

The Effect Of Workload And Job Insecurity On Performance Of The Mediation Of Work Stress At The Detect And Criminal Units Of Bondowoso Police

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Abstract:

Background: This study is to determine the impact of workload, job insecurity, work stress and performance carried out in the Criminal Investigation Unit (Satreskrim) Bondowoso Police..

Materials and Methods This research design is included in explanatory research, namely research that aims to examine the relationship between variables with other variables. This type of research is quantitative research with path analysis method which aims to determine the magnitude of the influence of independent variables on the dependent variable directly or through intermediaries. The sampling technique used in this study used the population or census method where all employees as a sample amounted to 103 people

Results: all of them have a positive and significant effect on the value of Sig value < 0.05, it can be concluded that Ho is rejected and Ha is accepted, this means that there is a partially significant effect between each variable.

Keyword: workload, job insecurity, performance, work stress.

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I. Introduction

Human resources can be interpreted as people who provide energy, expertise, creativity and participate in managing assets owned in the organization. It is undeniable that this is a valuable asset, which then becomes a core factor in managing the organization. Without human resources as system administrators, it is certain that an organization will not be able to achieve its goals. However, this is not only a sense of belonging, human resources must also have high qualifications and understand positioning terms such as "the right person in the right place at the right time".

In order to achieve organizational goals, the organization must pay attention and take care of its workers properly so that workers do not feel the workload and job insecurity so that it has an impact on work stress that makes workers uncomfortable at work and the organization. According to Soleman (2011) workload is the amount of work that must be carried out by a position or organizational unit and is the product of the work volume and time norms.

Fahmi (2014: 226) defines performance as a result obtained by an organization both profit and non-profit oriented which is produced over a period of time. This can be individual, because each Investigator and Assistant Investigator has a different level of ability in carrying out the assigned tasks, so that the good or bad performance of an individual greatly affects the sustainability of an organization.

Stress itself is the result of emotional and physical reactions due to individual failure to adapt to the environment (Nurhendar, 2007), such as having a negative impact on employee health in the form of work tension and fatigue (Kumar & Jain, 2012).

Job stress not only has a negative impact but also has a positive effect on performance along with the increasing pressure felt by each individual (Mathur et al., 2007). The workload continues to increase with the number of Police Reports, Public Complaints and additional tasks outside the main task received. Investigators and Assistant Investigators are required to work optimally and as quickly as possible in completing their work. However, the Organization not infrequently recruits new Investigators and Assistant Investigators unilaterally through mutations. The recruitment of Investigators and Assistant Investigators carried out by the organization

can cause job insecurity for Investigators and Assistant Investigators who have long been afraid of being competed. For this reason, the phenomenon related to work stress among workers deserves special attention.

II. Materials And Methods

2.1 Research Purpose

This research is to find out and analyze the effect of workload and job insecurity on performance mediated by work stress at the Bondowoso Police Criminal Investigation Unit

2.1.1 Performance

Chandra & Priyono (2016) describe performance as an individual's ability to achieve job requirements with indicators of loyalty, achievement, responsibility, work, honesty, obedience. The definition of performance is a measure and assessment of behavior in the workplace including the quality and quantity of output, working time, to cooperative relationships among co-workers (Indarti et al., 2014).

The National Police Chief Regulation Number 16 of 2011 regulates the performance appraisal system for civil servants at the Indonesian National Police with a performance management system. There are 2 kinds of performance appraisal, namely:

1. Generic performance appraisal includes 10 (ten) performance factors:
 - a. Leadership Leadership factors include the ability to influence, motivate, and direct.
 - b. Social network Social networking factors include the ability to build, maintain and implement cooperation, as well as good relations with employees and the community.
 - c. Communication Communication performance factors include the ability to receive ideas, formulate, express, and accept ideas/opinions both verbally and non-verbally, clearly among employees and the community.
 - d. Emotional Control Factors controlling emotions include the ability to control emotions in stressful situations, so that they do not affect performance.
 - e. Change Agents Change agent factors include the ability to formulate, motivate, and implement changes.
 - f. Integrity Integrity factors include the ability to be honest and consistent, what is said in accordance with what is done.
 - g. Empathy Empathy includes the ability to put oneself in the position of others, and express positive feelings and sincerity to others.
 - h. Administrative Management Administrative management factors include the ability to plan, organize, implement, evaluate, and improve administrative processes.
 - i. Creativity Creativity factor includes the ability to generate, develop, and implement new ideas effectively.
 - j. Independence. Independence factors include the ability to control oneself and take action initiatives by considering risk factors.
2. The specific performance assessment is based on an agreement between PP and PYD which includes 5 (five) performance factors in accordance with their duties, functions and responsibilities. The five performance factors refer to the annual performance determination that has been determined by each work unit, namely leadership, social network, integrity, emotional control and empathy.

