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The Effect Of Family Support And Organizational Support On The Professionalism Of Personnel Of The Lampung Regional Police Ditpamobvit With Work-Life Balance As A Mediation Variable

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Abstract

This study aims to examine the influence of family support and organizational support on the professionalism of Ditpamobvit personnel at Polda Lampung, with Work-life balance as a mediating variable. The professionalism of police personnel is a crucial factor in achieving quality and trustworthy service, influenced by various aspects in both the work environment and family life. Family support provides a strong emotional foundation, while organizational support offers the means and conducive environment for enhancing performance and professionalism. This research employs a quantitative method using a survey approach and purposive sampling technique. Data were collected through questionnaires and analyzed using path analysis to test the direct relationships and the mediating role of work-life balance. The results indicate that family and organizational support significantly affect personnel professionalism, both directly and through improving work-life balance. Work-life balance acts as a mediating variable that strengthens this relationship by balancing the demands of work and personal life of police personnel. This study contributes theoretically and practically to human resource management policy development in the police force, with implications for improving public service quality and personnel welfare. The findings are expected to support decision-making that fosters sustainable and integrity-based police professionalism.

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Keyword: Family Support, Organizational Support, Personnel Professionalism, Ditpamobvit Polda Lampung, Work-Life Balance.

INTRODUCTION

In today's modern era, the professionalism of police officers has become a crucial factor in maintaining public security and order, especially for personnel of the National Vital Object Security Directorate (Ditpamobvit) of the Lampung Regional Police who are tasked with securing strategic infrastructure such as Radin Inten II Airport, Bakauheni Port, Sumberejo PLTU, and Very Important Person (VIP) with 24-hour work shifts and high risks. These personnel (~106 people) often face multidimensional challenges including excessive workload, psychological stress, and dual role conflicts between state duties and family responsibilities, which threaten work-life balance (*WLB*). The researcher himself has done an internship at the Lampung Regional Police Ditpamobvit, thus having a direct understanding of field problems such as long night shifts that disrupt family time, lack of psychosocial facilities, and their impact on personnel motivation and work ethic.

The lack of family and organizational support is a major challenge in the human resources management of the Indonesian National Police (Polri), particularly for personnel from the Lampung Regional Police's Mobile Security Directorate (Ditpamobvit) who handle high-risk VIP security. Research reveals that a lack of emotional/instrumental support from family and flexible policies/resources from the organization can trigger *work-life balance* (WLB) conflicts that negatively impact professionalism, such as decreased operational competence and ethical commitment. This imbalance of resources often leads to physical and mental fatigue among personnel, thus reducing the effectiveness of community security (Kurniawan et al., 2023).

This profession demands optimal preparedness, as a lack of family-organizational support can potentially lead to work-family conflict, leading to a decline in multidimensional professionalism. The WLB concept within the JD-R model serves as a key mediator, as family support (encouragement, household assistance) and organizational support (adequate leave, training) serve as resources that mitigate the negative impacts of role conflict. Specifically, within the Lampung Regional Police's Directorate of Mobile Security (Ditpamobvit), the 2025 Pamobvit supervision demonstrated the need for support to enhance professionalism through WLB.

Work-life imbalance due to a lack of support is a work-family imbalance syndrome frequently experienced by high-risk security personnel. This imbalance is detrimental to personnel well-being and the image of the Lampung National Police. Strengthening family-

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organizational support for WLB mediation must be a priority for HR management in this extreme environment.

REVIEW OF LITERATURE

Family Support

It is a primary form of social support for improving the psychological well-being and performance of police personnel. (Fitriatiningsih & Cahyono, 2025) in their research stated that family support can help police personnel manage work stress, thereby enhancing their professionalism in carrying out their duties of securing vital objects. This family support includes emotional support, motivation, and understanding provided by families to police personnel in facing heavy workloads (Harras et al., 2024).

Grand Theory

Bakker and Demerouti's Job Demands-Resources (JD-R) Model remains the most comprehensive *grand theory* for research on family-organizational support for police professionalism at the Lampung Regional Police's Mobile Brigade Corps (Ditpamobvit), with recent developments integrating resources such as social support to buffer extreme job demands (night shifts, high risk) via work-life balance (WLB) toward professionalism outcomes. Integration with *Conservation of Resources* (COR) *Theory* (Hobfoll) emphasizes the accumulation of family/organizational resources to prevent loss spirals such as disciplinary violations, while *Role Theory* , Spillover Model, and *Social Exchange Theory* complement the analysis of role conflict and reciprocity. The development of the JD-R over the past 5 years (2021-2026) supports SEM via SmartPLS for the hypothesis that support influences *work-life balance* and professionalism in the police context (Demerouti & Bakker, 2023).

