

The Effect of Job Stress and Coping Strategies on Job Satisfaction Mediated by Work Family Conflict (Study on Kendari Polresta Personnel)

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Abstract

This research aims to examine the Effect of Job Stress and Coping Strategies on Job Satisfaction Mediated by Work Family Conflict. This type of research is explanatory research. The populations in the study were all police personnel in the Kendari Police detective field. The number of samples determined was 130 respondents. The analysis method uses structural equation modeling (SEM) using the AMOS 4.01 program package to obtain results of causal relationships between the variables developed in the model. The test results show that: Job stress from the results of this research is proven to have a negative and significant effect on the job satisfaction of police personnel; Coping strategies directly have a positive and significant effect on job satisfaction of police personnel, Work-family conflict directly has a negative and significant effect on job satisfaction, Job stress has a positive and significant effect on work conflict; (5) Coping strategies have a negative and significant effect on work-family conflict. Work stress has an influence on job satisfaction and can be significantly mediated by work-family conflict, so it can be said that work conflict has a significant influence as a mediator variable in this research and strategy. Coping has a significant influence on job satisfaction. The influence on job satisfaction variables can be significantly mediated by conflict. family work. This means that reducing work stress will have an impact on increasing job satisfaction through reducing work conflict, as well as better coping strategies will have an impact on increasing job satisfaction through work conflict.

Keywords: *Job Stress, Coping Strategies, Work-family Conflict and Job Satisfaction of Kendari Police Personnel*

INTRODUCTION

Police institutions play a vital role in society, responsible for protecting state authority and maintaining security and order. Based on Law Number 2 of 2002, the main duties of the police include maintaining security, enforcing the law, as well as providing protection, protection and service to the community. According to Viegas & Henriques (2020), the police are also tasked with preventing crime, monitoring activities to protect people and property, investigating crimes, arresting law violators, and handling various situations or emergencies. Additionally, they must follow rules, guidelines, and protocols, collect evidence, ensure successful prosecution, and coordinate operations with other emergency services.

Republic of Indonesia State Police Regulation Number 2 of 2021 stipulates units carrying out main tasks at the Resort Police level, such as integrated police service centers, security intelligence units, criminal investigation units, community development units, samapta units, traffic units, and water police units. Even though the level of public trust in the National Police in 34 Polda is quite high (77.36%), the criminal investigation function (reskrim) has the lowest level of satisfaction, namely 57.85% (Usman & Purwoko, 2020). The criminal investigation function at the resort police is responsible for investigating and handling criminal acts as well as identification functions, which involve tasks such as examining perpetrators and witnesses, preparing investigative administration, and preparing minutes (Law No. 2 of 2002).

Criminal investigation police often face a high workload, including handling complex cases and working 24 hours a day when handling cases, which can cause work stress and work-family conflict (Dodik & Astuti, 2012). This condition also occurs at Kendari Police, where the large number of tasks and cases that police personnel

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have to handle means they have to work not only during the day but also at night, thus disrupting the balance of work and personal life and causing high levels of stress.

Work-related stress is a health and safety hazard that can have a negative impact on both individuals and organizations. The causes of work stress are related to increasing demands, lack of freedom in controlling work, and lack of capacity to cope with time pressure (Viegas & Henriques, 2021). Many comments about stress in the police force attribute it to low levels of pay or morale. When job demands exceed a person's abilities and knowledge, this situation can be seen as an opportunity for learning and development, but often leads to emotional strain and work-family conflict.

Research shows that job stress is significantly correlated with work-family conflict and job dissatisfaction. Viegas & Henriques (2021) found that police officers' job stress was significantly and positively correlated with work-family conflict and significantly and negatively correlated with job satisfaction. Likewise, Sadiq's (2022) research revealed that police perceptions of workload lead to work-family conflict, job stress, and job dissatisfaction. Xie et al. (2021) found that work stress is negatively correlated with job satisfaction, but this relationship can be mediated by psychological capital.

Research by Kazmi et al. (2017) found that work stress has a significant effect on work-family conflict, which is often caused by a lack of balance between work demands and personal needs. When a person feels stressed at work, these negative emotions can affect relationships with family members, causing work-family conflict. Lambert et al.'s research (2017) also showed that tension-based conflict, behavior-based conflict, and family-based conflict were significantly related to higher levels of work stress.

