

Analysis of Workload Among Personnel at Abung Barat Police Sector, Lampung Utara

Haryono¹
Selfia Alke Mega²
Achmad Shandy³
Iskandar Ali Alam⁴
Ni Putu Widhia Rahayu⁵

¹²³⁴⁵Pascasarjana Universitas Bandar Lampung
Jl. ZA Pagar Alam No.89, Labuhan Ratu, Kedaton, 35142, Bandar Lampung,
Indonesia

e-mail:

niputu@ubl.ac.id

Abstract

This study investigates the workload conditions among personnel at the Abung Barat Police Sector, Lampung Utara, aiming to enhance productivity and efficiency within the police force. Utilizing a qualitative research methodology, the study evaluates the workload based on time norms and effective working hours across various units, including Reskrim, Samapta, Intelkam, and Lalu Lintas. The findings reveal a significantly high workload influenced by both supporting factors, such as community awareness and inter-agency cooperation, and inhibiting factors, including organizational structure, human resources, and facilities. The study highlights the impact of workload on the performance and well-being of police personnel and recommends increasing the budget, improving facilities, and optimizing human resource management to address these challenges. This research contributes to the existing literature by providing a detailed analysis of workload conditions in a regional police sector, emphasizing the importance of effective workload management in law enforcement agencies.

Keywords: Workload Analysis, Police Personnel, Qualitative Research, Organizational Efficiency

Introduction

The objective of this study is to provide a comprehensive analysis of the workload experienced by personnel at the Abung Barat Police Sector in Lampung Utara. As a pivotal component of the Indonesian National Police (Polri), the Abung Barat Police Sector is integral to maintaining public order and ensuring community safety. However, the demands of policing often result in high levels of stress and substantial workload, which can impact the effectiveness and well-being of its personnel (Marianto, 2021; Michaellim & Habiburahman, 2024; Wijayanti & Fauzi, 2020).

The Indonesian National Police faces numerous challenges in balancing operational demands with personnel welfare (Chairunnisa et al., 2020; Triana & Defrizal, 2024; Wahyuni & Dewi, 2020). The workload of police officers encompasses a range of tasks, from routine patrols to critical incident responses, each contributing to their overall stress levels and job performance (Alam et al., 2019; Dotulong &

Andriany, 2021; Wirastuti et al., 2020). Given the significance of these factors, it is crucial to understand the specific conditions and challenges faced by police personnel at regional sectors such as Abung Barat.

Existing literature has predominantly addressed general aspects of police work, such as the impact of stress on job performance and strategies for managing high-stress environments (A. R. P. Barusman, 2024; Gumani, 2019; Lanjewar, 2018). However, there remains a notable gap in research focusing on the detailed workload conditions specific to regional police sectors in Indonesia (Argo et al., 2021; M. Y. S. Barusman et al., 2019; Omar et al., 2020). This study aims to bridge this gap by conducting a thorough examination of workload conditions at the Abung Barat Police Sector.

In particular, this research will evaluate workload conditions through the lens of time norms and effective working hours, identifying both the supporting and inhibiting factors that influence police performance (Afandi & Heri, 2016; Ahmad & Islam, 2019; Setyawan et al., 2023). By analyzing these aspects, the study seeks to provide valuable insights into the operational efficiency and well-being of police personnel, ultimately contributing to the development of strategies for improved workload management and enhanced performance in similar regional settings (Asif et al., 2018; Chaiwuttisak, 2019).

Materials and Methods

This study employs a qualitative research methodology to gain an in-depth understanding of the workload conditions experienced by personnel at the Abung Barat Police Sector. The qualitative approach was selected for its ability to capture the complexities and nuances of workload that might be missed by quantitative methods. Data were gathered through a combination of interviews, observations, and document analysis, each contributing unique insights into the workload dynamics.

Semi-structured interviews were conducted with police personnel across various ranks and units within the Abung Barat Police Sector. This included officers from Reskrim (Criminal Investigation), Samapta (Community Policing), Intelkam (Intelligence and Security), and Lalu Lintas (Traffic). The interviews aimed to explore individual experiences, perceptions of workload, and the impact of workload on job performance and well-being. To complement the interviews, direct observations were performed to assess day-to-day activities and the operational environment. These observations focused on work patterns, task execution, and interactions among personnel, providing context to the reported workload conditions.

Additionally, relevant documents such as work schedules, duty rosters, and internal reports were analyzed to understand the formal structure of workload management. This document analysis facilitated a comparison between actual workload conditions and the planned or prescribed workload. The study concentrated on various units within the police sector, each with its specific responsibilities: Reskrim, which handles criminal investigations; Samapta, focused

on community policing; Intelkam, responsible for intelligence and security; and Lalu Lintas, managing traffic regulation and enforcement.

