

The Relationship Between Self-Control And Aggressive Behavior in KRL Passengers

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Abstract

Commuter Line trains are a means of public transportation whose passenger numbers are very high. The high number of passengers causes overcrowding, the situation inside the full KRL makes the air temperature inside the KRL hot and when a situation like this occurs, then the passengers are provoked to behave aggressively like impatient and do not want to give up to be able to climb into the KRL so that the action encourages each other. This is because KRL passengers cannot control their behavior like KRL passengers will think that when jostling in the KRL it will cause the situation in the KRL to become crowded. The purpose of this study was to get an idea and know the relationship between self-control and aggressive behavior in KRL passengers. The method used in this study is a quantitative method of the correlation type with accidental sampling techniques. The study involved 100 subjects who were KRL passengers. Self control of 17 valid items with a reliability coefficient (α) = 0.820 and aggressive behavior with 24 valid items and a reliability coefficient (α) = 0.949. The correlation results of Spearman technique ($r = 0.524$; sig $p = 0.000$) meet the researcher's hypothesis that there is a relationship between self-control and aggressive behavior in KRL passengers. KRL passengers were more on low aggressive behavior 59% and low self-control 62%.

Keywords: Self-Control, Aggressive Behavior, Passengers, Commuter Line

Introduction

More and more individuals are now choosing KRL (Electric Rail Train) transportation because it's not only fast but also very affordable. The cost of each KRL trip depends on the route. Ticket prices vary depending on the distance traveled. Due to the low prices, commuter train passengers are very crowded. Safety is a key consideration when choosing commuter train transportation.

safety, comfort, AndAffordability. With these four factors, people can choose to use train transportation (David, 2020). Commuter Line (KRL) is a commuter rail service with a travel time of 5-60 minutes and operates in the Jakarta, Bogor, Depok, Tangerang, and Bekasi areas (Rahmawati, 2020). Commuter Line (KRL) is also a means of transportation with very high passenger numbers. The high number of passengers causes extraordinary overcrowding, resulting in crowded conditions. Crowded, crowded, and crowded conditions can affect a person's psychological stress, and this is what occurs on KRL.

This is also proven by the news reported by one of the media regarding the experiences of KRL passengers stating that passengers who want to board the KRL often ignore the shouts of passengers who are about to get off, causing passengers who want to get off to have to break through the barricade of other passengers who are standing tightly in front of the KRL door. In the incident, another passenger also admitted that he had been pushed when he wanted to sit so that the pusher was the one who finally got a seat. In addition, there are passengers who often do not get a seat where in the KRL there are regulations that require that the seat be obtained by passengers who get priority such as the elderly, pregnant women, mothers carrying toddlers, and people with disabilities but often passengers who are not a priority ignore the rules, many passengers often pretend to sleep, play gadgets and also some turn their faces away to maintain their seats.

The following are the results of interviews regarding aggressive behavior in several subjects. Subject A, 25 years old (female):

"It depends on me whether I wake up late or not. If I oversleep, there are no seats, and the train is already crowded, I don't mind standing for the entire trip. But if I don't oversleep, I'll get there no matter what."

a seat even though I have to be shouted at by other passengers who want to sit or who are fighting for a seat and have to get to the station quickly and also because it is crowded inside the KRL, packed with passengers, so the air inside the KRL becomes hot, so I also squeeze with other passengers, even to the point of pushing and elbowing each other, so I can't wait to get on the KRL quickly to get a seat." (January 5, 2020)

Based on the interview results above, it can be concluded that even though A is able to avoid being jostled in the KRL, able to avoid pushing and shoving, able to avoid fighting for a seat, but because of the crowded and crowded situation in the KRL and making A become jostled in the KRL which causes the air temperature in the KRL to feel hot, A can be provoked to behave aggressively even though he has high self-control. Aggressive behavior that often occurs in KRL passengers, such as non-verbal and verbal aggression. Non-verbal aggression is behavior that involves physical behavior such as fighting, hitting, kicking. While verbal aggression such as insulting, cursing, and mocking which makes individuals feel hurt.

According to (Yes, 2020). Also There is A female commuter train passenger was assaulted and her hijab was removed by a male passenger on the train. A woman was the victim. beating in the Commuter Line by an unknown male passenger. The woman beaten until headscarf Which. The item she was wearing came off after being forcibly pulled by the perpetrator. "In a situation like this, there was time for a fight. And the crazy guy dared to pull the girl's headscarf off. The whole carriage was immediately enraged. Bogor Train: K1118610," the account wrote. From the above case, it can be seen that some passengers engage in behavior that is detrimental to others. (Baron & Branscombe, 2012) states that aggressive behavior is deliberate actions that harm others. Based on the explanation above, Aggressive behavior is an action or behavior that can harm other people and is done intentionally.

