Burnout Riot Police Officers : Emotional Regulation and Five Trait Personality as Predictor

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Abstract

This study examines the role of emotional regulation and five trait personality towards burnout. Personality consists of five types, namely openness, agreeableness, extraversion, conscientiousness and neuroticism. Emotional regulation consists of cognitive reappraisal and expressive suppression. Burnout consists of emotional exhaustion, personal accomplishment, and depersonalization. The subjects were riot police officers from Jakarta Regional Police. The sampling methods used were purposive sampling and convenience sampling. The respondents in this study were 79 men. This study found that emotional regulation and five trait personality contribute as much as 70.9% towards the burnout ofJakarta Regional Police riot police officers. Members of riot police who experience burnout tend to show low emotional regulation and high neuroticism.

Keywords: Burnout, emotional regulation, five trait personality, mass control police

INTRODUCTION

Police is a highly sought after profession. However, despite all the interest, in reality the police profession is one of many professions with a very high burnout rate (survey career cast, 2019). Also supported by a study by Violanti, Fekedulegn, Hartley, Charles, Andrew, and Burchfiel (Archibald & Akers, 2018), stating that police is considered one of the most stressful jobs in the United States (US), with 77% to 83% of police officers reported work stress in the past month.

Based on the news on economy.kompas.com, according to mental health practitioner Jiemi Adrian, police officers are vulnerable to burnout due to the high risk in their job (Movanita, 2019). Police officers do not go through a day without a case, they have to interact with criminals so that their duties as police officers can be carried out professionally. Therefore, the risk of police profession can threaten one's own life in addition to having to save others (Movanita, 2019). This statement is supported by a study by Papazoglou and Tuttle (2018) that police officers are expected to perform well and make the right decisions under hazardous work pressure.

This is also supported by Papazoglou et al.(2019)who stated that police officers are often exposed to violence and often encounter potentially traumatic experience while on duty. This confirms that the police officers are prone to stress. Police officers who were reported due to abuse of power and engaging in deviant behavior such as verbal attacks on civilians were police officers who experienced higher levels of stress (Archibald & Akers, 2018).

Individuals who experience burnout are found to be more irritable and sensitive. As reported by tribunnews.com, a police officer in North Sumatra shot his wife dead before

committing suicide with the same gun. North Sumatra Police Chief Inspector General Mr. A said that given the work pressure and problems of each person are different, such as excessive stress, each member of the police should entrust their issued firearms to the logistics department should they need to vent their anger (Tiara & Sinatrya, 2019).

A study by Ahmad (Hatta & Noor, 2015) in Indonesia showed that the police profession is considered a high stress profession. Based on the news by tribunnews.com, a few years ago two incidents involving members of the Jakarta Regional Police occurred all within one month, including: 1) a member of the Police Mobile Brigade who shot his wife dead and 2) another Police officer who hanged himself. These incidents are suspected to be attributed to the very high stress level of police officers in the Jakarta Regional Police jurisdiction (Lazuardi, 2019).

As reported by republica.co.id, NP saw that there was still high potential of suicide among police officers in 2018. This shows the burden and pressure on police officers which causes them to no longer think realistically and instead considering suicide. This also shows an extraordinary level of sadism, which the police officers were able to do to themselves (Sopia & Ramadhan, 2018)

Based on news reported by tribunnews.com, the Head of the Medical and Health Section of the Jakarta Regional Police, Senior Commissioner Musyafak said that the workload at the Jakarta Regional Police rendered police officers vulnerable to stress (Lazuardi, 2019). This is because officers in urban areas have a higher work load compared to officers in rural areas (Lazuardi, 2019). Riot control police tend to experience emotional exhaustion when on duty, this statement is supported based on the news reported by style.tribunnews.com, in which four officers passed away due to exhaustion

while on duty during the elections (Galuh, 2019). Furthermore, riot police tend to experience depersonalization while on duty, this statement supported by the news reported by kompas.com, stating that 232 civilians became victims of violence by the police officers, one of which was a journalist (Bramasta, 2019).

One of many police divisions at Jakarta Regional Police that are highly prone to stress is the riot control division. This statement is supported by a study conducted by Mukarromah(2008)on riot police which stated that DKI Jakarta as the center of government often becomes the venue for various demonstration against the government, and therefore requiring the Jakarta Regional Police riot control police officers to control the masses.