Howard et al.'s research (2004) found that work-family conflict was significantly related to various aspects of employee job satisfaction, including satisfaction with work in general, salary, supervision, promotion, work, and coworkers. Work-family conflict can reduce emotional support from family, which is important for motivation and job satisfaction. Ahmad (2008) also found that work-family conflict reduces employee job satisfaction, which in turn reduces the level of job performance.

To overcome work stress and work-family conflict, effective coping strategies are needed. Research by Viegas & Henriques (2021) and Kaur et al. (2013) showed that social support, acceptance, and problem solving are commonly used coping methods. Police organizations must adopt strategies to help prevent, minimize, and manage job stress. Isfianadewi et al. (2020) found that companies must build a supportive and enjoyable organizational culture to balance work and family life, increase job satisfaction, and prevent work stress. Kalliath et al. (2014) emphasized the importance of support from supervisors and coworkers, cognitive reframing, timely communication, time management, job flexibility, and the development of personal hobbies in overcoming work-family conflict.

Thus, police organizations need to improve the work environment and clarity of work roles, clarify employee duties, provide performance feedback, and create a supportive work environment to reduce job stress and increase personnel job satisfaction. Effective coping strategies will help police officers manage job stress, reduce work-family conflict, and achieve a healthy work-life balance, thereby improving overall job performance and satisfaction.

LITERATURE REVIEW

Work Stress

Stress is defined as a disturbance of body balance due to physical, mental or emotional stimulation (Deb et al., 2008). Job stress can be defined as a dangerous emotional and physical response that occurs when job requirements do not match the needs, resources, or abilities of employees or workers (Kazmi et al., 2017). The definition of stress is that it is an individual's response to an imbalance between the demands of external events and the resources available to them to deal with those demands (Richardson & Rothstei, 2008). Stress in work settings is defined as work stress (Jou, 2013).

Job stress according to Steve (2011) is "an employee's reaction when certain demands, pressures and professional aspects that must be faced in the workplace do not match their level of knowledge and create or

pose challenges and threats to their abilities thereby creating a struggle for existence in terms of employed somewhere.” Therefore, job stress occurs when environmental situations threaten to exceed an employee's resources and skills.

Griffin, Hogan, Lambert, Tucker-Gail, & Baker (2010) define stress into two categories, either in the form of stimulus or response. Job stress as a stimulus experienced by correctional staff is role conflict (receiving conflicting directions or roles), role ambiguity (receiving unclear directions), role overload (being asked to do too many tasks or not being provided with sufficient resources for these tasks), and danger (feeling the job is dangerous).

Work Family Conflict

According to Greenhaus and Beutell (1985), “work family conflict occurs when pressures from the work and family domains conflict, and as a result, participation in family roles becomes more difficult based on participation in work roles. Therefore, work-family conflict can be bidirectional with work-related problems spilling into the home domain, also called work-based conflict, and home-related problems spilling into the work domain, also called family-based conflict (Brough and Pears 2004; Netemeyer et al. 1996). Tension-based conflict occurs when tension related to one role encroaching work-related stress follows a person into their home and thus influences home life causing conflict and tension (Brough and Pears 2004).

Work family conflict is defined as “a form of inter-role conflict in which role pressures from the work and family domains conflict in some way. that is, participation in work (family) roles becomes more difficult because of participation in (family) roles” (Greenhaus & Beutell, 1985). Work-family conflict begins with simultaneous pressures from work and family domains that are incompatible in some respects (Baltes, Clark, & Chakrabarti, 2010).

Work-family conflict represents the extent to which an individual's participation in one role interferes with his or her ability to meet the demands/responsibilities of another role (Frone et al., 1997). According to Greenhaus and Beutell (1985), work family conflict occurs when there are self-imposed demands between family and work roles, and individual responsibilities. Suryawanshi and Mali (2013) have found that the reasons for increased stress levels can be unclear roles, excessive workload, assignments, relationship conflicts between employees. The mismatch between family and work demands causes work-family conflict or work-family conflict. Work-family conflict is associated with increased job stress, job burnout and decreased job performance and health-related problems (Amstad et al., 2011). Family life is directly affected by work. Because of this effectiveness, the relationship between partners must be destroyed (Pearce et al., 1997). Work family conflict occurs when individuals cannot carry out their roles at work and their roles as family members.