2.1.2 Work Stress

Soylu (2008) stress is a perceived imbalance between the internal and external demands faced by individuals and the inability to cope with them.

Factors Causing Stress According to Robbins and Judge (2008), namely: 1. Environmental Factors Environmental factors consist of economy, politics, and technology. 2. Organizational Factors Factors originating from the organization or company consist of work demands, role demands, demands between individuals, organizational structure, leadership and the company's life cycle. 3. Individual Factors Factors that come from individuals such as family problems.

Taylor's (1991) Job Stress Indicator, Stress response can be seen in various aspects, namely:

1. Physiological response; characterized by increased blood pressure, heart rate, pulse, and breathing.
2. Cognitive response; seen through the disruption of cognitive processes such as confused thoughts and not concentration.
3. Emotional response; such as fear, anxiety, shame, anger, and so on.
4. behavioral response; can be divided into fight, which is to fight a stressful situation, and flight, which is to avoid a stressful situation.

Swagerina (2004) defines the impact of stress into 2 types:

1. Constructive Stress Positive influence on individuals or even an organization is indicated by increasing effort, stimulating creativity and increasing one's morale.
2. Destructive Stress has a negative effect on individuals or organizations as indicated by decreased performance, physical and mental abilities of a person and even has the potential to be dissatisfied with something and turnover.

2.1.3 Workload

According to Kasmarani (2012), workload is something that arises from the interaction between the demands of the given task, the work environment used as a workplace, skills, behavior and perceptions of workers so as to achieve a normal workload in terms of the volume of work that is in accordance with work abilities. quite difficult, which causes an imbalance even though the deviation is small. The workload is divided into 3 (three) levels (labdske-iii.com, 2016) as follows:

1. Workload above normal The time used to complete the work is greater than the available working hours or the volume of work exceeds the ability of the work.
2. Normal workload The time used to complete the work is the same as the available working hours or the volume of work is equal to the ability of the worker.
3. Workload below normal The time used to complete the work is less than the available working hours or the volume of work is lower than the ability of the work.

Mental Workload Indicators In this study, the workload indicators used adopted Sandra G. Hart from NASA-Ames Research Center and Lowell E. Staveland from San Jose State University (1988) who divided mental load based on the emergence of subjective measurement needs consisting of nine factors. These include task difficulty, time pressure, type of activity, physical effort, mental effort, performance, frustration, stress and fatigue. The nine factors are then simplified to 6, namely:

1. Mental demand (MD), which relates to the complexity of the work, for example, difficult or simple
2. Physical demand (PD), is a physical activity at work for example pushing, pulling.
3. Temporal demand (TD), is a big job success.
4. Performance (P), a sense of satisfaction with the work.
5. Effort (E), is a hard effort to finish the job.
6. Frustration level (FR), associated with frustration, stress and fatigue.

2.1.4 Job security

Smithson & Lewis (2002) define job insecurity as a psychological condition of an employee who shows a sense of confusion or insecurity due to changing environmental conditions (perceived impermanence). This condition arises because there are many types of work that are temporary or contract work. The increasing number of types of work with temporary or non-permanent durations, causes more and more employees to experience job insecurity and creates a sense of stress for employees.

Job insecurity that occurs in organizations consists of various types with different bases. Ashford et al (1989) developed a measurement of the job insecurity concept proposed by Greenhalgh and Rosenblatt and stated that the components of job insecurity are:

1. The meaning of the work for the individual. How important these aspects of work for individuals affect the level of insecurity or insecurity at work. How important it is for employees to consider the parts (aspects) of work such as salary, position, promotion, and a comfortable work environment can affect the level of security and individual comfort in carrying out work.
2. The level of threat employees feel about aspects of the job such as the possibility of getting a promotion, maintaining the current wage level, or getting a pay increase. Individuals who perceive certain aspects of work as being threatened (there is a possibility that these aspects of work will be lost) will be more anxious and feel helpless. How likely is it that employees feel about changes (negative events) that threaten parts (aspects) of the job.
3. The threat level is the possibility of events that negatively affect the overall work of the individual, for example being fired or being transferred to another branch office.
4. The degree to which the individual feels about the potential of each event. Such as the level of individual concern for not getting a promotion or becoming a permanent employee in a company. How likely is the negative change in overall work that the employee feels is threatened.
5. Powerlessness, namely the inability of individuals to prevent the emergence of threats that affect aspects of work and work as a whole identified in the previous four components.

