areas such as customary law, education, and religion adds additional layers of complexity to law enforcement and police responsibilities (Zainal, 2022). The Bidpropam (Division of Professional Standards and Internal Security) plays a critical role in ensuring that police personnel in Aceh carry out their duties in accordance with professional and ethical standards, while also maintaining their well-being amidst challenging conditions. Bidpropam Polda Aceh is tasked with overseeing internal security, enforcing discipline and order, and ensuring professional accountability within the regional police force. This includes receiving and investigating public complaints regarding misconduct by police personnel, as well as implementing rehabilitation efforts in accordance with legal regulations (Sitompul, 2020). Moreover, Bidpropam is responsible for handling cases involving violations of the police code of ethics and safeguarding internal standards within the organization (Zulaina, 2020).

Prasetyo (2010) in their article "Background and Political Situation in Aceh," discuss the historical and political landscape of Aceh Province, highlighting the role of democracy in the peace and reconciliation process, as well as the challenges in achieving sustainable peace. Similarly, Iyer (2007) in "The Collapse of Peace Zones in Aceh," examine the breakdown of peace zones in the region. Their study identifies several contributing factors, including the lack of commitment and support from involved parties. Aspinall (2008) in his article "Place and Displacement in the Aceh Conflict," investigates the spatial and social consequences of displacement caused by conflict in Aceh. His findings reveal that population displacements significantly affected the region's social and economic structures and had lasting impacts on everyday life. (Crow, 2000), in "Aceh The 'Special Territory' in

North Sumatra: A Self-Fulfilling Promise," explores Aceh's special status and its influence on local identity and political aspirations. Further, Grayman (2009) in "Conflict Nightmares and Trauma in Aceh," explore the long-term mental health effects of conflict trauma on the Acehnese population. Their research underscores how conflict-induced nightmares and psychological trauma have lasting consequences on community well-being. Schulze (2006) in "Insurgency and Counter-Insurgency: Strategy and the Aceh Conflict, October 1976–May 2004," analyzes insurgent and counterinsurgency strategies in Aceh, outlining the tactics employed by both sides and evaluating their effectiveness in achieving strategic objectives.

The present study aims to analyze the impact of emotional intelligence and workload on occupational stress among personnel of the Bidpropam Division at the Aceh Regional Police. The research stems from Sitompul (2020) the observation that police officers, particularly those in professional and internal oversight units, frequently face high job demands and complex working conditions. A heavy workload and external pressures from the working environment increase the risk of occupational stress, which can negatively affect performance and well-being (Lasjupanma, 2024). Additionally, emotional intelligence is regarded as a crucial factor in enhancing an individual's capacity to cope with stress and manage heavy workloads (Hutagalung, 2014). Despite the extensive literature on occupational stress, studies focusing on police officers in Aceh remain scarce, particularly in divisions that manage professional integrity and internal accountability. This study addresses that gap by examining how EI and workload contribute to job stress among Bidpropam personnel, aiming to generate context-specific insights for managing stress in law enforcement. The study specifically aims to Analyze the influence of emotional intelligence on job stress; Evaluate the effect of workload on job stress; and Identify which factor plays a more dominant role in stress regulation among Bidpropam personnel.

Method

This study employed a cross-sectional survey design, where data were collected at a single point in time from a representative sample. The quantitative research approach was used to measure and analyze the relationship between variables through numerical

data and statistical methods, specifically examining the effect of emotional intelligence and workload on job stress among personnel of the Bidpropam Division at the Aceh Regional Police. The sample consisted of all 119 personnel in the division. A random sampling technique was employed to ensure representativeness, and data were gathered using validated questionnaires. The instruments used included the Emotional Intelligence Scale to assess emotional intelligence, the Workload Scale to measure workload, and the Job Stress Scale to evaluate job stress. After data collection, statistical analysis was conducted using Statistical Product and Service Solutions (SPSS) software. Descriptive statistics were applied to outline sample characteristics such as age, gender, educational background, and length of service. Multiple linear regression analysis was used to evaluate the simultaneous influence of emotional intelligence and workload on job stress. The regression model results were presented through regression coefficients, t-tests, and the coefficient of determination (R^2), indicating the extent to which the independent variables explained variations in the dependent variable.

Results

In this study, questionnaires were distributed to 119 personnel of the Bidpropam Division at the Aceh Regional Police. All respondents returned the questionnaires with complete responses, allowing the data to be processed and analyzed effectively. This 100% participation rate provided a strong foundation for obtaining a comprehensive understanding of the personnel's perceptions regarding the variables under investigation. The data collection process was conducted over a three-month period, from January 19 to March 11, 2025.