Coping Strategies

Coping strategies are thoughts and behaviors used to manage the internal and external demands of stressful situations (Stephenson and DeLongis, 2021). Coping strategies are defined as good enough at home and good enough at work, delegation at home and delegation at work, and priorities at home. Regarding family interference with work, the relationship between coping strategies (i.e., doing well at home and good work, delegation at home and working at home) and family interference with work is moderated by the role of sex and gender ideology (Somech & Drach-Zahavy, 2007). Kalliath & Kalliath (2014) discussed resolving work-family conflict with coping strategies and stated that social workers are experienced in dealing with work-family conflict, and they adopt several coping strategies to deal with it, including support from supervisors and coworkers, cognitive reframing, timely communication, setting clear expectations, time management and work flexibility as well as developing personal hobbies.

The two most frequently cited definitions of individual coping are those of Pearlin and Schooler (1978) and Lazarus and Folkman (1984). According to Pearlin and Schooler, coping refers to "the things people do to avoid harm resulting from life's stresses." The basic assumption in their model is that people react to forces they perceive as harmful. Coping refers to people's reactions to external life stresses, with the goal of avoiding, preventing, or controlling emotional stress. Coping behavior can be carried out by (a) eliminating or modifying

the conditions that give rise to difficulties, (b) perceptually controlling the meaning of the experience by neutralizing its problematic characteristics, and (c) keeping the emotional consequences of the problem within manageable limits. Later, Lazarus and Folkman defined coping as “constantly changing cognitive and behavioral efforts to manage specific external and/or internal demands that are judged to tax or exceed one's resources.”

Job Satisfaction

Job satisfaction is a positive feeling about a job that results from evaluating its characteristics. Someone with high job satisfaction has positive feelings towards their job, while someone with low job satisfaction has negative feelings (Robbins & Judge, 2018). Job satisfaction is defined by Locke (1976, in Armstrong & Taylor, 2012) as a pleasant or positive emotional state resulting from an assessment of one's work and work experiences.

Job satisfaction can be defined as the attitudes and feelings that people have about their jobs. A positive and pleasant attitude towards work shows job satisfaction. A negative and unpleasant attitude towards work indicates job dissatisfaction. This can be distinguished from morale, which is a group rather than an individual variable, related to the extent to which group members feel attracted to their group and want to remain members of it (Armstrong & Taylor, 2012).

Feldman & Arnold, (1983) define job satisfaction as the total number of positive effects or feelings that an individual has towards their work. Thus, when an individual feels fair and is given equal treatment in the organization he feels satisfied with his work and he can work to his full potential for the benefit of the organization. Cranny et al. (1992) defines job satisfaction as "the emotional state of employees regarding work, considering what they expect and what they actually get from the job". Job satisfaction is an attitude towards one's work that results from all the positive and negative feelings one experiences at work. If repetition of negative emotional encounters is more prominent than repetition of positive negative encounters, at that time, low job satisfaction results (Viegas & Henriques, 2021).

Hypothesis

H1: Work Stress has a negative and significant effect on Job Satisfaction

H2: Coping Strategies have a positive and significant effect on Job Satisfaction

H3: Work Family Conflict has a negative and significant effect on Job Satisfaction

H4: Job Stress has a positive and significant effect on Work Family Conflict

H5: Coping Strategies have a negative and significant effect on Work Family Conflict

H6: Work Family Conflict plays a negative and significant mediating role between Work Stress and Job Satisfaction

H7: Work Family Conflict partially mediates between Coping Strategies and Job Satisfaction