Ashford et al., (1989; 810) in HadiaHalungunan (2015) develop measurements of the job insecurity concept proposed by Greenhalgh and Rosenblatt and state that job insecurity indicators are:

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work such as salary, position, promotion, and a comfortable work environment can affect the level of security and comfort of individuals in carrying out work. In other words, this aspect is an important aspect of work for employees.

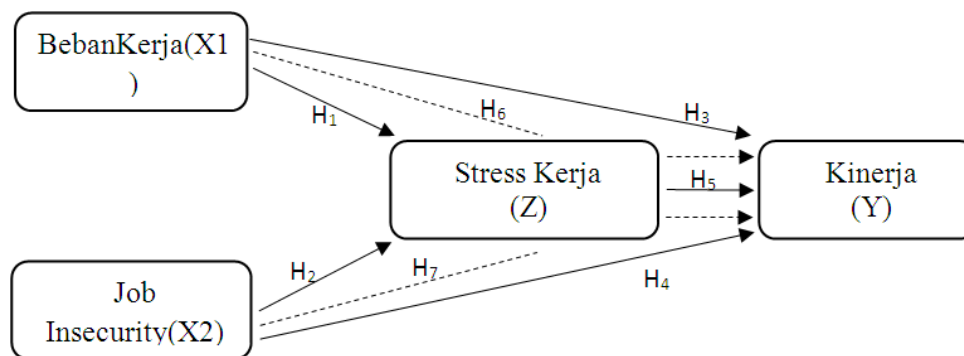
2. The level of threat employees feel about aspects of the job such as the possibility of getting a promotion, maintaining the current wage level, or getting a pay increase. Individuals who perceive certain aspects of work as being threatened (there is a possibility that these aspects of work will be lost) will be more anxious and feel helpless. How likely is it that employees feel about changes (negative events) that threaten parts (aspects) of the job. In other words, that this aspect is the possibility of negative changes in the parts (aspects) of work.

3. The threat level is the possibility of an event that negatively affects the overall work of an individual, for example being fired or being transferred to another branch office. In other words, it can be said that the overall importance of work for employees.

4. The degree to which the individual feels about the potential of each event. Such as the level of individual concern for not getting a promotion or becoming a permanent employee in a company. How likely is the negative change in overall work that the employee feels is threatened.

5. Powerlessness, namely the inability of individuals to prevent the emergence of threats that affect aspects of work and work as a whole identified in the previous four components.

2.2 conceptual framework



In this conceptual framework, the data is processed using a path analysis tool. According to Ghozali (2018), path analysis is the use of regression analysis to estimate the causal relationship between variables (causal mode) that has been determined previously based on theory. In this study, path analysis is used to examine the relationship between Workload (X1) and Job Insecurity (X2) operationalized as an independent variable on Performance as the dependent variable (Y) and whether Workload (X1) and Job Insecurity (X2) operationalized as an independent variable on performance as the dependent variable (Y) through work stress (Z) as an intervening variable.

2.3 Research Hypothesis

1. There is an effect of workload on the work stress of Bondowoso Investigators and Assistant Investigators of the Criminal Investigation Unit of the Bondowoso Police.
2. There is an effect of job insecurity on the work stress of Bondowoso Investigators and Assistant Investigators of the Criminal Investigation Unit of the Bondowoso Police.
3. There is an effect of workload on the performance of the Investigators and Assistant Investigators of the Bondowoso Police Satreskrim.
4. There is a significant effect of job insecurity on the performance of the Bondowoso Police Criminal Investigation Unit Investigators and Assistant Investigators.
5. There is an effect of work stress on the performance of Investigators and Assistant Investigators of the Bondowoso Police Satreskrim.
6. There is an effect of workload on performance through the work stress of Bondowoso Police Investigators and Assistant Investigators of the Criminal Investigation Unit of the Bondowoso Police.
7. There is an effect of Job Insecurity on performance through the work stress of Bondowoso Police Investigators and Assistant Investigators of SatreskrimPolres.

