

**GAMBARAN *PSYCHOLOGICAL WELL-BEING*
PADA PETUGAS *PUBLIC SAFETY CENTER* (PSC 119)
DI DAERAH ISTIMEWA YOGYAKARTA**

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INTISARI

Latar Belakang: Petugas *Public Safety Center* (PSC 119) dituntut untuk memberikan pelayanan kegawatdaruratan kepada masyarakat selama 24 jam. Saat ini masih terdapat beberapa hambatan yang terjadi dalam pelaksanaan PSC 119 di Daerah Istimewa Yogyakarta. Hal tersebut dapat meningkatkan beban kerja petugas PSC 119 yang kemudian dapat mempengaruhi *psychological well-being*. Baik buruknya kondisi *psychological well-being* petugas PSC 119 dapat berdampak terhadap pelayanan yang diberikan.

Tujuan: Mengetahui gambaran *psychological well-being* pada petugas *Public Safety Center* (PSC 119) di Daerah Istimewa Yogyakarta.

Metode: Penelitian ini menggunakan desain penelitian *deskriptif kuantitatif*. Sampel dalam penelitian ini adalah seluruh petugas PSC 119 di Daerah Istimewa Yogyakarta yang berjumlah 78 orang dengan teknik *total sampling*. Alat pengambilan data menggunakan kuisioner data demografi dan kuisioner *Psychological Well-Being Scale*. Analisis data menggunakan analisis univariat.

Hasil: Berdasarkan karakteristik responden, jenis kelamin laki-laki (70,5%), usia dewasa awal (65,4%), pendidikan D3 (48,7%), dan peran sebagai perawat (57,7%). Sementara itu, gambaran *psychological well-being* kategori tinggi (94,9%). Berdasarkan dimensinya, dimensi penerimaan diri kategori tinggi (52,6%), dimensi hubungan positif dengan orang lain kategori tinggi (76,9%), dimensi kemandirian kategori sedang (66,7%), dimensi penguasaan lingkungan kategori tinggi (88,5%), dimensi tujuan hidup kategori tinggi (82,1%), serta dimensi pengembangan diri kategori tinggi (80,8%).

Kesimpulan: Secara umum gambaran *psychological well-being* petugas *Public Safety Center* (PSC 119) di Daerah Istimewa Yogyakarta dalam kategori tinggi. Disarankan kepada para petugas PSC 119 untuk bisa menjaga kondisi kesejahteraan psikologisnya agar dapat melayani masyarakat secara optimal.

Kata Kunci: *Psychological Well-Being, Public Safety Center* (PSC 119)

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DESCRIPTION OF PSYCHOLOGICAL WELL-BEING OF PUBLIC SAFETY CENTER (PSC 119) PERSONNEL IN SPECIAL REGION OF YOGYAKARTA

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ABSTRACT

Background: Public Safety Center (PSC 119) personnel are required to provide emergency services to the public 24 hours a day. Now there are still several obstacles happen in the implementation of PSC 119 in the Special Region of Yogyakarta. These things can increase the workload of PSC 119 personnel which can affect the psychological well-being. The good and bad condition of the psychological well-being of PSC 119 personnel can impact the services they provide.

Objective: Understand the description of the psychological well-being of Public Safety Center (PSC 119) personnel in the Special Region of Yogyakarta.

Methods: This study used a descriptive quantitative research design. The sample in this study consisted of all PSC 119 personnel in the Special Region of Yogyakarta totaling 78 individuals using a total sampling technique. Data collection tools included demographic data questionnaires and the Psychological Well-Being Scale questionnaire. Data analysis was conducted using univariate analysis.

Results: Based on respondent characteristics, male gender (70.5%), early adulthood age (65.4%), Diploma III (D3) education level (48.7%), and serve as nurses (57.7%). The overall, psychological well-being is categorized as high (94.9%). By dimension, self-acceptance dimension in the high category (52.6%), positive relations with others dimension in the high category (76.9%), autonomy dimension in the moderate category (66.7%), environmental mastery dimension in the high category (88.5%), purpose in life dimension in the high category (82.1%), and the personal growth dimension in the high category (80.8%).

Conclusion: Generally, the psychological well-being of Public Safety Center (PSC 119) personnel in the Special Region of Yogyakarta is categorized as high. It is recommended that PSC 119 personnel maintain their psychological well-being to provide optimal service to the community.

Keywords: Psychological Well-Being, Public Safety Center (PSC 119)

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