Workload was measured by assessing the number of activities performed and the time required to complete them. Effective working hours were calculated by examining weekly and daily work schedules. This involved analyzing planned versus actual work hours, including overtime and unscheduled duties, as well as reviewing daily routines to determine the distribution of tasks and identify periods of high workload. By integrating these methods, the study aims to provide a comprehensive view of workload conditions at the Abung Barat Police Sector, offering valuable insights into how workload impacts police personnel and suggesting potential areas for improvement in workload management.

Result and Discussion

Workload Measurement

The analysis reveals that the workload among personnel at the Abung Barat Police Sector is significantly high, reflecting the substantial demands placed on them. Based on time norms and effective working hours, it is evident that the workload consistently exceeds standard expectations. For instance, personnel in the Reskrim (Criminal Investigation) unit reported an average workday of approximately 10 hours devoted to case investigations, significantly surpassing the conventional 8-hour workday. This extended duration highlights the intense volume and complexity of their responsibilities. Similarly, members of the Samapta (Community Policing) unit frequently engage in community outreach and crime prevention activities that extend into the late evening, further stretching their working hours.

Supporting Factors

Several factors have been identified as contributing positively to the management of the heavy workload. Community Awareness has played a crucial role in facilitating police work. Increased public awareness and cooperation have notably improved crime reporting and community engagement, thereby alleviating some of the workload pressures, particularly in community policing activities. This enhanced support from the community helps to mitigate the stress associated with high workload levels. Inter-Agency Cooperation also emerged as a significant factor supporting effective workload management. Effective collaboration between the Abung Barat Police Sector and other law enforcement agencies has streamlined operations and minimized redundant tasks. This cooperative approach has enhanced operational efficiency and eased some of the burdens on individual units, leading to more coordinated and effective responses to various incidents.

Inhibiting Factors

Conversely, several factors inhibit effective workload management and exacerbate the challenges faced by personnel. The Organizational Structure of the Abung Barat Police Sector is a notable hindrance. The current structure does not

facilitate optimal workload distribution, resulting in inefficiencies and uneven task allocation. This misalignment contributes to an increased workload on certain officers while others remain underutilized, further compounding the stress and operational challenges.

Human Resources constraints are another significant issue. A shortage of personnel means that the existing staff must handle a larger volume of tasks, leading to increased stress and a higher risk of burnout. The insufficient number of officers makes it challenging to distribute responsibilities evenly and maintain manageable work hours, further straining personnel.

Inadequate Facilities and resources present additional challenges. The lack of proper equipment and resources at the Abung Barat Police Sector hampers the ability of personnel to perform their duties efficiently. This inadequacy can lead to operational delays and increased workload as officers deal with suboptimal working conditions.

Finally, IT Understanding and utilization pose another challenge. Limited proficiency and access to information technology hinder the efficiency of both administrative and operational tasks. Ineffective use of technology can result in delays and additional manual work, exacerbating the already high workload.

Impact on Performance

The high workload and associated stress have a significant impact on the performance and well-being of police personnel. Many officers reported feeling overwhelmed by their extensive responsibilities, which has led to concerns about personal safety and job satisfaction. The elevated stress levels and extended work hours contribute to decreased job satisfaction and overall effectiveness. This study highlights the critical need for a more balanced workload to ensure the continued efficiency and well-being of police personnel. Addressing the identified inhibiting factors and leveraging the supporting factors could improve operational efficiency and enhance the work environment for officers, ultimately contributing to better performance and job satisfaction in similar regional settings.

Conclusions

This study has explored the impact of work discipline and motivation on employee performance at Technical Implementation Unit Puskesmas Pakuan Ratu, revealing that both factors significantly influence performance outcomes. The descriptive statistics indicate that while employees generally exhibit high levels of work discipline and motivation, there are specific areas where further improvements could enhance overall performance. The multiple linear regression analysis confirms that both work discipline and motivation have significant effects on employee performance, with motivation having a more substantial impact.

These findings highlight the critical role that work discipline plays in maintaining an organized and efficient work environment, and the powerful influence of motivation on driving employees to achieve higher performance levels. To leverage these insights, it is recommended that Technical Implementation Unit

Puskesmas Pakuan Ratu implement strategies that focus on enhancing both factors. This includes recognizing and rewarding employee achievements to sustain motivation, as well as establishing a supportive work environment and providing clear policies and training to bolster work discipline.

By addressing the identified areas for improvement and fostering an environment that supports both high levels of work discipline and motivation, the institution can enhance overall employee performance and contribute to greater organizational success.

