
The Effect Of Role Ambiguity, Role Conflict, External Locus Of Control, And Neuroticism On Job Stress

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Abstract

The purpose of this study was to analyze the effect of role ambiguity, role conflict, external locus of control, and neuroticism on job stress. The research methodology used for this study is a quantitative approach. The population in this study were 165 people with 120 people who became respondents. The analysis technique used is multiple regression analysis. The sampling technique in this study was a random sampling technique. The software used to analyze the data is SPSS 18. The results showed that role ambiguity, role conflict, external locus of control, and neuroticism had an effect on job stress. The implications in this study indicate that job stress is influenced by stressors from organizations and individuals, so that every organization and individual is expected to be able to control work stress.

Keywords

Role Ambiguity, Role Conflict, External Locus of Control, Neuroticism, and Job Stress

INTRODUCTION

A person who works in the field of human services such as the police (Hart & Cotton, 2002) in Shane (2010) is vulnerable to stress that can come from organizational structural arrangements. In carrying out their duties, the police force requires different physical and mental abilities according to different work situations (Anshel, 2000; Rollinson, 2005; Morash et al., 2006). According to Mathur (1999), stress is experienced by subordinate officers due to feeling bored with work, quantitative overwork, and lack of praise and working on a dangerous physical environment, communication quality, latitude decisions, and role ambiguity. In police organizations, stress can also be caused by many negative work environments, long working hours, lack of family time, irregular eating habits, difficult decisions, lack of sleep, poor living conditions, disturbed personal life and declining public confidence (Waters and Ussery, 2007; Malach-Pines and Kienan, 2007; McCarthy et al, 2007). Stress experienced by members of the police can be in the form of fatigue, depression, not being able to concentrate, irritability impulsive behavior, susceptibility to illness so that it can affect job satisfaction, performance, and can endanger yourself, colleagues, and society.

According to Indonesian Police Watch (IPW) data, from 2011 to 2015 dozens of

police officers have committed suicide. This was confirmed by the Kepala Divisi Humas Mabes Polri, who stated that the main cause of suicides carried out by police was because of the stress caused by the task burden. Whereas according to forensic psychologists, work is very vulnerable to stress not only from work pressure but also from personal factors. So the institution must pay attention to the psychological health of its personnel.

National Police Education or SPN Polda Jawa Tengah is located in Purokerto, Central Java. SPN Polda Jawa Tengah is under the auspices of Polda Jawa Tengah which is tasked with providing Brigadier formation education and other education and training in accordance with the programs and policies of the leader Polda Jawa Tengah. Or in other words the SPN Polda Jawa Tengah plays a role in creating a new generation of superior police so that they can help and serve the community. At present the SPN Polda Jawa Tengah have 228 personnel consisting of 165 policeman and policewomen and 62 Civil Servants.

According to Kunarto (2001) in Sumbayak (2008) there are several causes of stress that can be experienced by members of the Police, namely excessive workload, time pressure, poor quality of implementation, bad political climate, inadequate authority, prolonged conflict, differences in values tasks between leaders and subordinates, unusual

organizational changes such as layoffs, and frustration. The study from Carpenito-Moyet (2008) shows that locus of control is a major component of personality. Other studies show that police personnel who have a high external locus of control are more anxious than individuals with internal locus of control. Heller et al. (2002) suggested that neuroticism was seen as a negative trait in the police. Research according to Detrick and Chibnall (2006) stated that ideal officers have low neuroticism. Neuroticism can show a high negative correlation with police work and a prediction of performance problems (Cortina, 1992).

In job strain a model of psychological stress experienced by a person does not originate from one aspect of the work environment, but a combination of work situations and a range of freedom of decision making for workers in the face of a demand. According to role theory, a person can experience stress when the behavior expected of a person is inconsistent so that he becomes dissatisfied and less effective at work. In the psychology of locus of control personality is the level of confidence of a person to have control in dealing with various events experienced. According to Rotter, external locus of control is a person's belief that his life is controlled by external factors, opportunities, and fate. The big five personality or five factor model is a theory that describes the personality and soul of a human such as openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism.

