

Daftar Pustaka

- Achmad, F. Y. N. (2016). Implementasi kebijakan perizinan dan pemberitahuan kegiatan masyarakat pada Kepolisian Resort (POLRES) Kota Baubau. *Jurnal Studi Pemerintahan*, 1, 17–25.
- Ambarwati, Diah. (2014). Peran Beban Kerja Terhadap Stres Karyawan IGD dengan Dukungan Sosial sebagai Variabel Moderator (Studi pada RSUP Dr. Kariadi Semarang). Semarang: Badan Penerbit Universitas Diponegoro.
- Anjum, M. N., H. F., & A. K. (2023). Impact of work stress on job satisfaction with moderating effect of social support. *Journal of Social Research Development*, 4(1), 1–10.
- Azwar, S. (2015). *Penyusunan skala psikologi* (Edisi ke-2). Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Metode penelitian*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2017). *Metode penelitian psikologi*. Yogyakarta: Pustaka Pelajar.
- Bajaba, S., Azim, M. T., & Uddin, M. A. (2022). Social Support and Employee Turnover Intention: The Mediating Role of Work-Family Conflict. *Revista Brasileira de Gestao de Negocios*, 24(1), 48–65. <https://doi.org/10.7819/rbgn.v24i1.4153>.
- Bouffard, T., & Narciss, S. (2011). Benefits and risks of positive biases in self-evaluation of academic competence: Introduction. *International Journal of Educational Research*, 50(4), 205–208. <https://doi.org/10.1016/j.ijer.2011.08.001>
- Briantika, A. (2022). Citra Polri Buruk Akibat Anggotanya, Apa yang Perlu Dibenahi? *Tirto*. <https://tirto.id/citra-polri-buruk-akibat-anggotanya-apa-yang-perlu-dibenahi-gAki>.
- Cahyani, W. (2019). Peran Dukungan Sosial Terhadap Stres Kerja Sebagai Peningkatan Kinerja Karyawan. *Jurnal Ilmu Manajemen*, 7(3). Jurusan Manajemen, Fakultas Ekonomi Universitas Negeri Surabaya.
- Carlson, D. S., & Perrewé, P. L. (1999). The role of social support in the stressor-strain relationship: An examination of work-family conflict. *Journal of Management*, 25(4), 513–540. <https://doi.org/10.1177/014920639902500403>.
- Cavanaugh, M. A., Boswell, W. R., Roehling, M. V., & Boudreau, J. W. (2000). "An Empirical Examination of Self-Reported Work Stress Among U.S. Managers". *Journal of Applied Psychology*, 85(1), 65–74.
- Chaterine, R. N., & Rastika, I. (2023, January 4). Survei Indopol: Kepercayaan terhadap Polri meningkat jadi 69,35 persen di akhir tahun 2022. *Indopol Survei*. <https://nasional.kompas.com/read/2023/01/04/18034491/survei-indopol-kepercayaan-terhadap-polri-meningkat-jadi-6935-persen-di?page=all>.
- Cohen, S., & Wills, T. A. (1985). Stress, Social Support, and the Buffering Hypothesis Sheldon. *Psychological Bulletin*, 98(2), 310–357. <https://doi.org/10.1037/0033-2909.98.2.310>
- Cutrona, C., & Russell, D. (1987). The Provisions Of Social Relationships And Adaptation To Stress. *Advances In Personal Relationships*, 37–67.