Hatta dan Noor(2015)examined the burnout rate of members of the Polrestabes Bandung riot police. The results showed that the members of Polrestabes Bandung riot police experienced burnout. Burnout among the Polrestabes Bandung riot police officers was due to extremely long working hours, the lack of police officers on the field, unfavorable conditions, and the lack of equipment prepared by institutions such as shields and baton (Hatta & Noor, 2015).

That statement is supported by interviews conducted by the authors on Jakarta Regional Police riot police officers. Out of ten members of the riot control police, six of them stated that they experienced pressure or high stress levels. Burnout among Jakarta Regional Police riot police is due to uncertain working hours; if the situation requires it, they can stay on duty for several days and even weeks without going home. Verbal and physical bullying from the masses, hoax on social media that puts them in a bad light, even to the point of discrimination by their own friends, as well as civilians who carry life threatening weapons also contribute to burnout among the officers.

A study by Turgoose et al.(2017)shows that police officers experience moderate level of burnout and moderate to high level of traumatic stress. This can be seen from the officers who have difficulty in handling cases leading to burnout. Police officers are sometimes required to handle situations that involve multiple problems at once. They feel overwhelmed at work, and this can hinder the successful completion of their work and may result in stress (Schaufeli & Bakker, cited in Frank et al., 2017).

Burnout according to (Zhao et al., 2019)is a state of psychological stress, resulting from chronic interpersonal stressors at work. This is supported by a statement from the WHO (2019) which classifies burnout as a syndrome associated with chronic work stress. The work demands of police officers are not always psychologically acceptable, especially for extremely demanding tasks such as saving people's lives, high demands for investigations, as well as field work such as riot control which can lead to severe burnout compared to general duties.

Prolonged stress can lead to burnout for the officer. The duties of police officers that expose them to traumatic situations require them to endure and in such circumstances, they have to manage their emotions. Zhao et al.(2019) said that emotion regulation is defined as an individual's ability to strategically manage their own emotions and other people's emotions. This requires the police officers to be able to regulate their own emotions and protect the community professionally.

Emotions have high influence on work, this is supported by the statement of Robbins & Judge(2008) which stated that work requires the workers' emotions, that a worker must display emotions desired by the organization during interpersonal activities at work. This raises emotional dissonance, where there is no consistency between the emotions felt and the emotions displayed.

Personality traits in solving problems can have an influence on individual mental health. One type of personality that has been widely studied is the big five personality which has the following factors: neuroticism (for example, the level of emotional stability), extraversion (for example, assertive, sociable, energetic, uplifting), openness (for example, artistic, imaginative), agreeableness (for example, kindness, cooperation), and conscientiousness (for example, reliable, responsible) (Widhiastuti, 2014) Personality can affect emotion regulation method and stress response on individuals.

According to research by Madamet et al. (2018) regarding the personality of police officers, personality can affect the level of perceived stress. This finding is supported by the statement of McCrae & Costa(2014)that the five personality traits influence an individual's adaptation process, individual thought patterns, feelings, and behavior according to their personality traits McCrae & Costa(2014).

A previous study was conducted by (Ruth Castillo-Gualda et al., 2019) regarding the ability to regulate emotions, burnout and personality in the teaching profession in Spain. The results showed that the ability to regulate emotions and personality play a role in burnout. Research conducted by Castillo-Gualda et al.(2019) has not explained the overall role of emotion regulation on burnout, this study only examined the effect of one dimension of emotion regulation ability. The authors chose police officers as the research subject because according to Jiemi (in Movanita, 2019)police is one of many professions in Indonesia that is prone to burnout with a heavier workload.

This is supported by a study by Empati et al., (2016) which examined emotional intelligence and burnout in teachers in Indonesia. The results showed that teachers have low burnout rate. Then, previous research could not ascertain the causal relationship between independent and dependent variables, so it needs to be

reexamined. Based on these findings, the authors chose to replace research participants according to the circumstances or phenomena that exist in Indonesia.

METHOD

This study uses a quantitative approach. The aim of this study is to examine the role of emotion regulation and five trait personality towards burnout in riot police officers of the Jakarta Regional Police. Participants were selected through purposive sampling method. Furthermore, this study also uses convenience sampling technique which determined the sample based on the ease of getting participants. Participants were riot police officers, and not limited by race, ethnicity, religion, or others. The final number of respondents was 79 people.

