

## THE RELATIONSHIP OF SELF-EFFICACY WITH WORK ENGAGEMENT IN DIY POLICE MEMBERS

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### ABSTRACT

This research aims to determine the relationship between self-efficacy and work engagement among police officers from the Yogyakarta Special Region Regional Police. The subjects of this research were members of the DIY Regional Police. The number of research subjects was 278 police officers who had worked for at least 1 year and were still active police officers. The research method used is a quantitative method with scale as a data collection tool. The scales used in this research are the Utrecht Work Engagement Scale (UWES) and the self-efficacy scale. The data analysis used was the Spearman (Rho) analysis technique with the help of Statistical Product and Service Solution (SPSS) version 16.0 for Windows. Based on the results of research data analysis, it can be concluded that there is a very significant positive relationship between self-efficacy and work engagement. This means that the higher the self-efficacy, the higher the work engagement. Vice versa, the lower the self-efficacy, the lower the member's work engagement. The relationship between self-efficacy and work engagement is stated to be positive, this can be seen from the Spearman correlation coefficient (Rho)  $r_s = 0.635$  which is positive, with a value of  $0=0.000$  ( $p < 0.05$ ). Self-efficacy makes an effective contribution of 40% to work engagement. While the rest is contributed by factors from variables outside of self-efficacy.

**Keywords:** Self-Efficacy, Work Engagement, Police.

### INTRODUCTION

An organization is a consciously coordinated social unit, consisting of two or more people who have the goal of achieving mutual success (Robbins, 2015). The goal itself can be achieved by the work engagement provided by a person to his job or company (Bakker & Michael, 2010).

Work engagement is a positive attitude and thoughts towards work, fulfillment and willingness of workers to carry out their work, and work in accordance with the characteristics of vigor, dedication and absorption. Vigor refers to a high level of energy, as well as being serious about one's work. Dedication refers to a sense of enthusiasm, inspiration, and a sense of challenge. Meanwhile absorption refers to high concentration and time that feels fast when working (Salanova, Gonzalez-Roma and Bakker, 2002).

Someone who has high work engagement will have high enthusiasm, enthusiasm at work and is often immersed in work so they tend to have high performance and productivity (Xanthopoulou, Bakker & Fishbach, 2013). Meanwhile, someone who has low work engagement at work will show complaints when given additional tasks and complaints when they have to go home late, because of unfinished tasks. When someone is not engaged, they will only show physicality in their work, not showing energy, passion and emotion in doing their work (Berlian, 2013).

The results of Smulders' 2006 research conducted in the Netherlands showed that there were several jobs that had work engagement in the low category, one of which was the police. Meanwhile, it is known that one organization that has a very important role for the wider community is the police. This is in accordance with the conditions that exist in Indonesia, that the police agency is an important pillar, because this agency is tasked with maintaining security and maintaining public order (Spoerwodarminto, 2007).

In accordance with article 13 of Law No. 2 of 2002, it is explained that the police's duties are to maintain security and public order, enforce the law and provide protection, guidance and service to the community. Seeing the results of research conducted by Smulders (2006) in the Netherlands which showed that one of the professions or jobs that had low work engagement was the police, this made researchers interested in conducting a survey of the police in Indonesia. The survey that researchers conducted was at the DIY Regional Police on April 26-27 2018 with nine police officers.

Based on the results of interviews conducted by researchers, it shows that things do not match the results of the research conducted by Smulders. The results of the survey and interviews that the researchers conducted can first be viewed from the aspect of vigor, showing high enthusiasm and seriousness in work. For example, when they are given a task by their superiors, they immediately carry out the task optimally and complete it quickly. Arranging a schedule is one of their solutions so that the task can be completed on time.

Apart from that, they always come to the office on time, and are almost never late. Judging from the aspect of dedication, it is shown by someone dedicating themselves completely to their work by giving time, energy and thoughts to carry out their duties as a member of the police. They tend to involve themselves with work and the environment by having a helpful, family attitude and maintaining good communication even though they are in different divisions, carrying out their duties even on holidays.

Meanwhile, looking at the absorption aspect, it shows that there is a feeling of happiness and enjoyment of work as a police officer, a person will also show full concentration, be happy in carrying out the task in order to remain focused on the work by enjoying and showing a sense of enjoyment while working. Someone will do the task happily and without feeling burdened even though it is difficult. A person will remain focused and have high concentration when working because they have a sense of responsibility for their work. When they face an obstacle, they will not easily give up and will try to resolve the obstacle.

The researcher continued the interview with the head of the HR bureau regarding what factors influence the work engagement of police officers at the DIY Regional Police. The results of surveys and interviews regarding work engagement and self-efficacy show a sense of self-confidence and a feeling of being able to complete tasks according to predetermined targets, as well as confidence in facing obstacles in carrying out their duties as a police officer.