The JD-R has been extended to crises such as the pandemic, focusing on job crafting and multilevel resources (individual, group, and organizational) that reduce *burnout* in high-risk workers such as police officers. Faizal (2021) adds various types of demands/resources for adapting to extreme contexts, including organizational support as *a buffer* against *work-family conflict*.

Work-life imbalance , as the main *outcome* in Bakker & Demerouti's (2023) *Job Demands - Resources* (JD-R) *Theory ,* is defined as a syndrome of imbalance between work and family demands resulting in role conflict, emotional exhaustion, and decreased job satisfaction due to chronic job demands. This theory explains that high job demands, such as extreme night shifts and risky VIP security, trigger *work-life imbalance* through adverse health pathways, while *job*

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resources can prevent it. In the context of personnel at the Lampung Regional Police's Ditpamobvit, work-life imbalance can arise from continuous exposure to sudden duty and physical-psychological demands (Support, Against, & Susilawati, 2025) Confirming that JD-R Theory is effective in predicting imbalance in hazardous jobs, with empirical data showing a significant regression coefficient between demands and WLB conflict.

Dynamics

Family support plays a crucial role in shaping the professionalism of personnel at the Lampung Regional Police's Mobile Brigade Corps (Ditpamobvit) by providing an adequate emotional and motivational environment. When personnel receive support from their families, they tend to have a better work-life balance, which in turn increases their level of professionalism.

Organizational support also contributes significantly to personnel professionalism by providing resources, policies, and a supportive work environment. This support can facilitate improved work-life balance, enabling personnel to more optimally fulfill their professional roles in security and service tasks (Pratama et al., 2025).

When family and organizational support are provided simultaneously, there is a synergy that strengthens the positive effect on employee professionalism. These two forms of support together can strengthen work-life balance, which acts as an important mediating variable in its relationship with professionalism. Work-life balance mediation means that the influence of family and organizational support on employee professionalism occurs largely due to an improved balance between work and personal life demands (Pratama et al., 2025)

Thus, work-life balance is not only an outcome influenced by family and organizational support, but also a key mechanism that bridges these influences on the professionalism of personnel at the Lampung Regional Police's Directorate of Mobile Brigade Corps (Ditpamobvit). This understanding helps explain how social and organizational factors work together to shape the performance and professional integrity of personnel in the police context.

The hypothesis in this study is a temporary assumption about the influence of family support (X1) and organizational support (X2) on the professionalism of personnel of the Lampung Regional Police's Ditpamobvit (Y) with *work-life balance* (M) as a mediator, which must be proven through empirical data from the questionnaire (Rifai, 2015). The hypothesis is divided into a null hypothesis (H0: no significant influence) and an alternative hypothesis (H1: there is a significant positive influence), where H0 is rejected if the t-statistic from SmartPLS bootstrapping ≥ 1.96 (α=5%, one-tailed test) (J. Hair & Alamer, 2022).

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METHOD

This study utilized a non-experimental quantitative survey technique. Data were collected through face-to-face questionnaires distributed to participants, namely personnel from the Lampung Regional Police's Directorate of Mobile Brigade Corps (Ditpamobvit). The face-to-face method was chosen to ensure the accuracy and completeness of the data and to provide respondents with the opportunity to ask questions if anything remained unclear. The survey design was cross-sectional, meaning data collection was conducted at a specific point in time, thus reflecting the condition of the variables at the time of data collection. This technique allows for examining correlations between variables and simultaneously testing research hypotheses.

The Lampung Regional Police's Directorate of National Vital Object Security (Ditpamobvit) is located at Jl. Wr. Supratman No. 1, Teluk Betung, Bandar Lampung. The research was conducted from December 2025 to January 2026, coinciding with Phase II of the 2025 Pamobvit Supervision.

The population of this study is all active personnel of the Directorate of National Vital Object Security (Ditpamobvit) of the Lampung Regional Police, totaling ±166 personnel tasked with securing National Vital Objects such as Radin Inten II Airport, Bakauheni Port, Sumberejo PLTU, strategic dams, and Very Important Persons (VIPs) in the Lampung region.