Based on the data obtained regarding the sex of participants, all 79 participants were male (100%), and held the rank of Bripda (100%). 75 participants had graduated high school (94.9%) and 4 participants were university graduates (5.1%). Tables 1 and 2 show how long they have been enlisted for and their age, respectively.

The Burnout measurement tool is a development of the Maslach Burnout Inventory (MBI) developed by Suyasa from the Faculty of Psychology of Tarumanagara University. The first dimension, emotional exhaustion, has 9 items, consisting of 4 positive items and 5 negative items. An example of a positive item in the emotional exhaustion dimension is *"I often feel annoyed with my current job"*. Meanwhile, an example of a negative item in the emotional exhaustion dimension is "I feel uncomfortable with my job". After testing, the Cronbach's alpha value obtained.

From this dimension was 0.697. After item validity test, it was found that item number 7has an r value of below 0.2. Considering the need to improve

Cronbach's alpha value and the limited time to redistribute questionnaires, the authors decided to remove item number7 from the measuring instrument. After discarding the item, the Cronbach's alpha value of emotional exhaustion increased to 0.918.

The second dimension is personal accomplishment, consisting of 8 items with 2 being positive items and 6 being negative items. An example of a positive item in the personal accomplishment dimension is "I often feel that there is no way / method to make work better." Meanwhile, an example of a negative item in the personal accomplishment dimension is "I don't feel energetic / excited". After testing, the Cronbach's alpha value of this dimension was 0.868. Item validity test showed that the r value of all items were above 0.2, therefore no items were repaired or discarded. The third dimension is depersonalization, consisting of 5 items with 2 being positive items and 3being negative items. An example of a positive item in the depersonalization dimension is " I often feel that people blame me when something doesn't go according to their expectations". Meanwhile, an example of a negative item in the depersonalization dimension is "At work, I feel a rather annoyed almost every day". After testing, the Cronbach's alpha value of this dimension was 0.710. Item validity test showed that the r value of all items were above 0.2, therefore no items were repaired or discarded.

The MBI measurement uses a 6-point Likert scale form. Options 1, 2 and 3 correspond to the existing situation, with the condition as listed on the LEFT. (The closer to number 1, the more it reflects the condition as listed on the left). Meanwhile, optionis4, 5 and 6 correspond to the existing situation, with the condition as listed on the right. (The closer to number 6, the more it reflects the condition as listed on the right). To

measure emotion regulation, the authors used the Emotional Regulation Scale by Gross & John (2003). The first dimension is cognitive reappraisal which has a total of 6 items without negative items. An example of an item in the cognitive reappraisal dimension is "When I want to feel less negative emotions, I change the way I think about the situation." After testing, the Cronbach's alpha coefficient value of this dimension was 0.692. Item validity test found that item number 1 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 1 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the cognitive reappraisal dimension increased to 0.754.

The second dimension is expressive suppression which has a total of 4 items without negative items. An example of an item in the cognitive reappraisal dimension is "*When I feel positive emotions, I try not to express them.*" After testing, the Cronbach's alpha coefficient value of this dimension was 0.526. Item validity test found that item number 4 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited emotions, I change the way I think about the situation." After testing, the Cronbach's alpha coefficient value of this dimension was 0.692. Item validity test found that item number 1 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 1 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the cognitive

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(strongly disagree), TS (disagree), ATS (somewhat disagree), N (neutral), AS (somewhat agree), S (agree), and SS (strongly agree).

Personality type was measured using The Big Five Inventory (BFI) which has been adapted by the research department of Tarumanagara University. There are five dimensions or personality types, namely (1) Extraversion, (2) Agreeableness, (3) Conscientiousness, (4) Neuroticism, (5) Openness. The extraversion dimension consists of 8 statement items, with items 1,11,16,26, and 36 as positive items and items 6,21 and 31 as negative items. An example of a positive item of the extraversion dimension is "*I see myself as a talkative person*". Meanwhile, an example of a negative item of the extraversion dimension is "*I see myself as a busy person*". After testing, the Cronbach's alpha value of this dimension was 0.603. Item validity test found that item number 6 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 6 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the extraversion dimension increased to 0.653.

