




RESEARCH ARTICLE

Psychological capital in increasing perceived organizational support in traffic police members

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 Amaliah Fadilah¹,  Dwi Hurriyati²

¹ Department of Psychology, Universitas Bina Darma Palembang, South Sumatra, Indonesia

² Department of Psychology, Universitas Bina Darma Palembang, South Sumatra, Indonesia

Corresponding Author:

Amaliah Fadilah (email: lyafadhillah2@gmail.com)

ABSTRACT

Traffic police are responsible for maintaining order and safety on the roads, which involves a series of tasks that are not always easy to perform. Despite this, members of the traffic police remain loyal in carrying out their crucial duties because of the positive psychological conditions that members have, giving rise to positive perceptions of the traffic police in carrying out their duties. This study is intended to determine the relationship between psychological capital and perceived organizational support in police members in the traffic unit. The method used by researchers is quantitative with a sampling technique, namely simple random sampling. One hundred five traffic police members became participants in this study. Data analysis of the results of this study was carried out using a simple regression test, which showed acceptance of the proposed hypothesis. Based on the results of the data analysis, there is a relationship between psychological capital and perceived organizational support for police officers in the traffic unit. These results can be seen from the contribution value between psychological capital and perceived organizational support, which is 53%. This research confirms the importance of one's positive psychological state to increase perceived organizational support.

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INTRODUCTION

The Indonesian National Police is a state government institution that maintains security and public order, law enforcement, protection, and service to the community (Baharuddin et al., 2019). This function explains that the job of a police officer is extensive and quite heavy because it involves various responsibilities and tasks that are often full of challenges and risks that demand mental readiness and high professionalism as a member of the police, especially police officers in the Traffic Unit. A member of the traffic police is responsible for maintaining order and safety on the highway, which involves a series of tasks that are not always easy to do (Apandi & Asmorojati, 2014). Despite being faced with various challenges, members of the Traffic Police remain steadfast in carrying out their crucial duties, making the highway a safer and more orderly place for the community. This is inseparable from the traffic unit's solid and structured organizational conditions. It encourages the traffic police to face

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various challenges in carrying out their duties with confidence and readiness, creating a positive perception of the organization where they work (Dirgahayu, 2021).

Perceived organizational support, according to Rhoades & Eisenberger in Septiani & Wijono (2022), is a perception held by employees regarding the extent to which the organization values contributions, provides support, and cares about the welfare of its employees, as well as the organization's willingness to assist employees in completing work and meeting the socio-emotional needs of its employees. Robbins in Agustini et al. (2017) also defines perceived organizational support as the level at which workers believe the organization values their contributions and cares about their welfare.

Based on the results of observations and interviews conducted with traffic police members, it can be seen that the behavior of traffic police members shows the characteristics of perceived organizational support, namely showing high commitment in carrying out tasks, feeling comfortable and motivated to carry out tasks well, feeling valued and appreciated for their contributions and hard work, and feeling safe and satisfied because of good working conditions. This is supported by the opinion of Rhoades & Eisenberger in Santoso & Mangundjaya (2018), which states that perceived organizational support consists of four dimensions, namely: (1) procedural justice, (2) supervisor support, (3) appreciation, and (4) organizational working conditions.

Rhoades & Eisenberger, as cited by Wu & Nguyen (2019), said that perceived organizational support is influenced by psychological capital because when workers have a good level of psychological capital, they tend to feel stronger perceived organizational support, meaning that the better perceived organizational support they think is because they have the confidence to act positively at work.

The existence of a relationship between psychological capital and perceived organizational support is also supported by several research results, one of which is research conducted by Gumilang & Indrayanti (2022), which shows that there is a significant simultaneous influence between psychological capital and perceived organizational support on work engagement in millennial employees. This study also shows that work engagement in employees must be balanced with the existence of personal resources, namely psychological capital, and work resources, namely perceived organizational support. The results of this study indicate that psychological capital and perceived organizational support can simultaneously predict 47.9% of work engagement in millennial employees, which means that the higher the psychological capital and perceived organizational support in millennial employees, the higher the employee's work engagement.