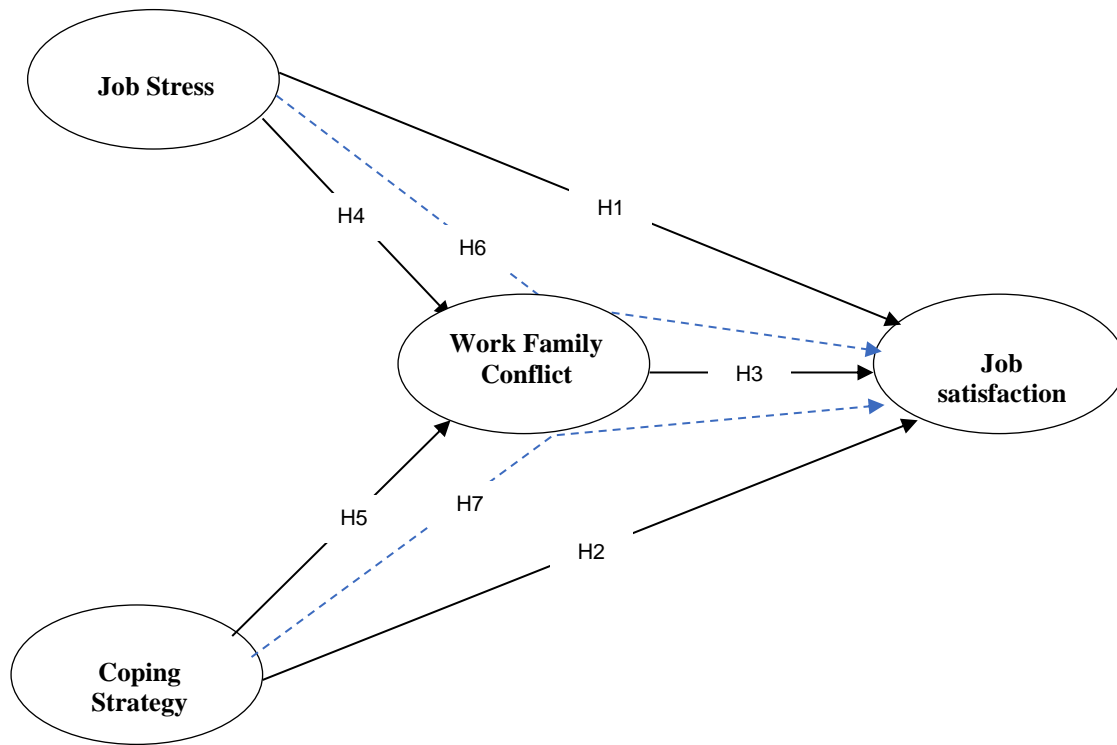


Figure 1. Research Conceptual Framework

METHODS

This research was carried out at Kendari Police. The population in this study were police personnel on duty at the Kendari Police and police stations in the Kendari Police jurisdiction in the field of investigations, totaling 130 respondents. This research uses four variables consisting of: two exogenous variables, one intervening variable, and one endogenous variable. The exogenous variables in the research are work stress and coping strategies, the intervening variables in the research are work-family conflict, while the endogenous variable in the research is job satisfaction. This research data was analyzed using SmartPLS software version 3.0. which is run using computer media.

RESULTS

Partial Least Square (PLS) Analysis Results

Before carrying out further evaluation of Partial Least Square (PLS), it is necessary to first test the linearity assumption, namely that the relationship between the latent constructs being tested has a linear relationship. Data linearity testing aims to see whether the model used is a linear model. The results of testing the linearity of the relationship between variables are presented in the following table:

Table 1 Results of Testing Linearity Assumptions

Relationship between variables	Linearity Test Results			
	RSquare	F	Sig.	Result
Work stress (X1) → Job conflicts (Y1)	0.261	45.176	0.000	linier
Coping strategy (X2) → Job conflicts (Y1)	0.092	13.012	0.000	linier
Work stress (X1) → Job satisfaction (Y2)	0.259	44.821	0.000	linier
Coping strategy (X2) → Job satisfaction (Y2)	0.209	33.838	0.000	linier
Job conflicts (Y1) → Job satisfaction (Y2)	0.327	62.080	0.000	linier

Source: Primary data processed, 2024

R-Square Test

An R-Square value of 0.70 indicates the model is at a strong level, 0.50 indicates the model is at a moderate level, and 0.25 indicates the model is at a weak level (Ghozali, 2012). The following are the R-Square values for the construct:

Tabel 2 R-Square

Construction	R-Square
Job Satisfaction (Y2)	0.509
Family Work Conflicts (Y1)	0.362

Source: Primary data processed, 2024

Hypothesis Testing

After running the PLS-SEM algorithm, path coefficient estimates are obtained which show the structural model relationship between constructs. The value of this path coefficient is usually between -1 and +1, with a value close to +1 indicating a strong and statistically significant positive relationship, and a value close to 0 indicating a weak relationship (Hair, et al., 2016: 195). In addition to path coefficients, hypothesis testing is carried out using bootstrapping procedures. The hypothesis is accepted if the T-count value is greater than the T-table. With a degree of freedom (df) of 126 (calculated from n-k, where n = 130 and k = 4), the T-table value at the 5% significance level is 1.979. This T-table value is compared with the T-statistic from the Path Coefficient table after bootstrapping. The process of testing this hypothesis is explained further by presenting images of bootstrapping results.