According to (Buss, A. H & Perry, 1992), aggressive behavior is behavior that intending to harm another person either physically or psychologically. to harm another person physically or mentally. Aspects of aggressive behavior, according to (Buss & Perry, 1992), are: Physical Aggression, aggression carried out physically to hurt others. For example, hitting, kicking, injuring others. Verbal Aggression, aggression carried out to hurt others' feelings, disturb, reject, or threaten

verbally. For example, shouting, mocking, cursing, threatening. Anger Aggression, is a negative emotion as a form of expression due to unmet expectations. Anger can hurt others and oneself. For example, irritation, annoyance, temperament, unable to control anger. Hostility Aggression, the act of expressing hatred, hostility, and anger towards others. This aggression is not visible, but has bad consequences for others.

Factors that influence aggressive behavior are Social Factors, which are factors related to the social environment of individuals who engage in aggressive behavior, including: Frustration, which is an unpleasant experience, and frustration can lead to aggression. Direct provocation, which is an action by another person that tends to trigger aggression in the recipient, often because the action is perceived to originate from malicious intent. Displaced aggression, which occurs because the person who carries it out does not want or cannot carry out aggression against the initial source of provocation. Exposure to violence in the media, which can increase a person's tendency to engage in overt aggression. Increased arousal, which arises because emotions and cognitions are interconnected with each other. Sexual arousal and aggression, where sexual arousal not only influences aggression through the emergence of positive and negative affects (e.g., moods or feelings). But it can also activate other schemas or thought frameworks that can then give rise to real behavior directed at specific targets.

Personal Factors, the following are traits or characteristics that trigger. A person engages in aggressive behavior: Type A and Type B behavioral patterns. Type A behavioral patterns have a very competitive character, are always in a hurry, and are easily offended and aggressive. While type B behavioral patterns show the characteristics of someone who is very non-competitive, who is not always fighting against time, and who does not easily lose control. Hostile Attributional Bias, is trend For Perceiving hostile intent or motives in others' actions when these actions are perceived as ambiguous. Narcissism and ego threat: Individuals high in narcissism hold an inflated view of their own worth. They react with extremely high levels of aggression to feedback from others that threatens their inflated ego. Gender differences: Men are generally more aggressive than women, but this difference diminishes in the context of strong provocation. Men are more likely to use direct forms of aggression, but women are more likely to use indirect forms. Personal factors also influence aggressiveness, which is closely related to the inner aspects of the individual engaging in aggressive behavior.

Situational Factors: Situational factors are factors related to the situation or context in which aggression occurs. The following are situational factors that influence aggression: High air temperature. High air temperature tends to increase aggression, but only up to a certain point. Above a certain level, or more than 80 degrees Fahrenheit, aggression decreases as the air temperature increases. This is because when high air temperature makes people so uncomfortable that they lose energy or are tired enough to engage in aggression or violence. Alcohol. Individuals who consume alcohol have a tendency to be more aggressive. In several experiments, participants who consumed high doses of alcohol and became intoxicated were found to act more aggressively and respond more strongly to provocation than participants who did not consume alcohol.

Apart from that, the factor that influences aggressive behavior is self-control according to (B.Khare, 2005) who states that one of the factors that influences aggressive behavior is the personality factor of self-control. There are several other opinions regarding self-control, namely,

according to (Tangney, Baumeister., & Boone., 2004) that self-control is an individual's ability to determine their behavior based on certain standards such as morals, values, and rules in society in order to lead to positive behavior.

Based on the explanation above, self-control can be interpreted as a form of control behavior in demand. Control This behavior is like considering things first before deciding to act. Self-control according to (Averill, 1973) is an individual who can modify behavior, able to manage desired and unwanted information. KRL passengers who have high self-control, will be able to think that when crowded it will make the situation on the KRL very crowded so that passengers will queue to get on the KRL, wait for other passengers to enter the KRL first, invite other passengers to sit. However, passengers who have low self-control are passengers who do not care about the conditions on the KRL, prioritize themselves when the situation on the KRL is full, push other passengers to get a seat, prioritize themselves to be able to enter the KRL first.