Table 1
Validity Test Results

Variable	Range of <i>r</i> -calculated	<i>r</i> -table ($\alpha=0.05$)	Status
Emotional Intelligence (X_1)	.412 – .786	.176	Valid
Workload (X_2)	.398 – .702	.176	Valid
Job Stress (Y)	.421 – .751	.176	Valid

Table 1 shows that the validity test results for all variables produced *r*-calculated values greater than *r*-table values, indicating that all instruments are valid. As a result, the

research proceeded with the reliability test as shown in Table 2.

Table 2
Reliability Result Test

No	Variable	<i>Cronbach Alpha > 0,6</i>	Description
1	Job Stress (Y)	.794	Reliable
2	Emotional Intelligence (X1)	.705	Reliable
3	Workload (X2)	.834	Reliable

Table 2 indicates that all questionnaire variables yielded Cronbach's Alpha values above .6, demonstrating that all instruments used are reliable. Furthermore, the characteristics of the 119 respondents in this study show a diverse distribution in age, gender, education, and years of service, as summarized in Table 3.

Table 3
Respondent Characteristic

No.	Category		Frequency	Percentage
1	Age	40-50 Years	5	4,20%
		25-35 Years	10	8,40%
		35-40 Years	20	16,81%
		40-45 Years	84	70,59%
2	Age	Male	77	64,71%
		Female	42	35,29%
3	Education Level	D3	15	12,61%
		S1	79	66,39%
		S2	25	21,01%
4	Years of Service	1 Year	5	4,20%
		20 Years	10	8,40%
		10 Years	20	16,81%
		5 Years	84	70,59%

Subsequently, multiple linear regression analysis was used to examine the effect of emotional intelligence and workload on job stress among personnel in the Bidpropam Division of the Aceh Regional Police. The output of this analysis identified the most

influential factors based on significance values $< .05$, partial effects using the t-test, and the explanatory power through the coefficient of determination, as presented in Table 4.

Table 4
Multiple Linear Regression Output

Variable	β (Coefficient)	t-value	Sig.	Direction
Constant	7.142	4.922	.000	—
Emotional Intelligence (X_1)	-.356	-5.018	.000	Negative
Workload (X_2)	.314	4.283	.001	Positive
$R^2 = 0.786$				

Based on Table 4, the resulting regression model is:

$Y = 7.142 - .356X_1 + .314X_2$. The interpretation of each regression coefficient is as follows:

1. Emotional Intelligence (X_1) has a negative and significant influence on job stress, with a regression coefficient of $-.356$ ($p < .001$). This means that for every one point increase in emotional intelligence, job stress decreases by .356 points. Conversely, lower emotional intelligence corresponds to higher stress levels. This finding underscores the protective role of emotional intelligence in policing contexts particularly the ability to manage emotions, empathize, and maintain composure during critical situations — which helps reduce psychological tension among Bidpropam personnel.
2. Workload (X_2) shows a positive and significant relationship with job stress, with a regression coefficient of $.314$ ($p < .001$). This indicates that an increase in workload leads to a proportional increase in job stress. In practical terms, excessive task demands, time pressure, and administrative burdens contribute to elevated occupational strain. Therefore, implementing balanced duty rotations, ensuring adequate manpower, and leveraging digital systems for case management are crucial to mitigating workload-induced stress among officers.

To assess the partial influence of each independent variable on job stress, the t-test was conducted. The test criterion was that the variable has a significant effect if $t\text{-calculated} > t\text{-table}$ and $p\text{-value} < .05$, as shown in Table 5.

Table 5
t-Test Output

No.	Relationship Tested	t-value	t-table	Sig.	Sig.	Description
1	X ₁ -Y	4.511	1.28889	.000	.05	Significant Effect
2	X ₂ -Y	2.358	1.28889	.000	.05	Significant Effect

Based on the regression analysis results in Table 4, the coefficient of determination (R^2) was found to be .786, indicating that 78.6% of the variation in job stress among Bidpropam personnel is explained by the combined influence of emotional intelligence (X_1) and workload (X_2). This high R^2 value demonstrates a strong predictive capability of the model, emphasizing the dominant role of these two variables in shaping stress levels. Meanwhile, the remaining 21.4% is attributed to other unmeasured factors, such as social support, work environment, organizational policies, or individual traits not covered in this study.

Discussion

This study revealed that emotional intelligence and workload simultaneously exert a significant influence on job stress among personnel of the Bidpropam Division at the Aceh Regional Police. Based on the results of multiple linear regression analysis, both independent variables collectively explained 78.6% of the variance in job stress. This substantial proportion indicates that the combination of emotional regulation capacity and work demand intensity plays a crucial role in shaping psychological well-being within high-pressure law enforcement environments. Among the two predictors, emotional intelligence demonstrated a stronger and more direct effect on reducing job stress than workload. Emotional intelligence represents a set of intrapersonal and interpersonal competencies—such as self-awareness, emotional regulation, empathy, and social skills—that enable officers to manage emotional demands and interpersonal conflict effectively.