Table 3. Path Coefficients (Mean, STDEV, T-Values)

Construction Paths	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	P Values
Coping strategy (X2) Job Satisfaction (Y2)→	0.332	0.346	0.071	0.000
Coping strategy (X2) →Family Work Conflicts (Y1)	-0.250	-0.261	0.070	0.001
Family Work Conflicts (Y1) →Job Satisfaction (Y2)	-0.323	-0.310	0.125	0.011
Work Stress (X1) → Job Satisfaction (Y2)	-0.296	-0.299	0.114	0.011
Work Stress (X1) →Family Work Conflicts (Y1)	0.510	0.507	0.070	0.000

Source: Primary data processed, 2024

Table 4. Indirect influence

Mediation Pathway	Specific Indirect Effects
Work stress → , job conflicts →job satisfaction	0.081
Coping strategies → Job →satisfaction conflicts	-0.165

Source: Primary data processed, 2024

Table 5. Total Indirect Effect

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Work Stress (X1) → Family Work Conflict (Y1) → Job Satisfaction (Y2)	-0.165	-0.157	0.069	2.373	0.019
Coping strategies (X2) → Family Job Conflict (Y1) → Job Satisfaction (Y2)	0.081	0.079	0.033	2.472	0.015

Source: Primary data processed, 2024

DISCUSSION

The Effect of Job Stress on Job Satisfaction

The results of this research show that work stress has a significant negative influence on the job satisfaction of Kendari Police officers. The higher the level of work stress, the lower their job satisfaction. Low levels of work stress tend to increase job satisfaction, which is reflected in police officers' positive feelings towards their work (Hair et al., 2016). Physical, mental and time workloads are the main causes of work stress at the Kendari Police, where police officers face pressure from superiors, colleagues, piling up tasks and reports from the public. This research also found that the work stress of criminal investigators handling complex criminal cases often does not recover after their shift ends, bringing work stress into the family environment and affecting their household relationships.

Job stress and job satisfaction are two dimensions that are interrelated in the context of the work environment. According to job stress-satisfaction theory, stressful situations such as excessive workload and role conflict create dissatisfaction and discomfort (Inegbedion et al., 2020; Dodanwala et al., 2023). Studies show a negative correlation between job stress and job satisfaction, with an imbalance between job demands and individual resources leading to decreased job satisfaction (Hayajneh et al., 2021). This research expands previous findings on the impact of work stress on work attitudes, using samples from police officers in several institutions in Indonesia (Masihabadi, 2018; Jin & Lee, 2019; Ngirande, 2021).

This analysis also confirms the ERG theory (Existence, Relatedness, Growth) which states that the more difficult it is to satisfy higher needs, the greater the desire to satisfy basic needs. In this context, police officers who continue to try to achieve targets in their work will be affected by their job satisfaction (Robbins, 2001). These findings demonstrate the importance of considering job stress in improving well-being and job satisfaction in the workplace. Furthermore, the findings in this study expand the stream of research regarding the impact of work stress on work attitudes such as job satisfaction which has been researched previously (Masihabadi, 2018; Jin & Lee, 2019; Ngirande, 2021). Different from previous research, this research utilizes a sample of police officers who work in several institutions in Indonesia.

The Influence of Coping Strategies on Job Satisfaction

The results of data analysis show that coping strategies have a positive and significant effect on the job satisfaction of Kendari Police members. The better the coping strategies implemented, the higher their level of job satisfaction. Implementing adaptive and effective coping strategies can manage work stress, improve mental well-being, and contribute to increasing job satisfaction for police officers. This shows the important role of coping strategies in creating a healthy, productive work environment and meeting the needs of police officers (O'Brien & DeLongis, 1996; Lazarus & Folkman, 1984). Coping strategies that focus on problems, emotions, and social relationships can help police officers cope with stress and maintain their mental well-being (Roth & Cohen, 1986).

