

# The Relationship between Adversity Quotient and Work Family Conflict on Police Women in Mapolda based in Aceh

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**Keywords:** Adversity Quotient, Work Family Conflict, Female Police

**Abstract:** Work family conflict is a phenomenon that often occurs and cannot be avoided by individuals, even by mothers who work as female police officers. The involvement of mother's job role will bring difficulties to fulfill the roles in the family and vice versa. It takes an ability to overcome tricky situations to avoid work family conflict. Adversity quotient is the ability of a person to survive in facing all difficulties until they find a better solution to solve various problems by changing the way of thinking and attitude towards these difficulties thus creating many successful opportunities. The purpose of this study was to determine the relationship between adversity quotient and work family conflict on mothers who worked as female police officers. This research require quantitative sampling based on *quota sampling technique* from 72 respondents. The results of this study indicate that there is a very significant negative relationship between adversity quotient and work family conflict female police officer. Women who work MAPOLDA are  $r = -0.419$ . Effective contributions from adversity quotient to work family conflict amounted to 17.5% and the remaining 82.5% was influenced by other factors outside this method.

## 1 INTRODUCTION

As a time progressed, nowadays women required to have a couple ability or higher education to take part in society. Saptri and Holzoner in Ramadhana (2016: 1) state that women with high education will choose to work, even though they are married so that the knowledge achieved can be applied in the field and society.

The number of female workers in Aceh has continued to increase since 2014. UU no. 13 of 2003 Chapter 1 article 1 paragraph 2 states, the labor is anyone who is capable of working to produce goods or services, both to fulfill their own needs or the community. Increasing number of working mothers in Aceh shows a significant amount every year. In 2014 the number of working mothers was 631,800 people, in 2015 it increased to 739,900 people, and in 2016 it continued to increase to 779,200 people (BPS Aceh Province, 2016).

According to Nurhidayah (2008: 3) there are several factors that encourage mothers to work in addition to fulfilling daily financial needs such as clothing, food and shelter, as well as to fulfill relational social needs, and to fulfill self-actualization needs. According to Yuliana and

Yuniasanti (2013: 63) some of the jobs that susceptible from dual role conflict are Nurses, Teachers, Bank Employees and Policewoman (Polwan), but the profession as a Policewoman is considered to have a heavier workload than others.

Putri (2013: 177) stated that the profession as a Policewoman has a heavy responsibility and workload. Women who work in the public sector must be responsible in all household matters and have a dual workload and must always ready whenever the duty calls. Howard, Donofrio and Boles (2004: 388) explain that in carrying out daily tasks Policewoman occupies a position that experiences direct interaction with the community. Policewomen often meet criminals, Rule breaker, terrorists, angry mobs, etc.

One of the Polwan's duty is to be in charge of dealing with criminal offenders, so that they required to be masculine. However, when serving a role in the family as a mother, they required to be feminine. A big challenge for Policewomen to face these two opposite things. At present the demands of the Policewoman's work not only dealing with women and children, but also they must responsible for other tasks similar to those carried out by male

police. Besides that, they also has demands to take care of family life (Linga, par. 3,2016).

Based on the Regulation of the National Police Chief (National Police Chief of the Republic of Indonesia) No. 22 of 2010, several policewomen's duties are to provide police services to the community in the form of receiving reports, handling and complaints, following up on violations and investigations when an event occurs, and must attend the morning and evening rally (Chief of Police Regulation, No. 22 of 2010) . In general, policewomen have the same duties and responsibilities as the male police as stated in the Police Law No. 2 of 2002 article 5, namely the main task of the National Police is to maintaining security, public order, law enforcement, provide protection and service to the community (Police Law No.2 of 2002 article 5).

Rizal (2010: 23) explains that the phenomenon of the existence of Policewoman has often become a discourse in various situations. Although the existence of Policewomen in Indonesia has been recognized currently, it turns out that they still face many obstacles in the implementation of their duties in relation to the inherent nature of their womanhood, whatever their position and profession. Stigmatization of women which is delicate, gentle and always prioritize their feelings sometimes considered to be a factor that reduces the professionalism of women in their police duties, even though in other situations the stigma can not be denied.