Job stress is a condition when a person cannot adjust his abilities, resource, and demands according to the needs of his work (Harrisons, 2005). In other words, job stress occurs when employees feel there is a demand for work but they are unable to adjust. According to Robbins (2010), the factors that can influence stress are called stressors. Stressors are divided into two types, namely personal stress, and organizational stress. Personal stress consists of personality type, family matters, and financial problems. While organizational stress is divided into five categories, namely role ambiguity, role conflict, role overload, technology, layoffs, and restructuring.

One organizational stressor is role ambiguity. The role of ambiguity occurs when employees feel confused by the task and situation they are experiencing (Schulz and Auld, 2006 in Soltani et al., 2013) so that it

can disrupt the stability of work and independence (Wall et al., 2002 in Soltani et al., 2013). According to Arnold et al. (2009) in Soltani et al. (2013), ambiguity can affect employee job stress so that it affects psychological well-being and organizational consequences (eg, Semmer et al., 2005; Jex and Yankelevich, 2008; Westman, 2001 in Soltani et al., 2013). Someone who experiences role ambiguity shows symptoms such as anxious, not satisfied, and not working optimally so that it can cause job stress (Robbins, 2008 in Suharnomo, 2015). Research that supports the research of Greenberg and Baron (2003) in Satrini et al. (2017) find that role ambiguity and role conflict have a strong influence on job stress (Kinicki, 2005; Karimi, et al., 2014; Hutami, 2011; and Fried et al., 2008 in Satrini et al., 2017). Role ambiguity has a significant and positive influence on job stress (Greenberg and Baron, 2003; Karimi et al., 2014; Hutami, 2011, Fried et al., 2008; and Vanishree, 2014 in Satrini et al., 2017) and concludes that the higher the role ambiguity, the higher job stress.

Besides role ambiguity, other organizational stressors are role conflict. An employee can experience high stress because of the high role of ambiguity and role conflict (Ram et al., 2011). According to Iqbal (2013) in Juwita (2018), role conflict occurs when employees feel there is a mismatch between jobs. The role conflict can affect job stress can occur when a person experiences two conflicting jobs so that they press (Wu and Norman, 2006 in Soltani et al., 2013). According to research conducted concluded that role conflict is one of the factors that trigger stress (Jex and Bliese, 1999 in Yongkang et al., 2014). Another study conducted by Dobрева-Martinova (2002) in Yongkang (2013) shows that role conflict in work stressors is related to job satisfaction, affective commitment, tension, and one's mental health. According to Şenol-Durak and his colleagues (2006) in Yongkang (2014) role conflict, role ambiguity, role overload, and stress have a positive relationship with depression, anxiety, and decision.

In addition to organizational stressors, stress can also be caused by a person's personality. Several studies were conducted to determine the effect of locus of control on several aspects such as stress, satisfaction, and organizational commitment (eg, Martin et al., 2005 in Chen and Silverthorne, 2008). The result is job stress, satisfaction, and

performance depending on individual characteristics, especially locus of control. According to Ng et al. (2006) in Karimi and Alipour (2001), locus of control is a person's beliefs and actions that can affect one's success. Locus of control is divided into two, namely internal locus of control and external locus of control. Whereas people with high external locus of control feel someone's success is determined by luck, opportunity, and destiny (Hsu, 2011 in Karimi & Alipour, 2011). People with internal locus of control have a small chance of experiencing stress than people with external locus of control (Kalbers and Fogarty, 2005 in Chen and Silverthorn, 2008). Based on research conducted by Sundaresh (2010) in Ha and Bano (2012), employees with high external locus of control tend to experience stress more than employees with internal locus of control.