Agreeableness dimension consists of 9 statement items, with items 7,17,22,32, and 42as positive items and items 2,12,27, and 37as negative items. An example of positive items of the agreeableness dimension is "*I see myself as a talkative person*" and an example of negative items of the agreeableness dimension is "*I see myself as someone with a forgiving nature*". After testing, the Cronbach's alpha coefficient value of this dimension was 0.664. Item validity test found that item number22 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 22 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the agreeableness dimension increased to 0.723.

Conscientiousness dimension consists of 9 statement items, with items 3,13,28,33, and 38as positive items while items 8,18,23, and 34are negative items. An example of positive items of the conscientiousness dimension is "*I see myself as a hardworking person*" and an example of negative items of the conscientiousness dimension is "*I see myself as someone who is sometimes clumsy*". Cronbach's alpha coefficient value of this dimension was 0.687, and item validity test found that item number 3 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 3 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the conscientiousness dimension increased to 0.811.

Neuroticism dimension consists of 7 statement items, which includes items 4,9,14,19,24,29,34, and 39. Positive items include items 4,14,19,29, and 39, with the rest being negative items. An example of positive items of the neuroticism dimension is "*I see myself as someone who sometimes feels gloomy*" and an example of negative items is "*I see myself as someone who has stable emotions, who doesn't become angry easily*" Cronbach's alpha coefficient value of this dimension was 0.755, and item validity test found that item number 4 shows an r value under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 4 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the neuroticism dimension increased to 0.780.

Openness dimension consists of 10 statement items. Positive items include items 5,10,15,20,25,30,40, and 44, and 4,9,14,19,24,29,34, and 39. Positive items include items 4,14,19,29, and 39, with the rest being negative items. An example of positive items of the neuroticism negative items include 35 and 41. An example of positive items of the neuroticism dimension is "*I see myself as someone who appreciates art*" and an example of negative items is "*I see myself as someone who prefers a routine job.*" Cronbach's alpha coefficient value of this dimension was 0.416, and item validity test found that item number 15, 35, and 41all show r values under 0.2. On the basis of considerations of increasing Cronbach's alpha value and the limited time for re-distribution of questionnaire, the authors decided to remove item number 15, 35, and 41 from the measuring instrument. After discarding the item, the Cronbach's alpha coefficient value of the openness dimension increased to 0.780.

RESULT

The authors used descriptive statistical analysis to describe the burnout variable based on the mean value. This study used a Likert scale with options ranging from 1 to 6, with a hypothetical mean of 3.5 and an empirical mean of 1.63. The empirical mean is smaller than the hypothetical mean (3.5> 1.63), proving that subjects' burnout level is low. The result of burnout level measurement among riot police officers based on the mean value can be seen in table 1.

Table 1. Description of Burnout Based On The Mean

Variable	Mean	Midpoint	Min.	Max	SD
Cognitive Reappraisal	5.76	4	2.20	7.00	1.12
Expressive Suppression	5.54	4	1.67	7.00	1.48
Emotion Regulation	5.56	4	2.23	7.00	1.155

Another descriptive statistical analysis was conducted to describe the emotion regulation variable based on the mean value. This measurement used a Likert scale with options ranging from 1 to 7, with a hypothetical mean of 4 and an empirical mean of 5.56. The empirical mean is greater than the hypothetical mean (4<5.56), proving that subjects possess high emotion regulation. The result of emotion regulation measurement among riot police officers based on the mean value can be seen in table 2.

Researchers used descriptive statistical analysis to describe the five trait personality variable based on its mean value. This measurement uses Likert scale with options ranging from 1 to 4, and a hypothetical mean of 2.5. The empirical mean score of the extrovert dimension is greater than the hypothetical mean score (2.5 <3.48), meaning that extraversion of the riot control police officers is high. The empirical mean score of the agreeableness dimension is greater than the hypothetical mean score (2.5 <3.56), thus the participants show high agreeableness.

Table 2. Description of Emotion Regulation

Variable	Mean	Midpoint	Min.	Max	SD
Cognitive Reappraisal	5.76	4	2.20	7.00	1.12
Expressive Suppression	5.54	4	1.67	7.00	1.48
Emotion Regulation	5.56	4	2.23	7.00	1.155

Then, the empirical mean score of the conscientiousness dimension was greater than the hypothetical mean score (2.5 <3.61), thus the conscientiousness of riot police officers is high, in contrast with the neuroticism score of riot police officers, which shows lower hypothetical mean score compared to empirical mean score (2.5> 1.49). This means that the neuroticism of the riot police officers is low. Lastly, the officers also show high openness, as evidenced by higher empirical mean score compared to the hypothetical mean score of the openness dimension (2.5 <3.41). Based on the results above, it can be concluded that

subjects with conscientiousness personality dominate the research participants, and that on average, riot police officers show conscientiousness.