- Fong, L. H. N. , C. P. M. W. , C. I. S. C. , & F. D. K. C. (2018). Moderating effects of social support on job stress and turnover intentions turnover intentions. *Journal of Hospitality Marketing & Management*, 27(07), 1–16.
- Foy, T., Dwyer, R. J., Nafarrete, R., Hammoud, S. S. M., & Rockett, P. (2019). Managing Job Performance, Social Support and Work-Life Conflict to Reduce Workplace Stress. *International Journal of Productivity and Performance Management*, 68(6), 1018–1041. <https://doi.org/10.1108/IJPPM-03-2017-0061>.
- Frontiers. (2023). *A Review of the Challenge-Hindrance Stress Model: Recent Advances, Expanded Paradigms, and Recommendations for Future Research*. Available at [Frontiers](#).
- Hadi, A. (2018). Pengaruh dukungan sosial dan modal psikologis terhadap kesejahteraan subjektif pegawai bank X [Skripsi, Universitas Syarif Hidayatullah Jakarta]. Fakultas Psikologi Universitas Syarif Hidayatullah Jakarta.
- Halbesleben. J.R.B. (2006). Sources of Social Support and Burnout (A metaanalytic Test of the Conservation of Resources Model. *Journal of Applied Psychology*. 91(5), 1134–1145.
- Hamzah, R. N., Prahiawan, W., & Damarwulan, L. M. (2023). Pengaruh Moderasi Dukungan Sosial terhadap Stress Kerja dan Kinerja Karyawan Perbankan. *JEMMA (Journal of Economic, Management and Accounting)*, 6(1), 43. <https://doi.org/10.35914/jemma.v6i1.1679>.
- Hanoch, Y., & Vitouch, O. (2004). When less is more: Information, emotional arousal and the ecological reframing of the Yerkes-Dodson law. *Theory & Psychology*, 14(4), 427–452.
- Harahap, A. F., & Siregar, Z. (2024). Pengaruh job burnout, social support dan tuntutan pekerjaan terhadap kinerja pegawai. *MANTAP: Journal of Management Accounting, Tax and Production*, 2(2), 568–574.
- Hayes, A. F. (2018). *Introduction to mediation, moderation, and conditional process analysis* (2nd ed.). New York, NY: The Guilford Press.
- House, J.S.(1981). *Measurement and Concepts of Social Support*, New York: Academic Press , inc.
- Humayon, A. A., & Raza, S. (2018). Assessment of Work Stress among Police in Pakistan. *Journal of Applied Environmental and Biological Sciences*, 2(8), 68–73.
- Hunnur, S. R., Bagali, M. M., & Sudarshan, S. (2014). Workplace Stress – Causes of Work Place Stress in Police Department: A Proposal for Stress-Free Workplace, 16(3), 39–47.
- Isnovijanti, T. (2002). Peran Dukungan Sosial Terhadap Stres Kerja dan Kepuasan Kerja [Tesis, Universitas Diponegoro].
- Kok-Yee Ng, Van Dyne, L., & Ang, S. (2009). From experience to experiential learning: Cultural intelligence as a learning capability for global leader development. *Academy of Management Learning & Education*, 8(4), 511–526.

- Lazarus, R. S., & Folkman, S. (1984). *Stress, Appraisal, and Coping*. New York: Springer Publishing.
- Lazarus, R.S & Folkman, S. (1984). Stress appraisal and coping. *Newyork : Springer Publishing Company.Inc*.
- Ling, S. M., & B. M. A. (2014). Work stress and job performance in Malaysia academic sector: Role of social support as moderator. *British Journal of Economics, Management & Trade*, 4(12), 1986–1998.
- Loliyani, R., Loliyana, R., & Enzovani, S. (2024). Pengaruh social support, perceived organizational support terhadap kepuasan kerja dan kinerja pada PT. Budi Berlian Sejahtera. *Jurnal Manajemen dan Bisnis (JMB)*, 5(1), 62–71.
- Luthans, F. (2006). *Perilaku organisasi* (Edisi ke-10). PT. Andi.
- Maslach, C., & Leiter, M. P. (1997). *The truth about burnout: How organizations cause personal stress and what to do about it*. Jossey-Bass.
- Mensah, A. (2021). Job Stress and Mental Well-Being among Working Men and Women in Europe: The Mediating Role of Social Support. *International Journal of Environmental Research and Public Health*, 18(5), 1–18.
<https://doi.org/https://doi.org/10.3390/ijerph18052494>.
- Movanita, A. (2016, 29 Desember). Masalah lalu lintas hingga pelayanan polri paling sering dikeluhkan. *Kompas*. Diakses dari <https://nasional.kompas.com/read/2016/12/29/15090881/masalah.lalu.lintas.hingga.pelayanan.polri.paling.sering.dikeluhkan>
- Muhdar, H. M. (2012). Stres kerja dan kinerja dalam perspektif teori dan bukti empirik. *Jurnal Ekonomika dan Bisnis*, 3(2), 111–120.
- Nawaz, M. A., A. S., & A. M. H. (2021). The impact of work stress on employee jobsatisfaction with the moderating effect of social support: An empirical study from Pakistani organizations. *Journal of Development and Social Sciences*, 2(1), 1–10.
- Nawiroh, S. (2023, April 29). Awal Tahun 2023 Ada 4 Polisi Bunuh Diri, Terbaru Kasat Narkoba Jaktim AKBP Buddy Tertabrak Kereta. *Tribunjakarta.com*.
<https://jakarta.tribunnews.com/2023/04/29/awal-tahun-2023-ada-4-polisi-bunuh-diri-terbaru-kasat-narkoba-jaktim-akbp-buddy-tertabrak-kereta?page=all>.
- Padmantlyo, S., & Sabilla, A. P. (2017). Job Stress and Intention Turnover: Does Social Support Matter? *The 3rd International Conference on Science, Technology, and Humanity Job*, 3, 135–139.
- Pangestu, N. (2022). Peran stres kerja dan beban kerja terhadap kinerja sumber daya manusia dengan dukungan sosial sebagai variabel moderator [Tesis, Universitas Islam Sultan Agung Semarang]. Program Magister Manajemen.
- Parker, D. F., & DeCotis, T. A. (1983). Organizational determinant of job stress. *Organizational Behavior and Human Performance*, 160–177.
- Pradhan, R. K., & Jena, L. K. (2017). Employee performance at workplace: Conceptual model and empirical validation. *Business Perspectives and Research*, 5(1), 69–85.