Other personality factors that can affect job stress are neuroticism. Neuroticism is one personality that is prone to experiencing psychological stress (Pervin, 1996 in Jelcic et al., 2003). Neuroticism is a person's emotional reaction to negative events and stimuli related to threats, setbacks and losses (Lahey, 2009 in Chu et al., 2015). Someone who has a neuroticism personality is more irritable, sad, anxious, worried, vindictive, and easily offended (Weiss and Costa, 2005 in Chu et al., 2015), so that his emotions tend to be unstable (Verbeke and Kenhove, 2002 in Chu et al., 2015). People with high neuroticism is easier to vent negative emotions (Ng and Diener, 2009 in Chu et al., 2015) because they are more sensitive (Osorio, et al., 2003 in Chu et al., 2015), more responsive to events that relate to their lives (Gross, et al., 1998 in Chu et al., 2015), and they tend to think more about negative events (Muris, et al., 2005 in Chu et al., 2015). The extraversion-neuroticism model developed by Eysenck to test limbic and sympathetic and parasympathetic activities with one's emotional response and the result is individuals with high neuroticism tend to experience stress (Penley and Tomaka, 2002 in Schneider et al., 2011).

Based on previous research by Parvaiz (2015), Karimi (2011), and Chu (2011), only examined the influence of stressors on several factors from the organizational aspect or from the personal aspects. Therefore, the authors are interested in combining both aspects of organizational aspects such as role ambiguity and role conflict and personal

aspects such as locus of control and extraversion personality.

LITERATURE REVIEW AND HYPOTHESES

Job Stress

In job strain a model of psychological stress experienced by a person does not originate from one aspect of the work environment, but a combination of work situations and a range of freedom of decision making for workers in the face of a demand. Both aspects of the work situation consist of instigators of actions such as demands for workload, conflict, and other stressors; and constraints on alternative actions that are generated.

Stress is a major problem that can be experienced by every employee and is difficult to avoid. Stress is a dynamic condition when a person faces opportunities, obstacles, or requests whose results are uncertain and not in accordance with what he wants (Robbins, 2010). When an organization demands its employees to work to meet the expectations of the organization but the existing resources are not able to meet it can be burdensome for employees (Tziner and Sharoni, 2014 in Parvaiz et al., 2015). Job stress is also defined as a physical and emotional response caused by employee not being able to meet the demands of their work (Malik, 2011).

According to Hit et al. (2006) in Soltani et al. (2013), the factors that cause stress are called stressors. Previous research stated that stress triggers can come from environmental factors, individuals, and organizations (Junita, 2011). While according to Gibson (1996) in Junita (2011) there are four factors that cause stress, namely environment, physical, individual, and group. Examples of individual stresses that can cause stress are role conflict and multiple roles (Junita, 2011). Von Onciul (1996) suggests that organizational stressors are agents that trigger various stress reactions.

According to Robbins (1996) in Suharnomo (2015), divide stressors into three, namely environmental factors such as uncertainty in the fields of economic, politic, and technological change. Organizational factors that can influence stress are task demands, role demands, interpersonal demands, leadership organizational structure in the organization, and life stage of the organization. While personal factors that can influence are family problems, economic problems, and personality.

According to Sutanto (2008) in Junita 2011, the indications of job stress are as follows refuse change; reduced productivity and efficiency; loss of motivation, memory, attention, tolerance, and control; lack of sleep, reduced appetite, and decreased sexual appetite; don't like workplaces and people who work together.

Some of the positive effects of job stress according to Gibson (1996) in Junita (2011) are personal motivation, stimulating to work harder, and increasing inspiration for a better life. According to Safira et al. (2011) the negative impact resulting from job stress experienced by employees is decreasing employee productivity, high absenteeism, and the intention to leave work.