The results of this study confirm the truth of previous research conducted by Golbasi et al. (2008) found that coping strategies have a positive and significant effect on job satisfaction. Higher levels of job satisfaction are associated with positive coping strategies. This study contributes to the growing body of evidence demonstrating the importance of coping strategies for job satisfaction. Previous research found that coping strategies have a positive and significant effect on job satisfaction (Charoensukmongkol, 2013; Abouserie, 1996; Healy & McKay, 2000).

The Influence of Work Family Conflict on Job Satisfaction

The results of this meta-analysis study show a negative relationship between work-family conflict and job satisfaction of Kendari Police members. This conflict occurs when the pressures of work and family roles conflict with each other, causing a negative attitude towards work. Individuals who successfully balance work and family roles tend to have higher job satisfaction. In contrast, members who experience work-family conflict feel high stress, reduce focus, and create feelings of tension and guilt towards work or family, all of which interfere with job satisfaction. This research confirms the work-family conflict theory expressed by Hsu (2011),

which states that this conflict is associated with lower levels of job satisfaction (Armstrong, Atkin-Plunk, & Wells, 2015).

Furthermore, Ahmad's (2008) research found that work-family conflict reduces employee job satisfaction which in turn will reduce the level of work performance; Work-family conflict causes emotional exhaustion experienced by employees which will reduce the level of job satisfaction and consequently reduce the level of work performance. Excessive workload and lack of balance between work demands and personal needs can result in physical and mental fatigue. This can reduce the level of job satisfaction. Research by Rathi & Barath (2013) also found that work-family conflict has a negative and significant effect on employee job satisfaction. Work-family conflict often results in an imbalance between work life and personal life. This imbalance can lead to feelings of dissatisfaction with life overall, including job satisfaction.

The Influence of Work Stress on Work Family Conflict

The results of data analysis show that work stress experienced by Kendari Police police personnel has a positive and significant effect on work-family conflict. Stress experienced at work can help improve the balance between work and family responsibilities, by triggering increased productivity and performance. Work stress that is well managed and transformed into positive motivation can create a better balance between work and family life. Work conflict and work stress are interrelated, where increasing work conflict can cause conflict in the family environment because of decreasing time for the family. Challenge Stress Theory supports this concept by stating that stress can have a positive effect if it is viewed as a challenge or opportunity for personal growth. A positive attitude towards stress can optimize the positive potential of work stress to create a healthy balance between work and family (Mauno et al., 2006; Kinman & Jones, 2003).

Furthermore, this research is in line with research findings conducted by Viegas & Henriques (2021) that work stress has a positive and significant effect on work-family conflict. High work stress can cause individuals to become more irritable, tired, or anxious. When they return home after a tiring day at the office, they may bring tension and negative emotions into the family environment, which can lead to conflict and disharmony. Previous research findings show that work stress has a positive and significant effect on work-family conflict (Lambert et al., 2017; Kazmi et al., 2017).

The Influence of Coping Strategies on Work Family Conflict

The results of data analysis show that coping strategies have a negative and significant effect on work-family conflict among Kendari Police police personnel. This means that the higher the coping strategy ability, the lower the work-family conflict experienced. The ability to face problems with good focus allows police officers to remain calm and productive in dealing with work-family conflicts, creating a better balance between work and family life. Police institutions often face high levels of stress that require effective work-family conflict management as well as mental wellbeing support for members. Mindfulness theory supports the idea that self-awareness and a focus on the present moment helps manage stress and improves coping skills, which in turn reduces work-family conflict (Struthers, Perry, & Menec, 2000).

The results of this research are also in line with previous research which found that coping strategies can overcome work-family conflict by (Isfianadewi & Noordyani, 2020; Baltes et al., 2011) that coping strategies will have a negative impact on work-family conflict. In fact, adaptive and effective coping strategies can help reduce conflict and improve overall well-being. Some examples of effective coping strategies include talking openly with a partner or family member about work demands and seeking support from them, seeking balance between work and family life through work flexibility, managing time well, as well as taking time for yourself and doing enjoyable activities. . In these ways, individuals can more effectively overcome work-family conflict and improve their quality of life both at work and within the family.