References

- Afandi, P., & Heri, H. (2016). Influence Factors Internal and External Factors Motivation and Performance of Employees: Do not Stay Civil Service Policy Unit. *International Journal of Economics and Finance*, 8(6), 258.
- Ahmad, R., & Islam, T. (2019). Does work and family imbalance impact the satisfaction of police force employees? A “net or a web” model. *Policing: An International Journal*, 42(4), 585–597.
- Alam, I. A., Singagerda, F. S., & Hairani, T. (2019). Mapping of international trade liberalization and trade balance position in developing country. *Año*, 35(21), 272–287.
- Argo, A. R. B., Yulianto, H., & Nuryanto, D. (2021). Evaluating Psychometric Properties of the Stress Measurement Instrument (the Operational and Organizational Police Stress Questionnaires) with the Application of Rasch Model in the Indonesian Nasional Police (INP). *Jurnal Pengukuran Psikologi Dan Pendidikan Indonesia (JP3I)*, 10(1), 39–59.
- Asif, M., Shahzad, M., Awan, M. U., & Akdogan, H. (2018). Developing a structured framework for measuring police efficiency. *International Journal of Quality & Reliability Management*, 35(10), 2119–2135.
- Barusman, A. R. P. (2024). Open Peer Review on Qeios The Influence of Service Quality and Customer Relationship Management (CRM) as Moderators on Customer Satisfaction for Private University Students. *Europe PMC*, 8–16.
- Barusman, M. Y. S., Waskito, B., Gultom, I. A., Puspa, A. K., & Redaputri, A. P. (2019). Decision Making Model For Shrimp Farming Sustainability In Indonesia. *International Journal off Scienttific & Technology Research* , 8(10), 675–681.
- Chairunnisa, N. D., Satiadarma, M. P., & Subroto, U. (2020). Strategy of Coping Stress by Novice Mobile Brigade Officers in Conflict Areas. *Proceedings of the 2nd Tarumanagara International Conference on the Applications of Social Sciences and Humanities (TICASH 2020)*.
- Chaiwuttisak, P. (2019). Factors Affecting Efficiency of Police Stations in Metropolitan Police Division 3. *Proceedings of the 2019 2nd International Conference on Mathematics and Statistics*, 19–23.

- Dotulong, V. nadindra puspamaya, & Andriany, D. (2021). Pengaruh organizational citizenship behaviour terhadap kinerja anggota Kepolisian. *Cognicia*, 9(2), 112–120.
- Gumani, M. A. (2019). The influence of organisational stressors on the well-being and performance of operational police members. *SA Journal of Industrial Psychology*, 45.
- Lanjewar, S. (2018). Occupational Stress among Police Personnel of Gadchiroli City, India. *Journal of Medical Science And Clinical Research*, 6(3).
- Mariato, A. (2021). The Effects of Workload and Work Environment on Local Police Performance: A Test of Work-related Stress' Mediating Effect. *Britain International of Humanities and Social Sciences (BIOHS) Journal*, 3(1), 159–173.
- Michaellim, M., & Habiburahman, H. (2024). Implementation Of Business Strategies In Facing Coffee Industry Competition (Case Study of PT. Ulubelu Cofco Abadi). *International Jpurnal of Econimics, Business and Innovation Research*, 03(02), 670–683.
- Omar, M. K., Aluwi, A. H., Hussein, N., Mohd, I. H., & Rusdi, S. D. (2020). Factors Influencing Job Stress Among Malaysian Traffic Police Officers. *International Journal of Financial Research*, 11(3), 155.
- Setyawan, A., Supriadi, B., Respati, H., & Natsir, M. (2023). Analysis of the Effectiveness of Attendance Presentation, Discipline and Commitment Effectiveness on Member Performance at the Personnel Service of the Indonesian Armed Forces. *International Journal Of Multidisciplinary Research And Analysis*, 06(08).
- Triana, R., & Defrizal, D. (2024). Analysis of Production Area Planning at the CV. Victo Bandar Lampung Furniture Company. *Sinomics Journal | Volume*, 2(6), 1721–1733.
- Wahyuni, P. S., & Dewi, F. I. R. (2020). Burnout Riot Police Officers: Emotional Regulation and Five Trait Personality as Predictor. *PSIKODIMENSIA*, 19(2), 206.
- Wijayanti, R. Y., & Fauzi, H. B. (2020). Factors Affecting The Work Stress Of Police Officers: A Systematic Review. *Psycho Idea*, 18(2), 112.
- Wirastuti, S., R, I. K., Eryanto, H., Susono, J., & K, A. (2020). The Effect of Work Load and Quality Work Life on the Performance Of Police Members in Indonesian Police Headquarters Korlantas with Job Satisfaction as Intervening Variables. *International Journal on Advanced Science, Education, and Religion*, 3(3), 142–163.