

ABSTRAK

Tassya Berliana Putri. 190541100065. Pengaruh *Hardiness* dan Kecerdasan Emosional terhadap *Problem Focused Coping* Anggota Polisi Satuan Reserse Kriminal di Polrestabes Surabaya. Skripsi. Program Studi Psikologi, Fakultas Ilmu Sosial dan Ilmu Budaya, Universitas Trunojoyo Madura, 2024.

Kompleksitas tugas polisi Reserse Kriminal utamanya di kota besar, menyebabkan hampir tidak menyisakan waktu bersantai karena sejajar dengan tingkat kriminalitas yang besar pula. Situasi ini dapat mendorong munculnya stres pada polisi Reserse Kriminal. Oleh karenanya, dibutuhkan strategi *coping* paling efektif, yakni *problem focused coping* untuk menurunkan stres dalam lingkungan kerja. *Problem focused coping* dapat dipengaruhi oleh beberapa faktor, di antaranya adalah *hardiness* dan kecerdasan emosional. Penelitian ini bertujuan untuk menguji secara ilmiah apakah terdapat pengaruh *hardiness* dan kecerdasan emosional terhadap *problem focused coping* anggota polisi Satuan Reserse Kriminal di Polrestabes Surabaya. Penelitian ini menggunakan metode kuantitatif kausal. Subjek penelitian adalah anggota polisi Satuan Reserse Kriminal yang tergabung dalam Unit Jatanras dan Unit Resmob berjumlah 60 anggota polisi, teknik pengambilan sampel menggunakan *purposive sampling*. Instrumen penelitian menggunakan skala *hardiness* (α sebesar 0,803), skala kecerdasan emosional (α sebesar 0,867), dan skala *problem focused coping* (α sebesar 0,780). Analisis yang digunakan adalah uji regresi linear berganda dengan bantuan program SPSS 26.0 for windows. Hasil penelitian menunjukkan nilai F 24,105 dengan signifikansi sebesar 0,000 lebih besar 0,05 ($0,000 > 0,05$). Artinya hipotesis diterima bahwa terdapat pengaruh *hardiness* dan kecerdasan emosional secara simultan terhadap *problem focused coping*. Hasil penelitian juga menunjukkan nilai korelasi sebesar 0,677, nilai tersebut masuk dalam kategori kuat dengan arah hubungan positif. Nilai *R Square* sebesar 0,458, mengartikan bahwa *hardiness* dan kecerdasan emosional secara simultan berpengaruh terhadap *problem focused coping* sebesar 45,8%, dan 54,2% dipengaruhi oleh faktor lain. Secara parsial, *hardiness* memiliki sumbangan efektif sebesar 20,6% dan kecerdasan emosional sebesar 25,2%.

Kata kunci: *Hardiness*, Kecerdasan Emosional, *Problem Focused Coping*, Polisi Satuan Reserse Kriminal

ABSTRACT

Tassya Berliana Putri. 190541100065. *The Influence of Hardiness and Emotional Intelligence on Problem Focused Coping among Criminal Investigation Unit Police Members at Polrestabes Surabaya*. Thesis. Psychology Study Program, Faculty of Social and Cultural Sciences, Trunojoyo Madura University Madura 2023.

The complexity of the Criminal Investigation Police's tasks, particularly in large cities, leaves almost no time for relaxation, paralleling the high levels of criminality. This situation can lead to stress among Criminal Investigation Police officers. Therefore, effective coping strategies are needed, specifically problem-focused coping, to reduce stress in the workplace. Problem-focused coping can be influenced by several factors, including hardiness and emotional intelligence. This study aims to scientifically examine the impact of hardiness and emotional intelligence on problem-focused coping among members of the Criminal Investigation Unit at Polrestabes Surabaya. The research employs a causal quantitative method, with subjects comprising 60 officers from the Violent Crime Unit and the Mobile Detective Unit, selected using purposive sampling. Research instruments include a hardiness scale ($\alpha = 0.803$), an emotional intelligence scale ($\alpha = 0.867$), and a problem-focused coping scale ($\alpha = 0.780$). The analysis utilized multiple linear regression with SPSS 26.0 for Windows. The findings showed an F value of 24.105 with a significance of 0.000, which is greater than 0.05 ($0.000 > 0.05$). This indicates that the hypothesis is accepted: there is a simultaneous effect of hardiness and emotional intelligence on problem-focused coping. The study also found a correlation value of 0.677, classified as strong with a positive relationship. The R Square value of 0.458 signifies that hardiness and emotional intelligence simultaneously influence problem-focused coping by 45.8%, while 54.2% is influenced by other factors. Partially, hardiness contributes 20.6% and emotional intelligence contributes 25.2%.

Keywords: *Hardiness, Emotional Intelligence, Problem Focused Coping, Criminal Investigation Unit Police.*