The description of the emotional regulation among the participants based on the mean value can be seen in table 3.

Based on the data obtained, a normality test was conducted on 3 research variables using One Sample Kolmogorov-Smirnov residual method. The result shows (p) = 0.200. Data is considered normal if the value of (p)> 0.05, and (p) of 0.200> 0.05, meaning

that the data is normal and can be used for main data analysis.

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Based on the results of hypothesis testing using multiple regression, it was found that emotional regulation, extraversion, agreeableness, conscientiousness, neuroticism, and openness play a significant role in burnout by 70.9%. Emotion regulation significantly and negatively affects burnout with a value of t = -2.411 and p = 0.018 < 0.05.

Meanwhile, among the five personalities, it was found that neuroticism most significantly affects burnout with a value of t = 2.020 and p = 0.047 < 0.05, proving that neuroticism plays a significant positive role in burnout.

The authors used one-way ANOVA to describe burnout based on age. The results showed that there was a significant difference in burnout based on age with F = 2.552 and p = 0.027 < 0.05.

Table 3. Description of Five Trait Personality

Variable	Mean	Midpoint	Min.	Max	SD
Extraversion	3.48	2.5	2.71	4.00	0.42
Agreeableness	3.56	2.5	2.13	4.00	0.42
Conscientiousness	3.61	2.5	2.13	4.00	0.45
Neuroticism	1.49	2.5	1.00	3.14	0.51
Openness	3.41	2.5	1.50	4.00	0.49

Description of Burnout based on Length of Enlistment. The authors used one way ANOVA to describe burnout based on Length of Enlistment. The results showed that there was no significant difference in burnout based on Length of Enlistment with F = 2.485 and p = 0.051 = 0.05.

Description of Emotion Regulation based on Age. One way ANOVA was used to describe emotion regulation based on age. The results

showed that there was no significant difference in emotion regulation based on age with F = 2.130 and = 0.060 > 0.05.

Description of Emotion Regulation based on Length of Enlistment. The authors used one way ANOVA to describe emotion regulation based on Length of Enlistment. The results showed that there was a significant difference in emotion regulation based on Length of Enlistment with F = 3.444 and p = 0.012 < 0.05.

Description of Openness based on Age. The authors used one way ANOVA to describe openness based on age. The results showed that there was no significant difference in openness based on age with F = 0.947 and p = 0.467 > 0.05.

Description of Openness based on Length of Enlistment. The authors used one way ANOVA to describe openness based on Length of Enlistment. The results showed that

there was no significant difference in openness based on Length of Enlistment with F = 0.668 and p = 0.616 > 0.05.

Description of Conscien tiousness based on Age. The authors used one-way ANOVA to describe conscientiousness based on age. The results showed that there was a significant difference in conscientiousness based on age with F = 2.355 and p = 0.039 < 0.05.

Description of Conscientious ness based on Length of Enlistment. The authors used one way ANOVA to describe conscientiousness based on Length of Enlistment. The results showed that there was no significant difference in conscientiousness based on Length of Enlistment with F = 0.561 and p = 0.692 > 0.05.

Description of Extraversion based on Age. The authors used one way ANOVA to describe extraversion based on age. The results showed that there was no significant difference in extraversion based on age with F = 1.772 and p = 0.117 > 0.05.

Description of Extraversion based on Length of Enlistment. The authors used one way ANOVA to describe extraversion based on Length of Enlistment. The results showed that there was no significant difference in extraversion based on Length of Enlistment with F = 1.418 and p = 0.236 > 0.05.

Description of Agreeableness based on Age. The authors used one way ANOVA to describe agreeableness based on age. The result showed that there was no significant difference in agreeableness based on age with F = 1.948 and p = 0.085 > 0.05.

Description of Agreeableness based on Length of Enlistment. The authors used one way ANOVA to describe agreeableness based on age. The result showed that there was no significant difference in agreeableness based on Length of Enlistment with F = 1.344 and p = 0.262 > 0.05.