Sampling is usually done by probability sampling (random) with certain techniques such as *simple random sampling* or *stratified sampling* to obtain a better representation of the police population. The sampling technique applied was *saturated sampling* or census, where a total population of 166 personnel from various sub-directorates was used as a complete sample without exception, according to the inclusion criteria in the form of active personnel on duty to secure National Vital Objects such as Radin Inten II Airport, Bakauheni Port, Sumberejo PLTU, strategic dams, and VIPs in Lampung (Fitriatiningsih & Cahyono, 2025). The sample in this study is considered ideally saturated for a population of <200 people in a police HR management study, allowing robust SmartPLS SEM analysis without power deficiency, and accommodating 24/7 work shifts and high pressure that affect personnel's WLB (Yukama et al., 2020).

The steps of the research procedure include preparing instruments, submitting permits to the Lampung Regional Police, providing instructions to respondents, filling out questionnaires, collecting data, and processing and analyzing data using appropriate statistical methods, especially mediation analysis to test the role of work-life balance as a mediator variable between family support and organizational support for professionalism.

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Identification and operational definition in this study refers to identifying the influence of Family Support (X1) and Organizational Support (X2) on Personnel Professionalism (Y) with Work-life Balance (M) as a mediating variable, where all variables are measured using specific indicators through a Likert scale questionnaire of 1–5.

The instrument used to collect data in a study is called a study instrument, which can be a measuring tool such as a questionnaire or interview. Respondents answer based on their level of agreement with the instrument's arguments, using a scale of: 5 = Strongly Agree (SS), 4 = Agree (S), 3 = Neutral (N), 2 = Disagree (TS), and 1 = Strongly Disagree (STS) (Sugiyono, 2020).

The data analysis method in this study used a combination of quantitative and qualitative analysis. Quantitative data was analyzed using statistical techniques with the help of SmartPLS software version 3.2.9 to test the correlation between variables and the mediator of work-life balance. For qualitative data, thematic or descriptive analysis was used when additional textual data, such as supporting interviews or observations, were available.

RESULTS AND DISCUSSION

Respondent Characteristics

Table 1. Analysis of Respondent Characteristics

No	Characteristics	Category	Number (n)	Presentation
1	Gender	Man	95	88%
		Woman	13	12%
		Brigadier	100	94%
2	Position	BADITSAMAPTA	1	1%
		Banum Subbagrenmin	1	1%
		Non-commissioned Officer/Bamin URREN	1	1%
		Second Brigadier of the Indonesian National Police	1	1%
		Police Brigadier	2	2%
3	Age	<25 years	103	95%
		25-35 years	3	3%
		36-45 years	2	2%

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4	Years of service	<5 years	104	96%
		>20 years	2	2%
		5-10 years	2	2%
5	Marital status	Not married yet	104	96%
		Marry	4	4%
6	Number of Dependents	0	95	88%
		1-3 people	10	9%
		4-6 people	3	3%
7	Last education	D3/S1	9	8%
		SENIOR HIGH SCHOOL	99	92%

(Source: Processed data, 2026)

Based on gender, the majority of respondents were male, 95 people (88%), while female respondents numbered 13 people (12%). This shows that the composition of personnel in DITPAMOBVIT POLDA Lampung is still dominated by male personnel, in line with the characteristics of police work that requires physical readiness and high mobility. Viewed from the position, the majority of respondents held the rank of Bripda, namely 100 people (94%). Meanwhile, other positions such as BADITSAMAPTA, Banum Subbagrenmin, Bintara/Bamin Urren, Brigadier Dua Polri, and Brigpol were each only filled by a small number of respondents, with a percentage between 1% and 2%. This shows that the majority of respondents were personnel with initial ranks in the police structure. Based on age, the majority of respondents were in the age group under 25 years old, as many as 103 people (95%). Meanwhile, respondents aged 25–35 years old numbered 3 people (3%) and 36–45 years old as many as 2 people (2%). These data show that the personnel who responded were predominantly young productive age.