Markuwati, Rahardjo and Setyawati (2015: 75-76) also stated that in completing tasks, Policewoman had problems related to psychological factors which make them feel guilty about leaving their family to work, depressed because of the limited time and too much workload and unpleasant work situations. This situation will disturb the mind and mentality, especially many of them got a wide opportunity to occupy strategic positions nowadays, such as Kapolsek, Kapolres and even the Kapolda. When the strategic position is carried over by Policewoman would increase the possibility of anxiousness.

Pratiwi (2016: 2) reiterates that multiple roles have a negative impact on Policewomen's marriage, which can cause dissatisfaction in marriage, if they do not get support from the family, the conflict experienced by Policewomen can hamper their marriage satisfaction and will also have an impact on life satisfaction.

According to Greenhaus and Beutell, as quoted by Arfidianingrum, Nuzulia and Fadhallah (2013:

14) state that *work-family conflict* is a form of conflict between roles in which the roles of the work and family domains are mutually incompatible in several ways. Yousef in Qwantala (2017: 5), someone who experiences *work family conflict* will experience a degrade in job satisfaction and as a consequence will also experience a decline in organizational commitment. The tension generated from the workplace will have an impact on his mood while not in duty, the conflict within could affect degrading in performance while at work. Furthermore, if a person were busy taking care of his household, the fatigue that is felt will make their emotion easily rise up and down, this will affect the quality of performance at work.

One of the factors that affect work family conflict is time-based conflict, it's when the amount of time given for a job role interferes with performance in the family role related to responsibility. Conflicts due to excessive time given to work can make individuals difficult to fulfill family responsibilities. This also applies the opposite to the role of the family, if excessive time is given to the family, it will make it difficult for the individual to fulfill responsibility for work (Netemayer, Boles and McMurian, 1996: 401). Stoltz in Almasitoh (2011: 65) states that if it is not handled properly, this work family conflict will have a negative impact on individuals, families, and the environment. To deal with work family conflict one must have intelligence. Stoltz (2000: 8) introduces a form of intelligence to overcome difficulties, namely adversity quotient. Adversity quotient can be used as an indicator so that individuals can get out of challenging conditions.

According to Stoltz in Octavia and Nugraha (2013: 47-48) adversity quotient has four dimensions that can be used to see how much an individual's ability to deal with conflict. The four dimensions are control, origin and ownership, reach, and insurance. Policewomen who have control aspects, will manage the difficulties they face in carrying out multiple roles as workers and housewives. In addition, the origin and ownership aspects of Polwan can be responsible for dealing with difficulties that arise when running both roles. Whereas reach and endurance, is one aspect of adversity quotient that can help individuals to focus on every role they play to be able to still deliver good results and remain optimistic despite facing work family conflict. If individuals who have a dual role as workers and housewives have a high level of adversity quotient, the aspects of adversity quotient

can help individuals to minimize work family conflict.

Based on the explanation of the background of the problem above, the authors are interested in examining the relationship between Adversity Quotient and Work Family Conflict on Female Police who work at the National Police Headquarters of the Republic of Aceh in the Aceh Region.

## 2 LITERATURE REVIEW

According to Stoltz (2000: 8) Adversity quotient is the ability of a person to survive in facing all difficulties until they find a better solution to solve various problems with their knowledge so that it becomes a challenge to solve. A person's way of success in living life is mainly determined by the level of Adversity Quotient. The Adversity Quotient manifests in three forms, i.e. A new conceptual framework to apprehend and enhance all aspects of success. A criterion to measure person's response towards difficulties. A series of tools to improve one's response towards difficulties.