2.4 Procedure methodology

Based on background and problem formulation, this research design is included in explanatory research, namely research that aims to examine the relationship between variables and other variables. This type of

research is a quantitative research with path analysis method which aims to determine the influence of independent variables on the dependent variable directly or through intermediaries. In this research, we want to know the effect of workload and job insecurity on performance mediated by work stress at the Criminal Investigation Unit of the Bondowoso Police.

The population that is the object of this research is all Investigators and Assistant Investigators at the Criminal Investigation Unit (Sat Reskrim) of the Bondowoso Police, totaling 103 (one hundred and three) people. The sampling technique used in this study used the population or census method where all employees as a sample amounted to 103 people. This study uses a population or census because all employees have a level of understanding of workload, job insecurity and work stress.

Table 2.1 Characteristics of Respondents by Gender

Gender	Frequency	presentation
Man	97	94.2%
Woman	6	5.8%
Total	103	100%

The instrument test was carried out to determine the validity and reliability instrument so that it can be known whether or not it is appropriate for data collection in this study. The data in this study are the variables studied and serve as a means of proving the hypothesis. Therefore, whether the data is correct or not depends on the merits of the instrument as a data collector. A good instrument must meet two requirements in the study indicated by the level of error (validity) and reliability (reability).

Table 2.3 Validity Test Results

Variable	Items	R count	R table	Information
Workload (X1)	X1.1	0.633	0.312	Valid
	X1.2	0.776	0.312	Valid
	X1.3	0.714	0.312	Valid
	X1.4	0.791	0.312	Valid
	X1.5	0.703	0.312	Valid
Job Insecurity (X2)	X2.1	0.834	0.312	Valid
	X2.2	0.618	0.312	Valid
	X2.3	0.749	0.312	Valid
	X2.4	0.768	0.312	Valid
	X2.5	0.721	0.312	Valid
Work stress (Z)	Z1	0.782	0.312	Valid
	Z2	0.825	0.312	Valid
	Z3	0.794	0.312	Valid
	Z4	0.713	0.312	Valid
	Z5	0.653	0.312	Valid
Performance (Y)	Y1	0.569	0.312	Valid
	Y2	0.840	0.312	Valid
	Y3	0.898	0.312	Valid
	Y4	0.809	0.312	Valid
	Y5	0.860	0.312	Valid

III. Result

3.1 Effect of Workload on Performance

The results of the regression test show that there are the effect of workload on the performance of investigators and assistant investigators at the SatreskrimPolresBondowoso. Shows that in general the respondents agree with statements related to workload and performance. Thus, the importance of a balanced workload, so that it can lead to good performance from investigators and assistant investigators. That a balanced workload can focus investigators and assistant investigators in carrying out their work. Investigators and assistant investigators are not too high workload (role overload) or not too low (role underload). This

balance will be able to focus on their work productively, so they can provide maximum work results in accordance with the expectations of the place where they work.

Schultz (2010) examines further by dividing the workload into two types, namely quantitative overload and qualitative overload. This division is based on a person's ability to do his job. Quantitative overload focuses on the amount and time limit for completing a task or job. If it is focused again on the problems that occurred in the investigators and assistant investigators of the Bondowoso Police Satreskrim. it can be seen that some investigators and assistant investigators experienced these two types of overload.

3.2 The Effect of Job Insecurity on Performance

ResultsThe regression test showed that the job insecurity variable had a positive and significant effect on performance. In this case the second hypothesis is proven true or can be accepted, namely that there is an effect of job insecurity on the performance of investigators and assistant investigators at the Bondowoso Police Criminal Investigation Unit.

The results of descriptive analysis show that in general respondentsagree with statements related to job insecurity and performance. Thus, the implementation or implementation of job insecurity can significantly improve performance. Performance includes the results of work in terms of quality and quantity achievedinvestigatorand assistant investigators in carrying out their duties in accordance with their assigned responsibilities. In line with the implementation of the job insecurity aspect by the fear of losing one's position, the fear of losing social status in the eyes of others, a sense of powerlessness over the situationexperienced in the organization.

3.3 The Effect of Workload on Work Stress

The results of the regression test show that the workload variable has a positive effectand significant to work stress. In this case the third hypothesis is proven true or can be accepted, namely that there is an effect of workload on the work stress of Investigators and Assistant Investigators at the Bondowoso Police Criminal Investigation Unit.