Luthans et al. (2015) say that psychological capital is a positive psychological state of a person characterized by self-efficacy in all tasks, optimism, hope, and the ability to survive and advance when faced with a problem (resiliency). Peterson et al. and Almizan Gani et al. (2020) also said that psychological capital is a psychological resource that is not limited to humans and can be improved and developed by the individual to achieve success in achieving goals.

Based on the results of observations and interviews conducted with Palembang traffic police members, it was found that the behavior of traffic police members showed the characteristics of psychological capital, namely confidence in carrying out challenging tasks, building positive relationships with the community, persevering in developing themselves to achieve success, and being patient, calm, professional and not panicking when facing emergencies. This is supported by the opinion of Luthans et al. (2015) which states that psychological capital consists of four characteristics, including (1) having the confidence to choose and exert the effort needed to succeed in the face of challenging tasks, (2) making positive attributions about present and future success, (3) persevering

in achieving goals to achieve success, and (4) when hit by problems and difficulties, individuals can survive and bounce back even beyond their original state to achieve success.

Previous research conducted by Callista & Fajrianti (2021) also shows that psychological capital and perceived organizational support affect job-hopping intentions in millennial generation workers and are statistically significant when tested with multiple regression. However, research on psychological capital with perceived organizational support is still limited, especially for police officers in the traffic unit, so research is needed to prove the relationship between psychological capital and perceived organizational support in traffic unit police officers in other populations. In addition, based on the explanation above, this study hypothesizes that there is a relationship between psychological capital and perceived organizational support in police officers in the traffic unit.

METHOD

This research is quantitative, with the variables used, namely perceived organizational support as the dependent variable and psychological capital as the independent variable. The data analysis techniques go through two stages: assumption/prerequisite tests and hypothesis testing. Assumption/prerequisite tests include normality and linearity tests, while hypothesis testing uses simple regression analysis techniques.

The number of subjects in this study amounted to 105 people, consisting of 96 (91.4%) male police officers and 9 (8.6%) female police officers. The sampling technique used in this study uses an adaptation of the Issac & Michael table with an error rate of 5% (Sugiyono, 2016). The measuring instruments used in this study are the perceived organizational support and psychological capital scale. The scale in this study was made directly by the researcher in the form of a Likert scale consisting of two types of statements: favorable and unfavorable. The researcher made the perceived organizational support scale based on the aspects proposed by Rhoades and Eisenberger (Hanifia & Ratnaningsih, 2020). This study's perceived organizational support scale consists of 67 statement items based on indicators divided into 34 favorable statement items and 33 unfavorable statement items. The scale is tested first in this study to determine its validity and reliability.

Furthermore, the researcher also made the psychological capital scale based on the aspects proposed by Luthans and Avolio (Amaliah & Wardani, 2021). The psychological capital scale in this study consists of 60 statement items based on indicators, divided into 32 favorable statement items and 28 unfavorable statement items. The scale is tested first in this study to determine its validity and reliability.

RESULT

Table 1 describes research data on perceived organizational support and psychological capital variables. Based on this table, the mean on the sensed organizational support variable is 273.43 with an SD = 15.308, while the mean on the psychological capital variable is 221.73 with an SD = 20.233.

Table 1. Description of research data

Variable	Mean	SD
<i>Perceived organizational support</i>	273.43	15.308
<i>Psychological capital</i>	221.73	20.233

Table 2 shows that of the 105 traffic police members at Palembang who were used as research subjects, 59 (56.2%) members had a high level of perceived organizational support. In contrast, 46 (43.8%) other traffic police members had low perceived organizational support. It can be concluded that the average member of the traffic police at Palembang has high perceived organizational support.

Furthermore, of the 105 police officers who were used as research subjects, 53 (50.5%) members had high psychological capital. In contrast, 52 (49.5%) other police officers had low psychological capital. It can be concluded that the average police officer at the Palembang Police Station has high psychological capital.