According to Stoltz (2000: 141-163) adversity quotient as an ability consists of four dimensions abbreviated to CO2RE: *Control, Origin-Ownership, Reach and Endurance*. *Control* is the ability possessed by certain person to positively influence and managing individual responses to any kind of situation. Actual control in a situation is almost impossible to measure. This *control* dimension is one of the most important because it deals directly with empowerment and affects all other dimensions of CO2RE. *Origin-Ownership* asks two things about who or what is the origin or cause of a difficulty and the extent to which a person bears the consequences of a difficult situation. The dimension of origin is the dimension that questions who or what causes the difficulty. This dimension is closely related to feelings that can help a person to figuring out a better solution from past mistakes. The right level of guiltiness can create critical learning and it is needed for continuous improvement. *Ownership* dimension is more focused on responsibility that must be borne as a consequence of difficulties. Responsibility here is an acknowledgment of the consequences of an action, whatever the cause. *Reach* is the consequence of accumulate problems which impact a person in his work and life. Someone with a high adversity quotient has a range of problems in the event they face. Usually this type of person responds to difficulties as something specific and limited. *Endurance* is to questioning two things related to

how long this difficulty will last and how long the cause of the difficulty will take place. Individuals who see their ability as the cause of failure (a stable cause) tend to be less defensive compared to people who associate failure with effort (the causes are temporary) that they do. Individuals with high adversity quotient usually view success as something that lasts long, while the difficulties and causes as something temporary.

According to Greenhaus and Beutell (1985: 77), *work-family conflict* is a form of conflict between roles where the pressure on work and family roles conflict with each other. Netemeyer, Boles and McMurrian (1996: 401) *work family conflict* is a form of conflict where public demands, time devoted to work, and tensions created by work interfere with the implementation of family responsibilities, and vice versa. Apperson et al. (2002: 10) state that not only women (wives) experience work family conflict, men (husbands) also experience it. However, the culture in Indonesia emphasizes the obligation to take care of the household is the duty and responsibility of the wife, so that if a wife has an office-life, it will cause two different interests between career and family. This is what makes women more often experience work family conflict.

According to Frone, Rusell and Cooper, as quoted by Qwantala (2017: 21-22), work family conflict define as a two-way relationship where work interferes with family or family disrupting work. This relationship is built on assumptions related to work and responsibility of a person begin to interfere with the management of one's obligations related to family, then unmet family obligations will begin to interfere with the daily functions of someone at work. Conversely, if a problem related to someone's family starts to interfere with the management of one's obligations regarding employment, then this unmet job obligation will begin to interfere with the daily functioning of someone in his home.

According to Greenhaus and Beutell (1985: 77-82) explained that work-family conflict has three dimensions, namely: Time-based conflict, that is the time needed to run one of the demands (family or work) can reduce time for run the other demands (work or family) in the sense of lacking even the absence of family time, no time for community life, use of holidays to work. Strain-based conflict, which occurs when the pressure of one role influences the performance of the other roles. This means that problems in the family affect the time to work, problems in the family affect productivity in work,

the demands of work affect family life, and complaints from family members resulting from work. Behavior-based conflict (conflict based on behavior) that is associated with a mismatch between behavior patterns with those desired.

According to Netemayer, Boles and McMurian, (1996: 401) states that multiple role conflict is caused by two factors, namely: Time-based conflict occurs when the amount of time given for a job role interferes with performance in the family role associated with responsibility. Conflicts that are given excessive time given to work can make individuals difficult to fulfill family responsibilities. this also applies the opposite to the family's role in work. Pressure-based conflicts occur when tensions created in the work environment disrupt family responsibilities. This also applies the opposite to the family's role in work.

Based on the explanation above it can be concluded that adversity quotient is one part of individual factors that influence the occurrence of work family conflict experienced by Policewomen. Policewomen who have a high adversity quotient will be able to display adaptive behavior in response to difficulties that arise so that they can minimize the occurrence of work family conflict.