Based on marital status, respondents were predominantly single, amounting to 104 people (96%), while only 4 people (4%) were married. This condition is in line with the predominance of young age and relatively short work period. Judging from the number of dependents, the majority of respondents did not have dependents, amounting to 95 people (88%). Respondents with 1–3 dependents numbered 10 people (9%), while those with 4–6 dependents numbered 3 people (3%). This data shows that the majority of respondents do not have a large family burden. Based on the last education, the majority of respondents were high school graduates, amounting to 99 people (92%), while respondents with D3/S1 education amounted to 9 people (8%). This indicates that the majority of personnel are still at the secondary education level.

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Descriptive Variables

Table 2. Descriptive Results of Variables

Variables	Question Items	Mean	Standard Deviation	Category
Family Support	X1.1	3,879	0.993	Tall
	X1.2	3,720	1,109	Tall
	X1.3	3,916	1,078	Tall
	X1.4	3,813	1,145	Tall
Average X1		3,832	1,081	Tall
Organizational Support	X2.1	3,776	0.970	Tall
	X2.2	3,692	0.999	Tall
	X2.3	3,757	1,049	Tall
	X2.4	3,776	1,017	Tall
Average X2		3,750	1,009	Tall
Personnel Professionalism	Y.1	3,720	1,150	Tall
	Y.2	3,570	1,120	Tall
	Y.3	3,626	1,081	Tall
	Y.4	3,692	0.990	Tall
Average Y		3,652	1,085	Tall
Work Life Balance	Z1	3,579	1.103	Tall
	Z2	3,701	1,070	Tall
	Z3	3,738	1,053	Tall
	Z4	3,673	0.945	Tall
Average Z		3,669	1,051	Tall

(Source: Processed data, 2026)

Based on the results of descriptive analysis, all research variables show a high category. The family support variable has an average value of 3.832 with a standard deviation of 1.081, which indicates that respondents feel good support from their families in carrying out their duties. The organizational support variable is also in the high category with an average value of 3.750 and a standard deviation of 1.009, which indicates that the organization provides adequate attention and facilities to personnel. Furthermore, the personnel professionalism

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variable obtained an average value of 3.652 with a standard deviation of 1.085, which indicates that DITPAMOBVIT POLDA Lampung personnel have a good level of professionalism in carrying out their duties.

Reliability Test

Table 3. Reliability

	Cronbach's alpha	**Composite reliability**
Family Support	0.881	0.885
Organizational Support	0.866	0.868
Personnel Professionalism	0.882	0.886
Work Life Balance	0.861	0.869

(Source: Processed data, 2026)

Based on the results of reliability testing, all research variables were declared reliable because they had *Cronbach's* Alpha and *Composite Reliability values* above the minimum limit of 0.70. The family support variable obtained *a Cronbach's Alpha* value of 0.881 and *a Composite Reliability* of 0.885, which indicates that the indicators in this variable have a very good level of consistency. The organizational support variable also showed good reliability results with *a Cronbach's* Alpha value of 0.866 and *a Composite Reliability* of 0.868, which indicates that all indicators were able to measure the construct consistently. Furthermore, the personnel professionalism variable obtained a Cronbach's Alpha value of 0.882 and *a Composite Reliability* of 0.886, which indicates a very high level of reliability. Meanwhile, *the work-life balance variable* had a *Cronbach's Alpha value* of 0.861 and *a Composite Reliability* of 0.869, which were also above the minimum limit set. Thus, it can be concluded that all constructs in this study have met the reliability criteria, so that the research instrument can be trusted and is suitable for use for further analysis on the structural model.

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R-Square

Table 4. *R-Square* Test Results

	R-square	R-square adjusted
Personnel Professionalism	0.545	0.532
Work Life Balance	0.612	0.605

(Source: Data processed 2026)

Based on the results of the R-Square analysis obtained from data processing using SmartPLS, it is known that the R-Square value for the personnel professionalism variable is 0.545 with an adjusted R-Square value of 0.532. This indicates that 54.5% of the variation in personnel professionalism can be explained by the variables of family support, organizational support, and work-life balance contained in the research model, while the remaining 45.5% is influenced by other factors outside the model that were not examined in this study.

The R-Square value is in the moderate category, indicating that the constructed structural model has a fairly good ability to explain the phenomenon of personnel professionalism in the DITPAMOBVIT POLDA Lampung environment. Furthermore, for the work-life balance variable, the R-Square value obtained was 0.612 with an adjusted R-Square value of 0.605. This means that 61.2% of the variation in work-life balance can be explained by the family support and organizational support variables, while the remaining 38.8% is explained by other factors outside the research model. The R-Square value is also included in the moderate category, indicating that the structural model has a fairly good power in explaining the balance between work life and personal life of personnel. Overall, these results indicate that the family support and organizational support variables have a fairly significant role in explaining variations in work-life balance, which ultimately also influences personnel professionalism. However, there are still other factors outside the model that also have the potential to influence professionalism and work-life balance, so this can be a consideration for further research to add other variables to enrich the research model.

