CHAPTER-3

PROBLEMS AND HYPOTHESES

The present research aims at investigating whether stress, work-life balance, and coping strategies predict job satisfaction in police personnel. Police work is often considered to be a highly stressful occupation. Not only are police personnel frequently exposed to the most violent, antisocial, and mistrustful elements of society, they are also expected to exercise discretion under critical circumstances. In spite of the plethora of literature on the general relationship between police work and job-related stress, there is a paucity of empirical evidence pertaining to the study of relationship between stress, work-life balance, coping strategies and job satisfaction and how stress, work-life balance, coping strategies predict job satisfaction.

Various studies have examined the predictors of job satisfaction among police officers and correctional personnel (Blau, Light, & Chamlin, 1986; Brough & Frame, 2004; Brunetto & Farr-Wharton, 2003; Cullen, Latessa, Kopache, Lombardo, & Burton, 1993; Lambert, 2004; Lambert et al., 1999; Zhao, He, & Lovrich, 2002; Zhao, Thurman, & He, 1999). As Zhao et al. (1999) indicate, two distinct models of job satisfaction are apparent in these studies. The first model focuses on demographic characteristics such as gender, ethnicity/race, educational level, rank, and years of service within the organization. The second model places emphasis on the individual's work environment. The work environment model consists of various dimensions of the work
performed: skill variety, task identity, task significance, autonomy, and feedback (Zhao et al., 1999).

Herzberg’s two-factor theory of motivation (as cited in Zhao et al., 1999) has also provided a theoretical framework for scientifically assessing police officers’ job satisfaction. Herzberg’s theory claims that the work environment determines police officers’ job satisfaction and identifies three main sources of job satisfaction in the work environment: the work itself, the responsibility one has in the work, and recognition received from performing the work (Brody, DeMarco, & Lovrich, 2002; Zhao et al., 1999).

On the basis of review of research literature presented in the earlier chapter and the findings of above mentioned researches, following objectives were established:

3.1 PROBLEM

1. To study the influence of demographic variables-gender, designation and age on job satisfaction.

2. To study the influence of demographic variables-gender, designation and age on work-life balance.

3. To study the influence of demographic variables-gender, designation and age on operational stress.

4. To study the influence of demographic variables-gender, designation and age on organizational stress.

5. To study the influence of demographic variables-gender, designation and age on constructive coping.
6. To study the influence of demographic variables-gender, designation and age on destructive coping.

7. To study the influence of demographic variables-background and experience on job satisfaction.

8. To study the influence of demographic variables-background and experience on work-life balance.

9. To study the influence of demographic variables-background and experience on operational stress.

10. To study the influence of demographic variables-background and experience on organizational stress.

11. To study the influence of demographic variables-background and experience on constructive coping.

12. To study the influence of demographic variables-background and experience on destructive coping.

13. To study the predictive power of work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping) on job satisfaction among police personnel.

14. To study the predictive power of work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping) on job satisfaction among male police personnel.

15. To study the predictive power of work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping) on job satisfaction among female police personnel.
3.2 HYPOTHESES

Based on the review of research literature the following hypotheses were formulated:

1. There will be significant difference between males and females on job satisfaction.
2. There will be significant difference between males and females on work-life balance.
3. There will be significant difference between males and females on operational stress.
4. There will be significant difference between males and females on organizational stress.
5. There will be significant difference between males and females on constructive coping strategies.
6. There will be significant difference between males and females on destructive coping strategies.
7. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on job satisfaction.
8. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on work-life balance.
9. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on operational stress.
10. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on organizational stress.

11. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on constructive coping strategies.

12. There will be significant difference in the scores of constable, head constable, sub Inspector and officer on destructive coping strategies.

13. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on job satisfaction.

14. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on work-life balance.

15. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on operational stress.

16. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on organizational stress.

17. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on constructive coping strategies.

18. There will be significant difference in the scores of four age categories (20-30, 31-40, 41-50 and 51-60) on destructive coping strategies.
19. Rural and urban respondents will differ significantly on the scores of job satisfaction.

20. Rural and urban respondents will differ significantly on the scores of work-life balance.

21. Rural and urban respondents will differ significantly on the scores of operational stress.

22. Rural and urban respondents will differ significantly on the scores of organizational stress.

23. Rural and urban respondents will differ significantly on the scores of constructive coping strategies.

24. Rural and urban respondents will differ significantly on the scores of destructive coping strategies.

25. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on job satisfaction.

26. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on work-life balance.

27. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on operational stress.

28. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on organizational stress.
29. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on constructive coping strategies.

30. There will be significant difference in the scores of three experience categories (1-15, 16-30 and above 30) on destructive coping strategies.

31. Work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping strategies) will significantly contribute to predict the job satisfaction among police personnel.

32. Work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping strategies) will significantly contribute to predict the job satisfaction among male police personnel.

33. Work-life balance, stress (operational stress and organizational stress) and coping strategies (constructive coping and destructive coping strategies) will significantly contribute to predict the job satisfaction among female police personnel.