Aspects of Self-Control according to (Averill, 1973) there are 3 aspects of self-control, namely: behavioral control is the ability to modify an unpleasant situation, this ability consists of the ability to control behavior, namely the ability to determine who controls the situation, where individuals who have good self-control will be able to regulate behavior with their own abilities, if they are not able to then the individual will use external sources to overcome it. Cognitive control is the individual's ability to process unwanted information by interpreting, assessing to integrate an event in a cognitive framework as a psychological adaptation or reducing stress. Decision-making control, namely the ability to choose an action based on something that is believed or agreed upon. Personal control in determining choices will function well with the existence of an opportunity, freedom or possibility for the individual to choose several things that are mutually burdensome, so the aspects measured are the ability to control behavior and the ability to make decisions.

Factors influencing self-control include internal factors. One internal factor in self-control is age. As a person gets older, their self-control skills improve. External factors include the family environment, specifically parents. In this study, the focus is on family structure. Based on description in on And Previous research, conducted by (Triadi & Kusumiati, 2021) examined the subjects of Prison Guards at Class II A Ambarawa Prison entitled "The Relationship between Self-Control and Aggressive Behavior in Prison Guards at Class II A Ambarawa Prison, while the current research examines the subjects of KRL Passengers.

Theoretically, this research is expected to provide knowledge and information in the field of psychology, particularly in the field of social psychology related to self-control and aggressive behavior in commuter train passengers. Practically, the results of this research are expected to provide knowledge and information to commuter train passengers about their aggressive behavior when using the commuter train. It can also be used as an evaluation for PT Commuter Indonesia in improving commuter train services.

Commuter trains (KRL) are a form of transportation needed by the public and offer a solution to avoid traffic jams due to shorter travel times. For this reason, many people now prefer using KRLs. causing a high number of passengers. Therefore, the high number of passengers results in overcrowding, making the conditions inside the KRL crowded. This is evidenced by several cases of KRL passengers experiencing overcrowding inside the KRL due to overcrowding. One such case is the act of pushing each other among passengers trying to sit down, ignoring the shouts of passengers when someone wants to get off, causing passengers who want to get off to break

through other passengers standing in front of the KRL door. These behaviors are evidence of a tendency for aggressive behavior among KRL passengers.

Based on this description, it can be seen that there is a link between aggressive behavior and self-control. When commuter train passengers are able to reason that being jostled during crowded conditions will create long lines to get on the train, they will not behave aggressively. Conversely, if commuter train passengers are unable to restrain themselves from pushing and shoving during crowded conditions, this will cause them to behave aggressively. Therefore, researchers predict a link between self-control and aggressive behavior. The aim of this study was to determine the relationship between self-control and aggressive behavior in KRL passengers and to determine the relationship between self-control and aggressive behavior in KRL passengers.

Method

This research uses a quantitative approach, emphasizing its analysis on numerical data (numbers) processed using statistical methods. This research is correlational, a type of research that aims to determine the extent to which variations in one variable are related to variations in one or more other variables, based on the correlation coefficient (Azwar, 2014).

In this study, researchers took a population of 336,162,186 Jabodetabek KRL passengers. With a research sample of 336,162,186 with a 10% error rate, the number of samples is 99.99. If rounded up, the number of samples obtained is 100 KRL passengers. In this study, a non-probability sampling technique was used, with the accidental sampling method (Sugiyono, 2017). Accidental sampling is a sample research technique when researchers meet KRL passengers at one of the stations and KRL passengers are willing to fill out a questionnaire that will be used as a data source by researchers. The characteristics in this study are KRL passengers.

The instrument used in this study was a questionnaire, where the measuring tool was adapted by the researcher, then compiled based on aspects of self-control adapted from research (Rebecca, 2012) entitled "The Relationship between Self-Control and Consumptive Behavior in Cigarette Sales Promotion Girls (SPGs). Then the Aggressive behavior measuring tool was also adapted from research (Meitasari, 2010) entitled "The Relationship between Conformity and Aggressive Behavior in The Jakmania Football Supporters".

The self-control measuring instrument consists of 32 items. After reliability and validity tests were conducted, 15 items were found to be invalid, and the reliability value (α) was obtained. = 0.726. There are 17 valid items remaining and the final test results obtained a reliability value of (α) = 0.820. Aggressive behavior measuring tools consist of 46 items. Then, after conducting reliability and validity tests, 22 items were found to be dropped and the reliability value (α) was obtained. = 0.906. There are 24 valid items remaining and the final test results obtained a reliability value of (α) = 0.949.

The normality test in this study used the Kolmogorov-Smirnov Test. This technique is used to determine whether the distribution of values in a sample conforms to a specific theoretical distribution. The rule used to determine the normality of the distribution results is that if $p > 0.05$, the distribution can be said to be normally distributed. If $p < 0.05$ then it is said to be not normally distributed.

The correlation test in this study used the non-parametric Spearman Rho test to test the hypothesis or relationship between the Self-Control variable and the Aggressive Behavior variable.