Role Conflict

Role conflict is a negative emotional reactions arising from the demands and inability of employees to complete their work (Cooper et al., 2001 in Safaria et al., 2011). According to Muchinsky (2000) in Yongkang (2014) role conflict occurs when employees do not agree to do certain tasks. Role conflict can affect job stress (Kelloway and Barling, 1990 in Soltani et al., 2013) and can make someone feel depressed when there are at least two conflicting factors (Wu and Norman, 2006 in Soltani et al., 2013).

According to Nimran (2009), the characteristics of role conflict are as follows: doing things that are not necessary, being between two or more different interests (boss and subordinate or colleague), doing something is only accepted by one party, receive conflicting orders or requests, doing something or facing a situation when the command line in the organization is not obeyed.

In an organization, role conflict can have a positive or negative impact (Indrawan, 2009). The positive impact of role ambiguity is that it can improve one's ability to work so that they can complete tasks quickly and make employees more disciplined. While the negative impacts that arise as a result of role conflict experienced by employees are causing job stress, decreased job satisfaction, decreased organizational commitment, and make employees want to get out of their jobs. Other studies suggest that role conflict can also cause decreased productivity, tension, dissatisfaction, and psychological withdrawal from the work group so that it can increase stress which can affect

effective work (Van Sell et al., 1981 in Yongkang, 2014).

External Locus of Control

Murphy et al. (2007) concluded that the A person with an external locus of control believes that chance, fate, leadership can influence a person's success based on decisions that have been made (Rotter, 1966 in Karimi and Alipour, 2011). According to James and Wright (1993) in Karimi and Alipour (2011) people with external locus of control believe that fate, opportunity, luck, and people around them can affect a person's success or failure. External locus of control is the personality of someone who has the characteristics of behaving suspiciously, dogmatically, and often avoiding (Basim et al, 2009 in Karabay et al., 2016) which can cause problems in the workplace such as work stress.

According to Crider (1983) in Ghuftron and Risnawita (2010), individuals with external locus of control have the following characteristics lack of initiative, having hope that there is a slight correlation between effort and success, lack of effort because they believe that external factors control, and lack of seeking information to solve problems.

Previous research revealed that someone with an external locus of personality tends to be unable to cope with the pressure around him so that they are easily depressed, stressed, and more easily ill (Ng, 2007; Sahraian et al., 2014). This can also reduce their performance and enhance their experience of negative work experience (Sahraian et al., 2014).

In addition, external locus of control can also disturb employee mental health such as anxiety and depression (Sahraian et al., 2014). Other research shows that external locus of control can increase fatigue, turnover, absenteeism, role overload, role conflict, role ambiguity, and family work conflict because locus of control is a personality that is one of the main factors causing stress that can determine the behavior conditions of employees in depressed conditions or not (Karabay, 2016).

External Locus of Control

Neuroticism is often referred to as negative emotionality. People who have neuroticism have characteristics such as easy experience of fear, irritability, low self-esteem, anxiety, inhibition of impulses, and helplessness (Bakker et al., 2006 in Ozutku and Altindis

(2011)). Neuroticism is related to instability, stress, insecurity, and depression. According to Timothy (2000), the form of negative emotions that arise as a result of neuroticism is the emergence of feelings of anxiety, sadness, tension, and nervousness.

Based on the personality theory of individuals with high levels of neuroticism it is easy to experience negative emotions, such as anxiety, worry, sentimentality or nervousness. Individuals with low levels of neuroticism, on the other hand, have mild and slow emotional reactions, and they are easier to restore calm. They are usually much more assertive, steady and calm (Pevin, 2001 in Chu et al., 2015). Watson and Clark (1992) in Nasuridin et al. (2005) explained that neuroticism has characteristics such as easy fear, sadness, guilt, and hostility.

High neuroticism can cause negative emotional reactions because with the high level of neuroticism, the concern is even higher. High neuroticism individuals cannot control their emotions because they are in a bad mood and cannot think and make decisions when under pressure. When faced with stress they feel in danger, threatened, nervous, scared, worried, and anxious. This emotional reaction can be seen from their physiological, psychological, and behavioral aspects (Chu, 2015).