Description of Neuroticism based on Age. The authors used one way ANOVA to describe neuroticism based on age. The result showed that there a no significant difference in neuroticism based on age with F = 2.955 and p = 0.012 < 0.05.

Description of Neuroticism based on Length of Enlistment. The authors used one way ANOVA to describe neuroticism based on Length of Enlistment. The result showed that there a no significant difference in neuroticism based on Length of Enlistment with F = 1.068 dan p = 0.378 > 0.05.

DISCUSSION

This study shows the role of emotional regulation and five personality traits in burnout. The results are consistent with a study by (Bakker et al., 2006) which found that five personality traits have an effect on burnout. Burnout among police officers is evident from the attitude of the police towards people who violate the law. If there are complaints that indicate depersonalization or ignorance, the officer is said to be experiencing symptoms of burnout.

Suicide cases among police officers indicate that some of them are mentally unstable. This means that for unresolved psychological issues, further psychological preventive action is required so that officers remain psychologically stable in carrying out their duties (Djanieb et al., 2016) Suicide

committed by police officers occurs due to several factors, including; discrimination in the application of systems and inconsistent policies in Police institutions, strict official regulations (code of ethics and discipline) in carrying out duties, compensation that is unequal to the risks, work overload, physical exhaustion, and minor, unimportant demands from superiors that contribute significantly to burnout.

The duties of police officers can be found in Government Regulation of the Republic of Indonesia Number 2 of 2003 Chapter II Article 4 of the implementation of the duties of members of the Police, including: a) Providing the best possible protection, protection and services to the community; b) Pay attention to and resolve possible public reports and / or complaints; c) Keeping the oath or promise of a POLRI member as well as an oath or promise of office based on the laws and regulations; d) Carry out duties as best as possible with full awareness and sense of responsibility; e) Maintain and enhance the integrity, cohesiveness, unity and integrity of the POLRI; f) Comply with all applicable statutory regulations and official regulations; g) Being firm, fair and wise towards one's subordinates; h) guide one's subordinates in carrying out their duties; i) serve as a good example and role model for one's subordinates; j) encourage the enthusiasm of subordinates to improve work performance; k) Provide opportunities for subordinates to develop their careers; l) Obeying a legal official order from an authorized superior; m) Comply with working hours; n) Using and maintaining official property as well as possible; and o) Creating and maintaining a good working atmosphere (*Peraturan Pelaksanaan Undang –Undang Kepolisian, 2003*).

Riot control police officers with high levels of emotional regulation tend to have low burnout. This is supported by

the statement of Brackett, Palomera, (Brackett et al., 2010) that emotional regulation plays an important role in managing burnout.

Furthermore, Robbins & Judge, (2008) said that emotional regulation is the ability to identify and modify emotions felt by one selves. Emotion regulation is a powerful predictor of a person's performance. Philippot & Feldman (2004) added that regulation of emotions also plays an important role in the development and maintenance of motivation. The management and control of emotional experiences and emotional expression is an important aspect of day-to-day functioning, and failure to adequately regulate emotions has negative consequences both at the individual and inter-individual level.

Apart from the regulation of emotions, personality plays an important role in burnout, this is supported by a previous research which proved that personality traits are the cause of burnout(Hardiyanti, 2013). Personality is a set of psychological traits and mechanisms within an individual that are organized and relatively stable, affecting interactions, adaptations, intrapsychic, physical, and social environments (Larsen & Buss, 2010). Five trait personality consist of five dimensions, namely Openness, Conscientiousness, Extraversion, Agreeableness, Neuroticism. The five traits affect the individual's adaptation process, individual thought patterns, feelings, and behaviors according to the personality traits of the individual (Costa & Mccrae, 2019). Riot control police officers with extraversion, agreeableness, conscientiousness, and openness personality traits tend to have low burnout. On the other hand, officers with the neuroticism personality trait tend to experience high burnout. This is consistent with the findings of a study by (Castillo-Gualda et al., 2019) that neuroticism is the strongest predictor of burnout.

Of the five dimensions of five trait personality, neuroticism shows a very clear relationship with burnout. Individuals who score high on neuroticism feel better and show better performance when in good mood. Although these individuals may experience burnout, they are less likely to be overwhelmed by burnout. This is supported by the theory by McCrae and Costa in (Feist & Feist, 2010)) that the neuroticism dimension is a personality dimension that is prone to burnout. Furthermore, these results are supported by (Ivancevich, J. M., Konopaske & Matteson, 2011) that the strongest predictor of burnout among the five trait personality is neuroticism.