### 3 RESEARCH METHOD

The method used in this study is to use quantitative research methods with the type of correlation research. The variables in this study consisted of two variables. The independent variable (x) is adversity quotient and the dependent variable (Y) is work family conflict. The population used in this study was working as a policewoman at the Aceh MAPOLDA, with criteria 1) married, 2) having a child of at least one person, 3) living at home with a husband and child and husband working outside the home. The measuring instrument used for data collection in this study was to use an adversity quotient scale and work family conflict scale made by the writer based on the dimensions of the arrangement arranged using a Likert scale technique and conducted a try out one time. The trial was conducted on mothers who worked followed by 60 subjects with a number of items 65, each consisting of 34 items on the scale of adversity quotient and 31 items on the scale of work family conflict. Computational validity used in this study is CVR (Content Validity Ratio) computing. The data used to calculate CVR was obtained from the results of a study by a group of experts called subject matter

experts (SME). The SMEs are asked to assess whether an item is essential and relevant or not for the purpose of scale measurement.

Based on the try out validity test, the results of the adversity quotient scale consisted of 34 items, there were 23 valid items and 11 fall items and the results of the work family conflict scale consisted of 31 items, there were 23 valid items and 8 items dropped. The results of reliability analysis on the scale of adversity quotient obtained by rix = 0.804. Furthermore, the author conducted a second stage reliability analysis by removing 11 items that were not selected (low difference power). The results of the reliability analysis on the second stage of the adversity quotient scale, obtained by rix = 0.851. While the results of the reliability analysis on the work family conflict scale were obtained by rix = 0.810. Furthermore, the author performed the second stage of reliability by removing 8 items that were not selected (low difference power). The results of the reliability analysis on the second stage of the work family conflict scale were obtained by rix = 0.849.

The first phase of the test shows that the different power indices of the adversity quotient scale statement range from -0.159 to 0.530. The second phase of the test shows that the different power indices of the adversity quotient scale statements range from 0.232 to 0.560 and the different power index statements of the first phase of work family conflict scale range from -0.245 to 0.627, and the power index differs from the second stage of the work family conflict scale. 0.630. The criteria for selecting items that the researchers used were based on total item correlation, namely using the rix limit  $\geq 0.25$  for adversity quotient items and rix limits  $\geq 0.25$  for items work family conflict.

### 4 RESULTS AND DISCUSSION

Based on the results of the hypothesis test above research data obtained correlation coefficient results  $r = -0.419$  with  $p = 0.000$  ( $p < 0.05$ ) can be seen in the table below:

Table 1: Research Data Hypothesis Test Table

Research Variable	Pearson Correlation	P
<i>Adversity Quotient</i> dengan <i>Work Family Coflict</i>	-0,419	0,000

Based on the table above shows the correlation coefficient of -0.419 with  $p = 0.000$ , which is a very significant negative relationship between adversity quotient with work family conflict in female police. This shows that the research hypothesis is accepted that there is a very significant negative relationship between adversity quotient with work family conflict in female police. This means that the higher the person's adversity quotient, the lower the work family conflict that occurs. Conversely, the lower the person's adversity quotient, the higher the work family conflict that occurs.

Although the research hypothesis has been empirically proven, the relative contribution of the two variables can be seen from the Measures of Association analysis. The results of the analysis show that the value of  $r$  Square ( $r^2$ ) = 0.175 means that there is a 17.5% influence of adversity quotient with work family conflicts on female police (Polwan), while another 82.5% work family conflict is influenced by factors other than adversity quotient.

The results of descriptive data analysis of this study showed that Policewomen who had moderate adversity quotient were 52 people (72.2%), while those who had low adversity quotient were 11 people (15.3%), and those who had high adversity quotient were 9 people (12.5%). These results indicate that the adversity quotient of female police is in the medium category, can be seen in the table below:

Table 2: Adversity Quotient Categorization table for female police

Category	Interval	Frequency (n)	Persentase
Low	$X < 58$	11	15,3 %
Medium	$58 \leq X < 74$	52	72,2 %
Height	$X \geq 74$	9	12,5 %
Number		72	100 %

In addition, the results of descriptive data analysis also showed that work family conflicts were 52 people (72.2%), while those who had low work family conflicts were 9 people (12.5%), and those who had high work family conflicts were 11 people (15.3%). These results indicate that the work family conflict in female police is in the moderate category, can be seen in the table below:

Table 3: Work family conflict categorization table for female police

Category	Interval	Frequency (n)	Persentase
Low	$X < 49$	9	12,5 %

Medium	$49 \leq X < 68$	52	72,2 %
Hight	$X \geq 68$	11	15,3 %
Number		72	100 %

The results of this study are supported by similar research conducted by Arfidianingrum, Nuzulia and Fadhallah (2013), stating that there is a significant negative relationship between adversity quotient with work family conflict in working mothers. The effective contribution of adversity quotient to work family conflict is 22.8% and the remaining 77.2% is influenced by other factors. Work family conflicts experienced by working mothers if not handled properly will have a negative impact on individuals, families, and the environment. Work family conflicts can cause individuals to not function normally and will hinder the process of implementing a job and can also cause work stress and family stress.

The results of this study are also supported by research conducted by Almasitoh (2011), stating that there is a significant relationship between work family conflict and social support with work stress, with an effective contribution of work family conflict and social support to work stress by 40% and the rest 60% is influenced by other factors.

In addition, research conducted by Nasir and Nusi (2001) found that there were work and household conflicts. Conflict in the family will not occur, if there is a balance between roles in the family with work. An employee who has a family has a dual role, besides acting as a wife and mother, she also acts as a breadwinner. This dual role is very vulnerable to conflict, because in general women tend to prioritize their families (husband and children) over work. This can hamper the process of achieving performance. The dual role conflict they experience is a factor triggering work stress.

According to Stoltz (2000) Adversity quotient is the ability possessed by someone in observing difficulties and managing these difficulties with intelligence that is owned so that it becomes a challenge to be solved (p.8). Furthermore Stoltz (2000) said that the higher a person's adversity quotient, the stronger it will be to survive the difficulties and continue to develop by actualizing all of its potential. Conversely the lower the adversity quotient the lower a person has, the weaker his ability to overcome difficulties, give up easily and despair so that he will fight for a failure (p.41).

According to Stoltz in Octavia & Nugraha (2013) adversity quotient has four dimensions that can be used to see how much the individual's ability

to deal with conflict. The four dimensions are control, origin and ownership, reach, and endurance. Policewomen who have control aspects, will manage the difficulties they face in carrying out their dual roles as workers and housewives. Besides the aspects of origin and ownership owned by Polwan can help be responsible in facing difficulties arising when carrying out both roles. While reach and endurance, is one aspect of adversity quotient that can help individuals to focus on each role that is carried out in order to continue to provide good results and remain optimistic despite facing work family conflicts. If individuals who have a dual role as workers and housewives have a high level of adversity quotient, then aspects of adversity quotient can help Polwan to minimize work family conflict (pp.47-48).

According to Stoltz (2000) there are three levels of a person in facing each challenge. First, individuals who easily give up (quitter), namely as individuals who like to avoid obligations and are easily discouraged. The two people who camp (campers), namely individuals who have tried a little later easily feel satisfied for what he achieved. The three individual climbers who are resilient with all the risks they face will be able to solve all their problems well. they not only learn from challenges but they even respond to it to get better (pp.18-20).

## 5 CONCLUSION

Based on the results of research that has been done, it can be concluded that there is a very significant negative relationship between adversity quotient with work family conflict in female police who work at MAPOLDA Aceh. This is evidenced by the results of the Pearson Product Moment correlation  $r = -0,419$  with  $p = 0,000$  ( $p < 0.05$ ). That is, the higher the adversity quotient of mothers who work as policewomen, the lower the work family conflict, or conversely the lower the adversity quotient of mothers who work as policewomen, the higher the work family conflict that occurs. The relative contribution of the two variables shows the value of  $r$  Square ( $r^2$ ) = 0.175 meaning that there is a 17.5% effect of adversity quotient with work family conflicts on female police (Polwan), while another 82.5% work family conflict is influenced by factors other than adversity quotient. Work family conflict experienced by working mothers if not handled properly will have a negative impact on individuals, families, and the environment. Work family conflicts can cause individuals to not function

normally and will hinder the process of implementing a job and can also cause work stress and family stress.

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