Table 2. Sample categorization

Variable	Score	Category	n(%)
Perceived organizational support	X > 273.43	High	59 (56.2%)
	X < 273.43	Low	46 (43.8%)
Psychological capital	X > 221.73	High	53 (50.5%)
	X < 221.73	Low	52 (49.5%)

Before hypothesis testing, assumption test calculations, which consist of normality tests and linearity tests, are first carried out. The normality test conducted on each variable in this study uses Kolmogorov-Smirnov, which aims to determine whether the data from the two variables are normally distributed. In the perceived organizational support variable, the normality test results show $p = .200$ so that it can be declared normally distributed. The psychological capital variable gets a $p = .508$, so it can be announced as normally distributed. Thus, these two variables are typically distributed because they meet the rules of significance value ($p > .05$).

Table 3. Normality test

Variable	KS-Z	p	Explanation
<i>Perceived organizational support</i>	.822	.200	Normal
<i>Psychological capital</i>	1.326	.508	Normal

Based on the linearity test, the results obtained on the psychological capital variable with perceived organizational support are linearity significance results of ($p < .05$). From these results, it shows that the correlation between the psychological capital variable and perceived organizational support is linear, where the psychological capital variable and perceived organizational support can be said to be linear because of the changes that occur between one variable, the other variables will follow until they have a parallel magnitude between the two variables.

Table 4. Linearity test

Variable	F	p	Explanation
Psychological capital (X) and perceived organizational support (Y)	116.233	< .01	Linear

The psychological capital variable significantly contributes to the perceived organizational support variable with a value of $b = 151.281$, $t(13.297) = 10.781$, $p < .01$. The psychological capital variable also significantly explains the value of the perceived organizational support variable, $R^2 = .530$, $F(116.233)$, $p < .01$. The result of the correlation coefficient between the psychological capital variable and perceived organizational support shows the value of R Square = 0.530 (53.0%). The results of this contribution show that psychological capital influences perceived organizational support for traffic police members at Palembang. However, several other factors also affect perceived organizational support for traffic police members at Palembang, which researchers have not further examined. This factor is 47%.

Table 5. Hypothesis test

Variable	R	R ²
Psychological capital and perceived organizational support	0.728	0.530

DISCUSSION

The results of statistical calculations that have been carried out prove a relationship between psychological capital and perceived organizational support for members of the traffic police at Palembang. The analysis was carried out using a simple regression test, which showed acceptance of the proposed hypothesis. The relationship is supported by Gumilang & Indrayanti (2022), who say that work involvement in employees must be balanced with the existence of personal resources, namely psychological capital, and work resources, namely perceived organizational support. This is also in line with Rhoades & Eisenberger (in Wu & Nguyen, 2019), who say that when workers have a good level of psychological capital, they tend to feel stronger perceived organizational support, meaning that the better perceived organizational support they think is because they have the confidence to act positively at work.

The results of this study also state that there are other factors related to perceived organizational support besides psychological capital, as stated by Rhoades and Eisenberger (Afdilki, 2021) that perceived organizational support is also influenced by reliable organizations, organizations that can be trusted, organizations that pay attention to the welfare of members and organizations that pay attention to the interests of their members. In this study, most members of the traffic police at Palembang have a positive perception of their organization due to the highly positive psychological conditions possessed by members of the traffic police at Palembang. As stated by Luthans et al. (2015), psychological capital is a positive psychological state of a person characterized by self-efficacy in all tasks, optimism, hope, and the ability to survive and advance when faced with a problem (resiliency).

CONCLUSION

The research results on psychological capital variables that are thought to have a relationship with perceived organizational support show significant results. Based on the research results above, it is clear that psychological capital significantly influences perceived organizational support in traffic police officers in Palembang. The results of this study can be used as a reference for improving psychological capital and perceived organizational support for police officers, especially police officers in the traffic unit. Future researchers should develop this research by using other factors that affect perceived organizational support. In addition, future researchers can also conduct research on other divisions or units in the police force as research subjects to see the relationship between perceived organizational support and psychological capital in a broad scope of the police force.

DECLARATION

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Author contribution statement

Amaliah Fadilah conducted surveys, distributed scales, and analyzed data. Dwi Hurriyati monitored the process of conducting research, writing discussions, and drawing research conclusions.

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Data access statement

The data described in this article can be accessed by contacting the corresponding authors.

Declaration of interest's statement

The authors declare no conflict of interest.

Additional information

No additional information is available for this article.

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