Neuroticism is one of the trigger factors for stress (see for example, Bolger and Zuckerman, 1995; Fergusson and Horwood, 1987; Kendler, Gardner, and Prescott, 2003 in Brown & Rosellini, 2011) so that emotional stress such as depression arises. In his research McCrae (1990) revealed that generally all humans can experience anger, worry, sadness, and guilt which if it cannot control it can cause psychiatric disorders, such as depression or other anxiety reactions, and can cause chronic and diffuse pressure.

Hypotheses

H1: Role ambiguity has positive impact on job stress

H2: Role conflict has positive impact on job stress

H3: External locus of control has positive impact on job stress

H4: Neuroticism has positive impact on job stress

Based on the literature reviews and hypotheses proposed, the framework of the

study can be presented as in the figure below:

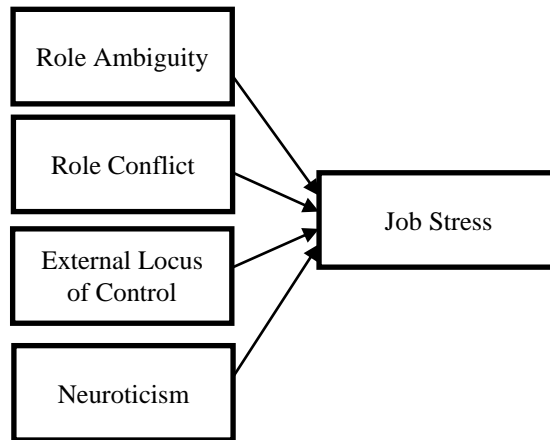


Figure 1. Research Model

METHODS

This research is quantitative research using survey method, so to collect the data is use questionnaire. The population to be studied is policeman or policewoman in SPN Polda Jawa Tengah with a total of 165 people. To determine the members for selected as samples using random sampling techniques. Based on Slovin formulation, the total respondents used for the research will be 120 respondents.

RESULTS AND DISCUSSION

Validity and Reliability
Validity test

Tabel 1. Result of Validity Test

Item	r count					Exp.
	RA	RC	ELOC	NEU	JS	
1	0.675	0.448	0.578	0.576	0.559	Valid
2	0.768	0.560	0.849	0.516	0.499	Valid
3	0.865	0.630	0.847	0.597	0.632	Valid
4	0.759	0.469	0.793	0.595	0.703	Valid
5	0.836	0.533	0.836	0.436	0.566	Valid
6	0.839	0.770	0.863	0.416		Valid
7		0.750		0.427		Valid
8		0.725		0.502		Valid

From the results of the calculation of the validity test above shows that all items in the questionnaire have a correlation coefficient greater than 0.361 which means that all items in the questionnaire are valid and can be used as a data collection tool.

Reliability test

Tabel 2. Result of Reliability Test

Variable	Reliability (r _{count})	Value (r _{table})	Exp.
Role Ambiguity	0.792	0.361	Reliable
Role Conflict	0.749	0.361	Reliable
External Locus of Control	0.798	0.361	Reliable
Neuroticism	0.706	0.361	Reliable
Job Stress	0.730	0.361	Reliable

The above results indicate that the reliability value of the role ambiguity, role conflict, external locus of control, neuroticism and job stress variables have a calculated r value greater than r table of 0.361. Thus it can be said that the measuring instrument is declared reliable to be used as a data collection tool.

Normality test

The normality test method used is Kolmogorov Smirnov. The standardized residual value curve is said to spread normally if the value of Kolmogorov-Smirnov $Z < Z$ table, or the value of Asymp. Sig. (2-tailed) $> \alpha$, then the data distribution spreads normally and vice versa.