The two variables are said to have a relationship if the significance value (p) < 0.05 . Furthermore, the level of relationship between Self-Control and Aggressive Behavior was examined using the correlation interpretation guidelines according to (Sugiyono, 2017).

In the subject categorization test, researchers used ordinal categorization. This aims to place individuals into hierarchical groups according to a continuum based on the measured attributes (Azwar, 2016). Crosstabs or Cross Tabulations will examine the relationship between aggressive behavior variables and gender and age.

Results and Discussion

Subject Characteristics

In this study, respondent characteristics were based on gender and age. A description of the research subjects' characteristics can be seen in Tables 1 and 2 below.

Table 1
Type Subject Gender

Gender	Frequency	Presentation
Man	39	39%
Woman	61	61%
Total	100	100%

Based on Table 1, it can be seen that the gender of the subjects was predominantly female, with 61 people (61%), and 39 people (39%) male. It can be concluded that the subjects were predominantly female.

Table 2
AgeSubject

Age	Frequency	Presentation
15-20 years	32	32%
21-40 years	66	66%
41-60 years	2	2%
Total	100	100%

Based on table 2, it can be seen that the subjects were mostly aged 21-40 years with a total of 66 subjects (66%), while for the age of 15-20 years there were 32 subjects (32%) and There were 2 subjects aged 41-60 years (2%). It can be concluded that the subjects in this study were mostly aged 21-40 years.

Table 3
Results Normality Test

	Self Control	Behavior Aggressive
Asymp. Sig. (2-tailed)	0.07	0.019

Based on table 3 above, it can be seen that the self-control value is 0.07 and aggressive behavior is 0.019, so it can be said that the distribution in this study is normally distributed because the results show > 0.05 . After conducting a normality test and ensuring that the data for both variables were normally distributed, a correlation test was conducted. The results of this test will

answer the research hypothesis. The results of the correlation test can be seen in Table 4 below.

Table 4
Results Correlation Test

		Control Self	Behavior Aggressive
KD	Correlation Coefficient	1,000	0.524
	Sig.(2-tailed)		0.000
	N	100	100
PA	Correlation Coefficient	0.524	1,000
	Sig.(2-tailed)	0.000	
	N	100	100

Based on Table 4 above, a significant value of 0.000 was obtained, indicating a significant relationship between self-control and aggressive behavior. The correlation value obtained was 0.524, indicating a positive correlation between self-control and aggressive behavior. To find out the picture of high and low self-control and aggressive behavior, then This is done with the aim of placing individuals into groups whose positions are hierarchically according to a continuum based on the attributes being measured, to determine the category of high and low self-control and aggressive behavior. It is said to be high if the value of $X \geq \mu$ and is said to be low if the value of $X < \mu$. For the results of the categorization of self-control and aggressive behavior, can be seen in table 5 and table 6 below.

Table 5
Self-Control Categorization Results

Score	Categorization	Amount	Percentage
$X \geq 50.33$	Tall	38	38%
$X < 50.33$	Low	62	62%

Based on table 5 above, it can be seen that self-control in KRL passengers in this study was low, with a total of 62 subjects (62%).

Table 6
Aggressive Behavior Categorization Results

Score	Categorization	Amount	Percentage
$X \geq 71.77$	Tall	41	41%
$X < 71.77$	Low	59	59%

Based on table 6 above, it can be seen that the aggressive behavior of KRL passengers in this study was mostly low, with a total of 59 subjects (59%).

Table 7
Self-Control Crosstabs by Age

Age	Tall	Low	Total
15-20	12 (37.5%)	20 (62.5%)	32%
21-40	25 (37.9%)	41 (62.1%)	66%
41-60	1 (50%)	1 (50%)	2%
Total	38%	62%	100%

Based on table 7 above, more subjects aged 15-20 years have low self-control (62.5%).

Table 8
Crosstabs of Aggressive Behavior by Gender

Gender	Tall	Low	Total
Man	6 (15.4%)	33 (84.6%)	39%
Woman	35 (57.4%)	26 (42.6%)	61%
T o t a l	41%	59%	100%

Based on table 8 above, it can be seen that female subjects have more aggressive behavior at 57.4%.

Discussion

Researchers collected data from 100 commuter train passengers, describing them by gender and age. The frequency distribution based on gender was dominated by 61 female passengers. The frequency distribution based on age was dominated by 66 subjects aged 21-40 years.