The Influence of Work-Family Conflict Plays A Mediating Role in The Influence of Work Stress on Job Satisfaction

The research results show that work-family conflict has a significant negative influence on job stress and job satisfaction, acting as a mediator in the relationship between the two. Work-family conflict exacerbates work

stress, which then reduces job satisfaction. Therefore, managing work-family conflict, for example with work flexibility and organizational support, can help reduce the negative impact of job stress on police officers' job satisfaction. Work-family conflict as a mediator between work stress and job satisfaction, there are several theories that support this relationship. One relevant theory is Role Conflict Theory. Role Conflict Theory states that individuals who experience conflict between their roles (for example, the role as an employee and the role as a family member) will experience stress and discomfort. This conflict can occur when the demands of one role conflict or interfere with the implementation of another role. In this case, work-family conflict is a common form of role conflict. Role Conflict Theory explains that work-family conflict can influence a person's job stress and job satisfaction. These conflicts can create psychological and emotional tensions that impact individual well-being in the workplace. When individuals experience work-family conflict, this can increase work stress levels and reduce job satisfaction levels. Police officers often experience stress when carrying out their duties.

The research results confirm the research findings of Viegas & Henriques (2021) regarding the influence of work stress on work-family conflict and personnel job satisfaction, finding that police officers' work stress is very significantly and positively correlated with work-family conflict, police officers' work stress is very significantly and negatively correlated with their job satisfaction; and work-family conflict was not significantly correlated with their job satisfaction. Thus, coping strategies are needed to reduce work stress and reduce work-family conflict in order to increase police personnel satisfaction.

The Role of Work-Family Conflict in Mediating The Effect of Coping Strategies on Job Satisfaction

The research results show that coping strategies have a significant effect on job satisfaction through the mediation of work-family conflict. This means that good coping strategies can increase job satisfaction by reducing work-family conflict. Police officers at the Kendari Police who are able to face problems with focus tend to be more effective in managing conflicts between work and family, thereby increasing their job satisfaction. Work-family conflict occurs when demands from work and family conflict, causing stress and dissatisfaction in both life domains. Effective coping strategies, such as work time flexibility and social support, can reduce these conflicts and increase job satisfaction. This research supports the Role Conflict theory by Greenhaus and Beutell (1985), which states that work-family conflict occurs when pressures from the work and family domains conflict with each other.

Furthermore, this research is in line with the findings of previous research conducted by Viegas & Henriques (2021) in their research on the influence of work stress on work-family conflict and personnel job satisfaction, finding that police officers' work stress was very significantly and positively correlated with work-family conflict, police officers' job stress is highly significantly and negatively correlated with their job satisfaction; and work-family conflict was not significantly correlated with their job satisfaction.

CONCLUSION

Job stress from the results of this study is proven to have a negative and significant effect on job satisfaction. These results mean that in carrying out their duties as police personnel, the Kendari Police have a tendency for work stress to arise from the work itself, excessive workload, tight deadlines and high performance demands, while the management of work stress tends to be controlled, namely on relationship indicators. interpersonal as reflected through poor relationships with superiors or coworkers and organizational style. The Coping strategy variable directly has a positive and significant effect on the job satisfaction of Kendari Police members. This shows that coping strategies which are reflected through self-control, problem solving, reappraisal, social support and self-control can make a significant contribution in supporting increased performance. Work-family conflict directly has a negative and significant effect on job satisfaction. This means that work conflict consisting of time-based conflict, tension-based conflict and behavior-based conflict is an important factor that needs to be considered because it has been proven to significantly increase the job satisfaction of Kendari Police members. Job stress has a positive and significant effect on work conflict. This means that work stress felt by personnel members through the work itself, role management, interpersonal relationships and organizational

style are important factors that need to be improved. Coping strategies have a negative and significant effect on work-family conflict. This means that the higher the coping strategies that members of the Kendari Police have, the lower the work-family conflict will be. Job stress's influence on job satisfaction can be significantly mediated by work-family conflict, so it can be said that job conflict has a significant influence as a mediator variable in this research. This means that decreasing work stress will have an impact on increasing job satisfaction through decreasing work conflict. The coping strategy variable influences the job satisfaction variable and can be significantly mediated by work-family conflict. This means that better coping strategies will have an impact on increasing job satisfaction through work-family conflict itself.

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