This is in accordance with what was stated by Meyer (2013) that one of the factors that influences work engagement is self-efficacy. Likewise, Bakker and Demerouti (2008), who stated that factors that influence work engagement include job resources and personal resources, where one of the personal resources is self-efficacy. Based on the phenomenon that emerged in the DIY Regional Police, researchers were interested in further research regarding self-efficacy contained in personal resources as a factor that makes police officers have a tendency to be attached to their work.

In accordance with Bandura's (1977) opinion, the main dispositional predictor of attachment is self-efficacy. Self-efficacy is defined as one aspect of personal resources. According to Bandura (1977), self-efficacy is defined as the belief that exists within a person in his ability to achieve certain goals successfully and exercise control over the environment around him in order to achieve these results. These beliefs determine how a person feels, thinks, motivates himself and behaves (Feist, 2009). Furthermore, according to King (2008), self-efficacy is defined as a person's feeling of confidence that he or she can face difficult situations, so that engagement has a positive impact on the goals an organization wants to achieve.

Based on the description above, it can be seen that when someone has self-confidence in their abilities and the will to succeed in doing their work, then they will try and be serious in working to achieve their goals, and that person will feel bound and not easily leave his job. This is also supported by Judge's (1997) statement where self-efficacy can be a reference for how a person adapts and reacts to their environment, so that when someone has high self-efficacy it will have an impact on work engagement which is also high.

The aim of this research is to determine the relationship between self-efficacy and work engagement among members of the DIY Regional Police.

## **RESEARCH THEORY**

### **Work Engagement**

Work engagement is a condition of a person who has positive attitudes and thoughts so that a person feels able to express himself optimally physically, psychologically and affectively in carrying out his work (Schaufeli & Bakker, 2004). Schaufeli (2002) states that work engagement is also a positive, satisfying state of mind and attitude and is related to strength, dedication and absorption.

Furthermore, work engagement has been associated with positive feelings related to self-assessment and one's achievements, including self-appreciation, self-knowledge, and an increased sense of success (Bakker, 2011). Robbins (2013) also defines work engagement as a state where a person can identify himself psychologically with his work and considers his performance important for himself apart from the organization.

### **Self-Efficacy**

According to Bandura (1997), self-efficacy is an individual's belief in their abilities to be able to provide maximum results at work, this also influences their activities and life. A person's self-efficacy will determine how that individual feels, thinks, motivates himself and behaves. Self-efficacy is the belief that someone can control a situation and get positive results.

On the other hand, according to Baron & Byrne (2005) self-efficacy is a person's evaluation of their ability or competence to carry out a task, achieve goals and overcome problems and obstacles. This shows that it really means a lot if someone works with confidence, positive thinking and self-confidence to complete a target that has been planned, because the individual will definitely have a target for his success, not apart from obstacles or problems when carrying out his duties, someone will definitely be faced with problems in carrying out tasks, therefore a person must be ready and understand what he must do when his task targets are hampered by problems.

## HYPOTHESIS

The hypothesis put forward by this researcher is "there is a positive relationship between self-efficacy and work engagement among police officers in the Yogyakarta Regional Police." The higher the police officers' self-efficacy, the higher the police officers' work engagement. Vice versa, the lower the work engagement, the lower the self-efficacy of police officers.

## RESEARCH METHODS

The method used in collecting data in this research uses quantitative methods with scale as a data collection tool. The characteristics of the subjects in the population in this study were carried out on police officers who were still active in the Yogyakarta Special Region Regional Police, with a minimum work period of one year. Based on the population above, the subjects of this research are members of the DIY Regional Police. The number of research subjects was 278 police officers who had been actively working for at least one year and were still active.

The scale method used in this research is the Likert scale model. A scale is a tool used to collect information by submitting a number of questions or written statements to be answered in writing by research respondents. The scale method is a data collection method that reveals psychological constructs and concepts that describe individual aspects (Azwar, 2015).

The work engagement scale used in this research is the Utrecht Work Engagement Scale (UWES) which was adapted by Aulia (2016) for a sample of soldiers, after which Aulia (2018) modified the Utrecht Work Engagement Scale (UWES) on several items. This modification is related to editorial changes and the addition of one item to the dedication dimension, which initially consisted of five items, then became six items in this aspect. Next, editorial changes are made so that items can be better understood by subjects in Indonesia. The work engagement scale used in this research contains 18 items.

The self-efficacy scale used in this research is the self-efficacy scale compiled by Aulia (2018) for a sample of soldiers. Aulia (2018) formulated a self-efficacy scale with a total of 12 items consisting of four dimensions of magnitude, four items of strength and four items of generality.

The data analysis technique used in this research is the Spearman correlation technique. Data analysis in this research was carried out using the SPSS 17.0 for Windows program.

## RESULTS AND DISCUSSION

The results of the analysis using the Spearman correlation analysis technique (Rho) show that there is a very significant relationship between the self-efficacy variable and the work engagement variable. This means that the hypothesis that the researchers put forward, that there is a positive relationship between self-efficacy and work engagement, is accepted.