- Prasojo, E., Zulkarnain, Z. P., Yunairi, R., Mulyadi, A., Hariyati, D., Siahaan H. M. P., Syarien, M. I. A., Kusumo, R. K. P. S. (2021). Kajian perubahan kebijakan rekrutmen anggota polri dari sistem zero growth menuju sistem normal growth. *Center for study of governance and administrative reform UI-CSGAR*.
- Purwanto, A. B., & Sahrah, A. (2020). Resiliensi Dan Beban Kerja Terhadap Stress Kerja Pada Polisi Lalu Lintas. *Psikostudia: Jurnal Psikologi*, 9(3), 260–266.
- Putra, B. S., Noor, M., & Wahyudi, L. (2018). Studi tentang kinerja polisi satuan lalu lintas Polres Paser dalam mengatasi masalah lalu lintas di Kabupaten Paser. *eJournal Ilmu Pemerintahan*, 6(4), 2121–2134.
- Rahmadani, D. A. (2023). Teori Perilaku Karyawan. *Jurnal Pusdansi*, 2(7).
- Razak, M. I. A. (2023). Pengaruh job embeddedness dan organizational citizenship behavior (OCB) terhadap job performance pada anggota kepolisian Ditlantas Polda DIY yang dimoderasi oleh information technology [Skripsi, Universitas Pembangunan Nasional Yogyakarta]. Program Studi Manajemen, Fakultas Ekonomi dan Bisnis.
- Robbins, S. P. (2006). Perilaku Organisasi (Alih Bahasa Drs. Benjamin Molan). Klaten: PT.Intan Sejati.
- Sanjaya, B. (2021). Peran Stres Kerja Terhadap Kepuasan Kerja Karyawan Dengan Dukungan Sosial Sebagai Variabel Moderasi. *Jurnal Ilmu Manajemen*, 9(3), 886–895. <https://doi.org/10.26740/jim.v9n3.p886-895>.
- Saputra, A., Sutrasno, D., & Setiawan, W. (2022). Tingkat kepercayaan masyarakat terhadap kinerja Polri tahun 2021. *Jurnal Litbang Polri*, 23–33.
- Sarafino, E. P., & Smith, T. W. (2011). *Health psychology: Biopsychosocial interactions*. John Wiley & Sons.
- Sarah, S. (2018). Peran stres kerja dan kepuasan kerja terhadap psychological well-being pada polisi wanita [Skripsi, Universitas Islam Negeri Syarif Hidayatullah Jakarta]. Fakultas Psikologi.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business* (7th ed.). Wiley & Sons Ltd.
- Selye, H. (1956). *The stress of life*. New York: McGraw Hill.
- Setuningsih, N. (2024, June 21). Survei Litbang "Kompas": Citra positif lembaga negara meningkat, modal bagi Prabowo-Gibran. *Kompas*. <https://nasional.kompas.com/read/2024/06/21/12491531/survei-litbang-kompas-citra-positif-lembaga-negara-meningkat-modal-bagi?page=all>.
- Sihombing, R. F. (2023, July 11). Survei LSI: Tingkat kepercayaan Polri di atas KPK. *Detik News*. <https://news.detik.com/berita/d-6817590/survei-lsi-tingkat-kepercayaan-ke-polri-di-atas-kpk>.
- Sriyono, A. (2018). Peran stres, beban kerja, konflik peran, dan kontrol pekerjaan terhadap kinerja dengan dukungan sosial sebagai variabel moderator. *Performance*, 25(1).
- Sugiyono. (2019). Metode penelitian kuantitatif, kualitatif, dan R&D. Bandung: Alfabet.

- Sulaikah, M., Maharani, A., & Hidayah, Z. (2021). Peran Kesejahteraan Psikologis, Dukungan Sosial Sebagai Mediasi Dalam Peran Pengalaman Kerja Dan Kompetensi Manajerial Terhadap Kinerja Pegawai. *Jurnal Ilmiah Mandala Education*, 7(3), 572–583. <http://dx.doi.org/10.36312/jime.v7i3.2318>.
- Sumampouw, N., & Mundzir, I. (2011). Manajemen Stress Bagi Pekerja Kemanusiaan. Jakarta: *Save the Children, Indonesia Field Office*.
- Yen, V. T. (2024). Impact of job stress on lecturer's performance: The moderating role of social support. *Educational Administration: Theory and Practice*, 30(5), 6216–622.
- Yerkes, R. M., & Dodson, J. D. (1908). The relation of strength of stimulus to rapidity of habit-formation. *Punishment: Issues and Experiments*, 27–41.