This significant difference shows that someone with high disposition towards neuroticism, while being temperamental, emotional, and skeptical has a high chance of experiencing burnout. Neurotic individuals show negative emotions, emotional instability, and reactive towards burnout. Someone with high disposition in neuroticism shows more negative reactions when facing stressful situations. These results are supported by previous studies which proved that the highest burnout score was obtained from those with the highest score in neuroticism.

Individuals who score high on extraversion tend to experience positive emotional states. Extroverted individuals tend to be friendly and sociable. As a result, they have more support when they feel stressed. If individuals scored low on agreeableness, they tend to be unsympathetic, rude, and have difficulty trusting others. They sometimes consider other people as a source of stress because they perceive interaction as stressful, thus creating a stressful interpersonal relationship environment.

In this study, conscientiousness personality does not contribute to burnout. This result is supported by a study by Ivancevich, Konopaske, and Matteson (2011) that individuals who show high scores in conscientiousness tend not to experience burnout in their work because these individuals show good performance, which leads to the satisfaction and appreciation of others.

Conscientiousness is consistently associated with job performance and success. If good performance leads to the satisfaction and appreciation of others, those who score high in conscientiousness are less likely to experience burnout in their work. Those who score low in conscientiousness are likely to be employees who underperform, receive fewer awards, and are generally less successful in their careers. Those who score high in the 'openness to experience' dimension are better prepared to deal with stressors associated with change because they are more likely to perceive change as a challenge, not a threat (Ivancevich, J. M., Konopaske & Matteson, 2011)

Analysis of variables based on demographics showed that there were significant differences in burnout based on age. Then, the results also show that there is a significant difference in burnout based on length of work. This is supported by the findings of (Eliyana, 2016) that there are significant differences in burnout based on length of work. The authors also analyzed emotional regulation based on demographic data. The results show that there is no significant difference in emotional regulation based on age. This finding is supported by a study conducted by (Manju & Basavarajappa., 2016) involving 538 adult participants who were randomly selected without regards to characteristics except age.

Furthermore, the phenomenon shows that the police profession is one of the most demanding professions and prone to burnout. This statement is supported by Campbell and Nobel (in Duran et al., 2018) that the police profession is a highly stressful job compared to other professions. Therefore, the police profession is

identified as one of the most stressful professions worldwide due officers' exposure to various acute and chronic stressful events in their workplace (Fazeelat Duran et al., 2019). However, based on the results of the study it was found that riot control police officers show low burnout. This indicates that the research results do not support the phenomena that have been previously described.

Lastly, the authors discovered the limitations of this study. This research is limited in participant amount due to limited time and access. This research is also limited to certain ranks of the officers so that it cannot be generalized to all members of the riot control sub-directorate. The results of the study do not support the phenomenon because there was minimal control when the participants were filling the questionnaires. If the questionnaire was handed through superiors (authorized officials), social desirability would occur.

Furthermore, the limitation of this research is that it did not account for the cultural or ethnic aspects of the participants. In previous research, it was found that cultural or ethnic aspects can affect emotional regulation of an individual (Ford & Mauss, 2015). Future research is expected expand upon this by limiting the criteria for participants to be of particular ethnicity or culture (for example: Javanese) so that in further research they can compare the participants' emotional regulation with their cultural background.

CONCLUSION

This study involved 79 participants who served in the riot control Sub-Directorate at Jakarta Regional Police. The research was conducted with a non-experimental quantitative research design. In this study, emotion regulation, extraversion, agreeableness, conscientiousness, neuroticism, and openness contribute as much as 70.9% to burnout. Based on the research results, it can be concluded that emotional regulation and five personality traits play a role in burnout among Jakarta Regional Police riot police officers, and that the hypothesis is accepted.

*Suggestion :*A suggestion for further research is to expand the characteristics of the participants by taking into account cultural aspects. Then, examine external factors that may contribute to burnout. A practical advice for the Jakarta Regional Police, especially the riot control sub-directorate, is to train police officers to apply emotional regulation, train police officers to handle emotions, and apply positive characters or personalities so that police officers can perform well.

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