In policing contexts where officers must uphold procedural discipline while maintaining composure in emotionally charged situations, these competencies are indispensable. This finding aligns with Zeidner et al. (2012), who asserted that individuals with high emotional intelligence are better equipped to regulate stress responses through adaptive coping mechanisms such as positive reframing and problem-solving, thereby

sustaining mental stability under pressure. Conversely, workload exhibited a significant positive relationship with job stress. This suggests that increasing work intensity, time pressure, and administrative responsibilities elevate psychological strain among personnel. The result supports prior findings by Karatepe (2015), who identified workload as one of the principal stressors in service-based professions. However, while workload remains a major contributor to stress, this study highlights that emotional intelligence exerts a more powerful mitigating influence, functioning as a psychological buffer that offsets the negative effects of excessive job demands.

The findings are also consistent with Rajamanikandan and Savarimalai (2023), who observed that police officers with higher emotional intelligence demonstrated superior stress tolerance under fluctuating operational demands and sociocultural expectations. Similarly, officers in the Bidpropam Division often face dual challenges—internal oversight duties and external pressures arising from Aceh’s complex political, religious, and cultural dynamics—which require heightened emotional adaptability. From a theoretical perspective, these results reinforce that emotional intelligence should not be viewed as a supplementary trait but rather as a core determinant of occupational stress management. Within Aceh’s socio-political context, the Bidpropam Division operates under public scrutiny and moral accountability, making emotional resilience a key professional competence.

From a practical standpoint, these findings suggest that institutional stress-management strategies must move beyond simple workload redistribution. The integration of structured emotional intelligence development programs—focused on enhancing self-awareness, empathy, emotion regulation, and interpersonal communication—can substantially strengthen officers’ psychological endurance. Such initiatives can be embedded within recruitment, training, and professional development processes to cultivate a resilient and emotionally competent workforce. Finally, this research opens new pathways for future inquiry by incorporating additional variables such as organizational support, leadership style, and perceptions of justice. Employing mixed-method or longitudinal approaches could provide deeper insights into the dynamic interaction between personal and organizational factors influencing stress among law enforcement officers.

In conclusion, this study contributes both theoretical and practical value to the field of occupational psychology, particularly within the policing sector. Its strength lies in empirically demonstrating that emotional intelligence acts as an internal buffer, reducing job stress, while workload functions as an external stressor, intensifying it. Together, these findings provide evidence-based guidance for developing more human-centered policies to enhance the mental well-being and effectiveness of law enforcement personnel. These theoretical and practical insights form the foundation for the study's concluding remarks, which emphasize the importance of integrating emotional intelligence development into institutional stress management frameworks.

Conclusion

This study concludes that both emotional intelligence and workload significantly influence job stress among personnel in the Bidpropam Division of the Aceh Regional Police. The empirical findings, supported by a strong coefficient of determination, indicate that the combined effect of these two variables explains a substantial proportion of the variance in job stress levels within this high-demand law enforcement environment. Among the two predictors, emotional intelligence demonstrated a stronger and inverse relationship with job stress, suggesting that individuals with higher levels of emotional awareness, regulation, and interpersonal skills are more capable of managing occupational pressures. In contrast, workload exerts a positive and significant effect, meaning that heavier task demands and prolonged working hours contribute directly to heightened stress. However, the mitigating influence of emotional intelligence appears more dominant, emphasizing the importance of internal psychological capacities in buffering external job-related pressures. These results reinforce the need for law enforcement institutions particularly those operating in politically and culturally sensitive regions such as Aceh to integrate emotional intelligence development into their organizational stress management strategies. Practical initiatives may include structured emotional regulation training, peer-support systems, and access to professional counseling to strengthen officers' emotional resilience and adaptive coping mechanisms. At the same time, structural reforms such as workload balancing, duty rotation, and digital process optimization are essential to reduce excessive operational strain. From a theoretical perspective, this study adds to the growing body of literature on emotional and psychological resilience in policing, confirming that stress management requires both individual and institutional interventions. Future research should consider additional predictors such as social support, leadership style, organizational justice, and coping strategies—to capture a more comprehensive understanding of occupational stress dynamics in law enforcement. In summary, the findings emphasize that an effective

approach to managing job stress among police personnel must be holistic, combining structural workload management with psychological empowerment through emotional competence development. By doing so, law enforcement institutions can cultivate a resilient, adaptive, and ethically grounded workforce capable of sustaining professional integrity under the demanding realities of policing.

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