The relationship between self-efficacy and work engagement is stated to be positive, this can be seen from the Spearman correlation coefficient (Rho) value of  $r_s = 0.635$ , which means the correlation is strong and positive, with a value of  $p = 0.000$  ( $p < 0.05$ ). The results of the analysis show that  $KD = 40\%$ , meaning that the self-efficacy variable makes an effective contribution of 38% to the work engagement variable. This is in line with what was conveyed by Heuven, Bakker, Schaufeli & Huisman (2006), that self-efficacy is one of the factors in personal resources that has a positive correlation to increasing work engagement.

Police officers show enthusiasm and enthusiasm when carrying out their duties, they immediately carry out the task optimally and are confident to be able to complete it quickly,

feel proud of the profession they undertake, they dedicate themselves completely to their work by giving their time, energy and thoughts to carry out it. duty as a police officer persists when facing difficult work situations. According to Salanova, Gonzalez-Roma and Bakker (2002) Work engagement is a worker's positive attitude towards work, fulfillment and the worker's willingness to carry out their work, and work in accordance with the characteristics of vigor, dedication and absorption. Vigor refers to a high level of energy, as well as being serious about one's work. Dedication refers to a sense of enthusiasm, inspiration, and a sense of challenge. Meanwhile absorption refers to high concentration, and time that feels fast when working.

The results of research on police officers at the Yogyakarta Regional Police show that police officers feel confident in their abilities that they can complete their tasks and obtain optimal results, they have a sense of self-confidence and a feeling of being able to complete their tasks according to predetermined targets, as well as confidence in facing an obstacle in carrying out their duties as a police officer. So, this will encourage police officers to feel more connected to their work, so this will have an effect on work engagement which will also increase.

The self-efficacy scale used in this research was prepared based on self-efficacy theory which was defined according to Bandura (1977). This is proven by the revelation of the level of self-efficacy among members of the DIY Regional Police. According to Bandura (1977), there is a sense of self-confidence and a feeling of being able to complete tasks according to predetermined targets, as well as confidence in facing obstacles in carrying out their duties as a police officer. Self-efficacy is the belief that someone can control a situation and get positive results. Self-efficacy is expressed through three dimensions, the magnitude (level) of this dimension is related to the level of difficulty of the task faced by the individual. Strength (strength) this dimension is related to the level of strength of an individual's beliefs or expectations regarding his abilities. Generality (Generality) This dimension relates to how strong an individual's confidence is in carrying out various tasks in various situations.

Furthermore, police officers have self-efficacy in the medium category, but this is enough to increase work engagement, which in this study is in the high category. Police officers have confidence that they will be able to complete their tasks, confidence in being able to face difficult situations, and confidence in being able to succeed in achieving goals at work. These beliefs determine how a person feels, thinks, motivates himself and behaves (Feist, 2009). Therefore, it can be concluded that self-efficacy will direct the level of work engagement among police officers.

As stated by Salanova, Schaufeli & Llorens (2012), the higher the self-efficacy one has, the more influence work engagement will have. Someone who has high self-efficacy tends to devote high energy to work, they will devote more time to work than to other activities. This affects work engagement which will also increase.

The results of this research are in line with several researchers who have conducted research on the same thing. Among them is research conducted by Inneke (2017) regarding the results of research conducted on contract nurses at Temanggung Regional Hospital, stating that there is a very significant positive relationship between the self-efficacy variable and the work engagement variable. Based on the results of this research, it can be seen that a person feels confident in his abilities, where he can complete tasks and get optimal results, is able to face various kinds of obstacles during work and is able to complete work in various situations. This also shows that the contribution or influence of the self-efficacy variable on the work engagement variable is 33.5%.

The results of Fajril's (2017) research on BJ Home employees in Yogyakarta show that someone who has high self-efficacy will devote all their energy (vigor) to a job, so that someone is able to complete tasks from easy to difficult (magnitude). Someone who feels enthusiastic and has strong feelings towards their work (dedication) will work diligently and confidently to be able to complete their work (strength). Meanwhile, someone who has full concentration on their work (absorption) will be able to complete various tasks in various situations (generality). This also shows that the contribution or influence of the self-efficacy variable on the work engagement variable is 36%.

Then the categorization results of this research show that the majority of research subjects have 64% work engagement in the high category and 36% in the medium category. Meanwhile, 80% of self-efficacy research subjects were in the high category and 20% were in the medium category.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research data analysis on the Yogyakarta Regional Police, it shows that the high work engagement of police officers and self-efficacy play a role in the high level of work involvement among the Yogyakarta Regional Police members. Therefore, it can be concluded that there is a very significant relationship between the self-efficacy variable and work engagement. This means that the higher self-efficacy, the higher work engagement, and vice versa, the lower self-efficacy, the lower a person's work engagement. Self-efficacy makes an effective contribution of 40% to the work engagement variable. While the rest is a contribution from other factors and variables outside of self-efficacy.

Suggestions that can be given to future researchers are that they hope to be able to develop and broaden the orientation of the research arena and consider other variables that may influence work engagement such as job demands-resources, leadership, salience of job resources, peers, burnout, job characteristics, organizational commitment and others, etc. So the data and information obtained is more complex and comprehensive.

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