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Hypothesis Testing

Table 5. Hypothesis Testing Results

Hypothesis	Relationship between variables	Path Coefficient	T statistics	P values	Decision
H1	The Influence of Family Support on Personnel Professionalism	0.408	5,315	0.000	Accepted
H2	The Influence of Organizational Support on Personnel Professionalism	0.221	2,632	0.009	Accepted
H3	The Influence of Family Support on *Work Life Balance*	0.480	6,921	0.000	Accepted
H4	The Influence of Organizational Support on *Work Life Balance*	0.546	9,354	0.000	Accepted
H5	The Influence of *Work Life Balance* on Personnel Professionalism	0.291	2,750	0.006	Accepted
H6	The Influence of Family Support and *Work Life Balance* on Personnel Professionalism	0.140	2,542	0.011	Accepted
H7	The Influence of Organizational Support and *Work Life Balance* on Personnel Professionalism	0.159	2,537	0.011	Accepted

(Source: SPSS output, Data processed 2026)

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Based on hypothesis testing using the *bootstrapping method* in SmartPLS, all hypotheses in this study were declared accepted with a significant positive influence, where *the path coefficient value* ranged from 0.140 to 0.546, supported by a T-statistic value exceeding 1.96 and a P-value below 0.05.

Discussion

The Influence of Family Support on Personnel Professionalism

The research results show that family support has a positive effect on personnel professionalism. This finding indicates that the greater the support provided by the family, the higher the professionalism demonstrated by personnel in carrying out their duties. Family support in the form of emotional attention, understanding of job demands, and good communication can create a stable psychological state for personnel (Febrianty, 2026).

The findings of this study align with those of Salsabila et al., 2026, which found that family support has a direct, positive impact on the professionalism of Brimob personnel. This study confirmed that personnel with strong family support demonstrated greater discipline, responsibility, and integrity in carrying out their duties. Furthermore, this study's findings are supported by those of Fitriatiningsih & Cahyono, 2025, which found that family support has a positive and significant impact on personnel professionalism. This study demonstrates that the family serves as a primary support system capable of strengthening an individual's professionalism in a stressful work environment.

Furthermore, this research is consistent with cross-cultural studies in the Southeast Asian context, such as those reported by (Sari, 2024) , which found that in collectivist countries like Indonesia, family ties are a key predictor of professional performance in the public security sector. Therefore, key recommendations include the integration of a family support module into the Indonesian National Police (Polri) human resource development curriculum, regular monitoring through family satisfaction surveys, and collaboration with community psychology institutions to ensure the continued positive impact on personnel professionalism (Pratama et al., 2025).

The Influence of Organizational Support on Personnel Professionalism

The research results show that organizational support has a positive effect on personnel professionalism. This means that the better the support provided by the organization, the higher the level of professionalism of the personnel. Organizational support can take the form of leadership attention, fairness in policies, the provision of work facilities, and a conducive work

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environment. When personnel feel cared for and supported by the organization, they will demonstrate greater loyalty, commitment, and responsibility in carrying out their duties (Pratama et al., 2021).

The results of this study are also supported by the findings of Anwar et al. (2023), who stated that organizational support has a positive effect on digital police performance. The study explained that organizational support can increase work motivation, which ultimately impacts personnel professionalism. Thus, it can be concluded that organizational support is a crucial factor in shaping personnel's professional attitudes (Pratama & Khotimah, 2024). Organizations that provide adequate attention and work facilities will produce personnel who are more disciplined, responsible, and have integrity (Febrianty & Muhammad, 2023).

Implicatively and strategically, the results of this study encourage DITPAMOBVIT POLDA Lampung to adopt a multi-level approach in strengthening organizational support, starting from the leadership level through a transformational leadership training program as recommended (Wiyono, 2025) , to operationalization through the formation of a POS monitoring task force that conducts quarterly surveys and real-time feedback loops via internal digital applications.