Tabel 3. Result of Normality Test

No	Variable	Normality Test	Sig.	Explanation
1	Unstandardized Residual	0,432	0,992	Normal

Based on the table, it can be seen that the significance value of the normality test results is greater than 0.05. Thus it can be concluded that all variables are normally distributed.

Linearity Test

The linearity test method used is the MWD Test. The selection of this regression model uses the Mackinnon, white and Davidson (MWD) which aims to determine whether the

model is will be used linear or linear log linearity.

Tabel 3. Result of Linearity Test

No	Variable	t _{count}	Sig.	Explanation
1	Z1	0,641	0,523	Linier

Based on the table, it can be seen that the results of linearity tests have a significance value greater than 0.05. Thus it can be concluded that the data is linear.

Heteroscedasticity Test

Symptoms of heteroscedasticity will be indicated by the regression coefficient of each independent variable on the absolute value of residuals (e) if the probability value $>$ alphabetical value (0.05), then we can be sure the model does not contain elements of heteroscedasticity.

The test results show that sig $>$ alpha with alpha 0.05. Thus there are no symptoms of heteroscedasticity in this model.

Tabel 5. Result of Heteroscedasticity Test

Model	T	Sig.
Role Ambiguity	0,708	0,481
Role Conflict	-0,101	0,920
External Locus of Control	0,614	0,540
Neuroticism	1,850	0,067

Regression Analysis of the Effect of Role Ambiguity, Role Conflict, External Locus of Control and Neuroticism on Job Stress

To determine the effect of role ambiguity variables, role conflict, external locus of control and neuroticism on job stress, it was carried out with the help of SPSS 18. The following are the results of multiple linear regression analysis with the SPSS 18 program:

Tabel 6. Multiple Linear Regression Analysis

Variable	Coefficient	t _{count}	Probability
Constants	0,203		
Role Ambiguity	0,115	2,969	0,004
Role Conflict	0,288	9,820	0,000
External Locus of Control	0,276	9,932	0,000
Neuroticism	0,092	2,380	0,019
R^2		=	$F_{count} = 63,571$
			0,689

From the table, multiple linear regression equations can be made as follows:

$$Y = 0.203 + 0.115 X_1 + 0.288 X_2 + 0.276 X_3 + 0.092 X_4$$

The coefficient X_1 is 0.115 means that the role ambiguity variable has a positive relationship with the job stress variable, this shows that the increase in the role ambiguity variable will increase the job stress variable.

The coefficient of X_2 of 0.288 means that the role conflict variable has a positive relationship with the job stress variable, this shows that the increase in the role conflict variable will increase the job stress variable.

The X_3 coefficient of 0.276 means that the external locus of control variable has a positive relationship with the job stress variable, this indicates that the increase in the external locus of control variable will increase the job stress variable.

The coefficient of X_4 of 0.092 means that the neuroticism variable has a positive relationship with the job stress variable, this indicates that the increase in neuroticism variables will increase the job stress variable.

Through statistical calculations obtained the coefficient of determination is 0.689 or 68.9 percent. This means that 68.9 percent of the ups and downs of job stress variables are influenced by variable role ambiguity, role conflict, external locus of control and neuroticism, while the remaining 31.1 percent is explained by other independent variables not included in the model.

To test the effect of the independent variables together on the dependent variable using the F test. From the results of calculations with a confidence level of 95 percent or $\alpha = 0.05$ obtained F table value of 2.45, while the calculated F value of 63.571.

To find out the partial effect of role ambiguity, role conflict, external locus of control and neuroticism variables on stressful job variables, the t-test was used. From the results of the analysis using the error rate (α) = 0.05, it is known that the t table value is 1.96.

CONCLUSION

The results showed that role ambiguity, role conflict, external locus of control, and neuroticism had an effect on job stress. The implications in this study indicate that job stress is influenced by stressors from organizations and individuals, so that every organization and individual is expected to be able to control work stress.

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