Resultsresearch provides evidence that workload has a significant effect on work stress. These findings are supported by descriptive results which state that in general investigators and assistant investigators at the Bondowoso Police Satreskrim perceive the workload in the organization to be high. The assessment of the investigators and assistant investigators on the aspect of the workload is the highest on the mental demand aspect, where the complexity of the work is considered to be the highest contributor to the work being carried out. At a reasonable level, the workload that must be carried out by investigators and assistant investigators should be within the limits of their abilities, both in the amount of work and the level of difficulty faced. It is not uncommon for certain conditions to increase the workload and beyond reasonable limits so that it can result inwork stress.

3.4 The Influence of Job Security on Job Stress

ResultsThe regression test showed that the job insecurity variable had a positive and significant effect on job stress. In this case the fourth hypothesis is proven true or can be accepted, namely that there is an effect of job insecurity on the work stress of investigators and assistant investigators at the Bondowoso Police Criminal Investigation Unit. This means that the higher the level of job insecurity, the lower the performance of investigators and assistant investigators and vice versa.

The results of the descriptive analysis showed that in general the respondents agreed with the statements related to job insecurity and job stress. Thus, the existence of job insecurity can significantly affect the occurrence of work stress. The job insecurity experienced will be reflected through the work behavior of each employee. Someone who experiences job insecurity will experience long-term impacts: decreased job satisfaction, job involvement, organizational commitment, and trust in leaders. Long term: decreased physical health, mental: anxiety, depression, high turnover.

3.5 The Effect of Work Stress on Performance

The results of the regression test show that the work stress variable has a positive effectand significant to performance. This means that there is an effect of work stress on the performance of investigators and assistant investigators at the Bondowoso Police Criminal Investigation Unit. This means that the work stress factor by avoiding mistakes or completing tasks within a limited time, excessive workload, demanding and insensitive bosses, and unpleasant co-workers are factors that determine the performance of investigators and assistant investigators.

ResultsThe analysis shows that work stress as measured by indicators of physiological response, cognitive response, emotional response and behavioral response, has a significant effect on performance

variables as measured by indicators of leadership, social network, integrity, emotional control and empathy. The results of the descriptive analysis showed that in general the respondents agreed with the statements related to work stress and performance. Thus, work stress can affect performance improvement significantly. Work stress is a condition of tension which creates a physical and psychological imbalance, which affects the emotions, thought processes, and conditions of an investigator and assistant investigator.

3.6 The Effect of Workload on Performance Through Work Stress

Results Sobel test shows that the workload variable has a significant effect on performance through work stress. In this case the sixth hypothesis is not proven true or accepted, namely there is no influence of workload on performance through the work stress of investigators and assistant investigators of the Satreskrim Polres. Bondowoso. The results of the descriptive analysis show that investigators and assistant investigators generally agree with statements related to workload and performance, and job stress. Referring to these results, it can be stated that the workload which is characterized by very demanding and difficult work will be an important factor in the occurrence of work stress and impact on performance.

3.7 The Effect of Job Security on Performance Through Job Stress

Results Sobel Test shows the job insecurity variable has a significant effect on performance through work stress. Referring to these results, it can be stated that job insecurity is indirectly assessed to have an influence on performance, namely through work stress. Job insecurity is able to encourage the creation of work stress and in the end also creates the performance of investigators and assistant investigators of the Bondowoso Police Satreskrim.

Results Descriptive analysis shows that investigators and assistant investigators of the Bondowoso Police Satreskrim generally agree with statements related to job insecurity and performance, as well as work stress. Referring to these results, it can be stated that a strong job insecurity in which there is an increase in job dissatisfaction, an increase in physical disorders and an increase in psychological disorders that trigger member behavior in the organizational environment will be an important factor in the emergence of work stress and member performance.

IV. Conclusion

Conclusions from this study include:

1. There is an influence of workload on work stress of members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
2. There is an effect of Job Security on the work stress of members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
3. There is an effect of workload on the performance of members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
4. There is an effect of Job Insecurity on the Performance of Members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
5. There is an influence of work stress on the performance of members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
6. There is an effect of workload on performance through work stress of members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police.
7. There is an effect of Job Security on Performance through Job Stress of Members of the Criminal Investigation Unit (Satreskrim) at the Bondowoso Police Station.

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