The Influence of Family Support on Work-Life Balance

The results of the study indicate that family support has a positive effect on work-life balance. This finding indicates that the higher the support provided by the family, the better the balance between work and personal life perceived by personnel. Family support helps personnel manage work stress, manage time more effectively, and maintain mental health. Families who understand the demands of police work are able to create a comfortable and supportive home atmosphere. This finding is also supported by research by Amran (2025), which shows that social support has a positive effect on work-family balance in female police officers who are married. This study confirms that support from family and the social environment can help personnel maintain role balance.

The Influence of Organizational Support on Work-Life Balance

The results of the study indicate that organizational support has a positive effect on *work-life balance* . This means that the better the support provided by the organization, the better the balance between work and personal life of personnel. Organizational support can take the form of flexible work policies, fair distribution of tasks, and attention to personnel welfare. Organizations that care about the conditions of personnel will help reduce conflicts between work demands and personal life. This allows personnel to carry out their duties more

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comfortably without sacrificing family life. This finding is in line with research (Fitriatiningsih & Cahyono, 2025) which states that organizational support has a positive effect on police work ethic.

Good organizational support creates a healthy and balanced work environment. Furthermore, research by Anwar et al. (2023) supports these findings, stating that organizational support can improve police performance through a conducive work environment. This suggests that organizational support also impacts work-life balance (Febrianty et al., 2024).

A study (Pertamaputri & Purwaningtyas, 2024) also confirmed the positive influence of family support on *work-life balance* among female police officers in the Kendal *Police Department* , although the effect was stronger when combined with reduced work stress. The integration of these findings, including an implicit meta-analysis of recent studies, confirms that family support is not merely *a stress buffer* but a structural foundation for achieving holistic balance for Indonesian National Police personnel.

Implicatively, the results of this study recommend evidence-based strategies for DITPAMOBVIT POLDA Lampung, such as the development of a " *Family Resilience Training* " program involving monthly *workshops* for personnel's families, collaboration with community psychologists for *work-family conflict counseling, and work shift* flexibility policies that prioritize family support, as successfully implemented in Polda Sulawesi based on (Wyati & Yuli, 2024).

The Influence of Work-Life Balance on Personnel Professionalismn

The results of the study indicate that *work-life balance* has a positive effect on personnel professionalism. This means that the better the balance between work and personal life, the higher the professionalism demonstrated by personnel. Personnel with a good *work-life balance* tend to be more focused, less stressed, and able to carry out tasks optimally. This balance enables personnel to manage emotions, increase concentration, and maintain a professional attitude at work. Thus, *work-life balance* is an important factor in improving the quality of personnel work. This finding is in line with research (Support, Against, & Susilawati, 2025) which states that *work-life balance* significantly mediates the relationship between family support and professionalism. This indicates that work-life balance plays a significant role in shaping professionalism. Furthermore, research (Fitriatiningsih & Cahyono, 2025) also confirms that *work-life balance* can strengthen the influence of social support on personnel professionalism.

These findings are further supported by recent research in the past five years, such as a study (Sitohang et al., 2023) that analyzed factors of *work-life balance* in Indonesian police officers and found that a high balance significantly impacts performance and professionalism by

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improving problem-solving skills and work-personal role control. Furthermore, a study (Anggraeni & Pranata, 2022) on members of the Batu Police Department demonstrated a positive effect *of work-life balance* on productivity and reduced workload, which indirectly improves professional attitudes through better emotional management. A study (Devi et al., 2024) also confirmed that optimal *work-life balance* in police officers is correlated with a reduction in the negative impacts of high workloads, thereby strengthening professional discipline and integrity.

Implications suggest that this study recommends comprehensive interventions for the Lampung Regional Police's (POLDA Lampung) Department of Public Order and Security, such as implementing a findings-based Work-Life Balance Initiative (WBRI) program (Sitohang et al., 2023) that includes flexible work shifts, counseling support, and regular monitoring using instruments such as *the* Utrecht Work *Engagement Scale* adapted for the Indonesian National Police (Polri). Furthermore, collaboration with institutions such as the University of Lampung for resilience training, as recommended in the study (Sitohang et al., 2023) , could target a 25% increase in professionalism scores through weekly *workshops* integrating time management and social support (Rahyono et al., 2024).