Based on results analysis Using the Spearman's Rho correlation statistical test, the results showed a sig. $p = 0.000$ ($p < 0.05$) meaning that self-control has a relationship with aggressive behavior in KRL passengers, the hypothesis is accepted. This is in line with the results of research from (Auliya & Nurwidawati, 2014) entitled "The Relationship between Self-Control and Aggressive Behavior in Students of SMA Negeri 1 Padangan Bojonegoro" which states that there is a relationship between self-control and aggressive behavior.

KRL passengers who behave aggressively are passengers who behave like pushing inside the KRL, swearing when pushed by other passengers, breaking through other passengers who are queuing to get into the KRL so that what makes KRL passengers behave aggressively is because of their self-control. KRL passengers who have self-control, will be able to restrain themselves from pushing when they want to get into the KRL, can restrain themselves from pushing inside the KRL when the KRL is full, are not easily provoked to get a seat.

However, passengers who behave aggressively should be passengers who do not push each other when the KRL is full, queue when they want to get on the KRL, and do not pull each other's hair because they are fighting over an empty seat.

Calhoun (1990) stated that self-control can be interpreted as a person's physical,

psychological, and behavioral processes. Therefore, passengers who have self-control will pay close attention to the appropriate ways to behave in various situations while on the commuter train. However, this study proves the opposite: individuals with high self-control also exhibit high levels of aggressive behavior. This can be seen from the correlation coefficient of $r = 0.524$, indicating a moderate but positive relationship.

This is thought to be because the situation inside the KRL is full, crowded, also makes the air temperature inside the KRL feel hot, and inside the KRL the situation is crowded and when a situation like this occurs, passengers can be provoked to behave aggressively even though they have high self-control due to the situation inside the KRL. This is in line with the theory (Baron & Byrne, 2005) which states that situational factors and temperature can influence people to behave aggressively which makes KRL passengers impatient, unwilling to give in to be able to get into the KRL so that there is an action of pushing each other, jostling inside the KRL with other passengers, will break through passengers who are standing in front of the KRL door, fighting for empty seats, ignoring the shouts of other passengers who are about to get into the KRL.

The categorization of self-control and aggressive behavior in this study in Tables 5 and 6 shows that many passengers have low self-control and aggressive behavior. This is because passengers with low self-control are indifferent to conditions on the commuter train and prioritize themselves when the train is crowded. However, when the train is crowded, passengers often become distracted.

They don't care about being jostled, don't get provoked when they want to get a seat, don't push their way through other passengers when queuing to get on the KRL.

In Table 7, a crosstabulation of self-control among commuter train passengers aged 15-20 years old shows that 20 (62.5%) have low self-control. At the age of 15-20 years old, they should be able to think logically, think critically, make decisions, solve problems, and understand other people's cognitive abilities (Santrock, 2012).

In Table 8, cross-tabulation of aggressive behavior by gender shows that females were more likely to exhibit high levels of aggressive behavior, with 35 individuals (57.4%). This could be because female passengers have higher emotional levels than male passengers, which makes them more likely to worry about their inability to control their emotions and behavior (Broverman, Vogel, Broverman, Clarkson, & Rosenkrantz, 1972).

Researchers found a unique finding from this study, namely that it can be seen from the data categorization of aggressive behavior in table 8, women's aggressive behavior is higher, the tendency is when the KRL arrives, female passengers are already queuing up to be able to immediately enter the KRL to quickly get a seat while men tend to choose not to get on first. On the KRL there is also a special carriage for women so female passengers will tend to fight for seats to be able to enter the special carriage for women.

Conclusion

Based on the research results, it is known that there is a relationship between self-control and aggressive behavior in KRL passengers (sig (p) of 0.000 ($p < 0.05$). The correlation coefficient value is $r = 0.524$. The hypothesis in this study is accepted, there is a relationship between self-control and aggressive behavior in KRL passengers with a positive and moderate relationship direction.

In this study, it was found that the self-control of KRL passengers in this study was greater among those who had low self-control (62%). Commuter line passengers who have low aggressive behavior (59%). Commuter line passengers aged 21-40 years are more likely to have low self-control (41%). Female passengers are more likely to have high aggressive behavior (35%).

Based on the results of this study, it is hoped that for further research, the researcher suggests developing research on self-control with aggressive behavior in KRL passengers by adding sample characteristics, for example taking the KRL during working hours or during the day.

Commuter line passengers are advised to be more patient when using various train facilities to avoid aggressive behavior between passengers. This can be demonstrated through behaviors such as waiting for the next train to arrive to avoid overcrowding, not damaging train facilities, and maintaining order on the train.

Research data shows that female passengers exhibit more aggressive behavior. Commuter train operators are advised to add women-only carriages and deploy guards at each door to facilitate control of the situation in each carriage. They also recommend limiting passenger entry to prevent overcrowding.

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