The Influence of Family Support and Work-Life Balance on Personnel Professionalism

The results of the study indicate that work-life balance mediates the influence of family support on personnel professionalism. This means that family support not only has a direct effect, but also an indirect effect through improving work-life balance. Family support helps personnel manage work and family roles in a balanced manner, which ultimately improves work professionalism. This finding is in line with research (Fitriatiningsih & Cahyono 2025) which states that family support influences professionalism through the mediation of work-life balance. This research confirms that work-life balance is an important mechanism in explaining this relationship. In addition, this result is also supported by research (Support, Against, & Susilawati, 2025) which states that work-life balance significantly mediates the relationship between family support and professionalism.

These mediation findings suggest a complex mechanism in which family support first creates a stable emotional foundation at home, allowing personnel to separate the operational pressures of the Pamobvit (Vit) from their personal lives, thereby reducing chronic fatigue and dual role conflict frequently experienced by DITPAMOBVIT POLDA Lampung personnel. This process results in increased cognitive capacity to focus on critical tasks such as securing crowds

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and vital objects, where professionalism is measured by discipline in standard operating procedures (SOPs), quick decision-making, and ethical integrity under high pressure.

Implicatively, a deep understanding of this mediation pathway prompted DITPAMOBVIT POLDA Lampung to design integrated interventions that target both elements simultaneously, such as the " Harmony Shield " program that combines family counseling sessions with shift-based time management training for pamobvit, dynamic rotations that consider household commitments, and a digital platform for rapid communication between personnel and families during emergency operations (Febrianty & Ichdan, 2024).

The Influence of Organizational Support and Work-Life Balance on Personnel Professionalism

The results of the study indicate that *work-life balance* mediates the effect of organizational support on personnel professionalism. This indicates that organizational support can enhance personnel professionalism by improving work-life balance. Organizations that pay attention to personnel welfare help create a healthy work environment, enabling personnel to carry out their duties professionally. This finding is in line with research (Support, Against, & Susilawati, 2025) which states that organizational support positively influences police work ethic through work-life balance. Furthermore, research (Yukama et al., 2020) also states that organizational culture strengthens professionalism through good social relationships, which are closely related to *work-life balance*.

This mediation mechanism operates through the creation of a strong perception of organizational support, where adequate work facilities, flexible policies, and leadership attention create space for personnel of the Lampung Regional Police's DITPAMOBVIT to prioritize personal recovery after long shifts securing crowds or vital objects. When work-life balance is maintained, personnel experience a reduction in emotional exhaustion that typically impedes critical decision-making, resulting in increased concentration, adherence to standard operating procedures, and proactive initiatives in emergency situations—core characteristics of police professionalism. In a high-risk operational environment like the security guard, this indirect pathway is strategic because a proactive organization not only improves current task output but also prevents performance degradation due to the accumulation of chronic stress, creating a sustainable and adaptive personnel to the dynamic demands of the Indonesian National Police (Febrianty et al., 2025).

Implicitly, this understanding of mediation encourages the implementation of structured programs at the Lampung Regional Police's DITPAMOBVIT, such as the establishment of a Work-Life Support Team that coordinates shift rotations based on family needs, prioritized access to

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mental health services through an internal clinic, and monthly leader-personnel feedback sessions to identify balance barriers early on. This approach can be complemented by a real-time digital workload monitoring dashboard integrated with the family calendar, allowing for dynamic adjustments to pamobvit operations without sacrificing personal time, with a target of increasing the field professionalism index by up to 25% within one year through pre-post intervention evaluations.

CONCLUSION

Based on the research conducted by the author with independent variables, namely Family Support and Organizational Support on the dependent variable of Professionalism of Personnel of Ditpamobvit Polda Lampung with Work-Life Balance as a mediating variable, it was concluded that there is a significant positive influence between the independent variable of Family Support on the dependent variable of Professionalism of Personnel on Ditpamobvit Polda Lampung personnel. In addition, there is a positive and significant influence of Organizational Support on Personnel through Work-Life Balance as a mediating variable on Ditpamobvit Polda Lampung personnel. Work-Life Balance mediates significantly, indicating that organizational support increases balance which has an impact on increasing personnel professionalism.

It is recommended that future research involve respondents from various Indonesian National Police units, such as other regional police forces or the national Mobile Brigade Corps (Brimob), for more generalizable results across all Indonesian police personnel. Furthermore, using mixed methods (qualitative and quantitative) can provide a deeper understanding of contextual factors, such as operational risks within the Ditpamobvit (Mob Vit) that influence *work-life balance*.

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