Chapter – 6
SUMMARY AND CONCLUSION

- Summary of the study
- Major findings of the study.
- Implication of the study.
- Suggestion and limitation
Emotions are a complex set of cognitive, behavioral, and physiological responses to internal and external stimuli (Ekman & Davidson, 1994). Emotions have an important role in whole aspects of human life such as survival, mental health, and social interactions and even in physical health (Sumida, 2010). Fredrickson (1998) proved that positive emotions promote sociability and social competence by damaging negative emotions. According to him positive emotions attracts individual to others and strengthen their social networks. Regulation of the emotions is an attempt to influence which emotions one’s have and how to express it. According to emotion theory (Elliott, Watson, Goldman, & Greenberg, 2003), the emotional demands one experiences and the regulatory ability each individual possesses tend to differ. Emotion regulation is all about how people experience, modulate, and organize emotion, and how such management impacts human behavior (Elliott, Watson, Goldman, & Greenberg, 2003).

Emotion regulation is an ongoing process of the individuals’ emotion pattern in relation to moment-by-moment contextual demands (Cole, Michel, & Teti, 1994). This implies that emotion regulation is all about how an individual is responding to his/her situational demands, either positive or negative. Eisenberg and Spinrad (2004) defined emotion regulation as “the process of initiating, avoiding, inhabiting, maintaining, or modulating the occurrence, form, intensity, or duration of internal feeling states, emotional related physiological, attention process, motivational states, and/or the behavioral processes, motivational states, and/or the behavioral concomitants of emotion in the services of accomplishing affect-related biological or social adaptation or achieving in individual goals.” Most of the people misunderstanding emotion regulation as the suppression of
emotions, but according to Eisenberg and Spinrad (2004), it include initiating, avoiding, maintaining and modulating emotions depends up on situational demands. This implies that individuals are differing in the regulation of emotions and each individual are using different methods. Adaptive emotion regulation strategies help individual in better adjustment in distressing situations (Elliott, Watson, Goldman & Greenberg, 2003), to develop healthy interpersonal relationships (Shiota, Campos, Keltner, Hertenstein, 2004), sense of wellbeing (Gross, 2007), to pursue goal directed behavior (Grats & Rumors, 2004) and to improves positive coping, mental and physical health (Cooper, Shaver, & Collins, 1998).

The World Health Organization (WHO, 2001) considered mental health as an important aspect of health as the physical health. The World Health Organization defines mental health as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community". Gross and Muñoz (1999) argued that emotion regulation is an essential but traditionally underemphasized feature of mental health. Deficits in emotion regulation appear to be relevant to the maintenance of good mental health. An individual's emotional health can also impact physical health and poor mental health (Asadi, et.al, 2014). Emotion regulation difficulties of individuals can cause misfit behavior, which is considered as a direct reflection of their mental health status (Richards, Compania & Muse-burk, 2010).

Mental health difficulties can affect an individual’s functional and working capacity in numerous ways. In the workplace, this can lead to absenteeism, require
sick leave, and reduce productivity. Mental health problems do not just affect the individual, they impact the entire community (Gabriel & Liimatainen, 2000).

Law enforcement is an essential part of the every society. In our society, police is the one of the strong agency which regulates the order of the society. The role of police requires officers to exercise a high degree of control, of them emotionally as well as of the situation, and officers must regulate emotions in order to maintain a cool mental health (Reiser & Geiger, 1984). Law enforcement is a profession, where the employees frequently facing conflicting and emotionally demanding situation, regulation of emotions is very important than any other profession. In most cases the interactions that occur during the duty elicit emotions like frustration, irritation, anger, or tension. Police officers are routinely exposed to situations that elicit intense negative emotions; thus, officers have a particularly strong need for effective methods of regulating such emotions (Berking, Meier & Wupperman, 2010). Emotion regulation is an essential part to maintain mental health and dysregulation of emotion has been called as hallmark of psychopathology (Gross & Munoz, 1995). Maintaining a good mental health is very important in the case of police officers because they have the responsibility to protect the society by maintaining law and order. So any difficulties not only affect them personally, but the entire community.

Women entered the criminal justice system as a response to social forces like social violence, crime against women and children, child abuse and for better protection of women and juveniles. The situation is not different in Kerala also, but how much justice and support are getting to them as police officers and as ‘working women’ should be considered. Moral and physical support from the
family, department, and society are needed to fulfill the ambition of the state. Reports shows that the women police officers in Kerala are experiencing stress by in concert of roles in family, profession and society and at the same time they lack recognition from all these sectors. Women police have fewer resources than do men in terms of economic power, autonomy, self-concept, and power over others. This may affect their ability of regulating emotions. It is argued that females are more likely to use emotion focused coping strategies compared to males who are more using problem focused coping (Billings & Moos, 1981). Studies revealed that male and female law enforcement officers differing in their emotional experience and stress. Thus the intervention programs and policies which are made on the basis of studies on their male counterpart will not be effective to them. So it should give special focus to the problems that the women officers facing in the organization. The concern of the mental health of female police officers should be given more attention now as those female police officers have become a steadily growing demographic in many police agencies. As it found that law enforcement officers are facing emotional demanding situation, the present study analyzes certain contributors emotion regulation and its effect on mental health among female law enforcement officers, the study entitled as "Psycho-social contributors of emotion regulation and its impact on mental health of female law enforcement officers".

**OBJECTIVES OF THE STUDY**

- To identify the psycho social factors related with policing experiences and emotional regulation of female law enforcement officers.
• To get an idea on the nature of distribution of variables emotion regulation, and its contributors among female law enforcement officers.

• To study the nature and extend of relationship between the variables emotion regulation and its contributing variables among law enforcement officers.

• To identify the variables which are contributing to the emotion regulation among female law enforcement officers.

• To get an idea on the nature of distribution of variable mental health and its dimensions among female law enforcement officers.

• To study the relationship of emotion regulation and contributors of emotion regulation with the mental health of female law enforcement officers.

• To identify the variables which are predicting mental health among female law enforcement officers.

• To explore the role of emotion regulation and its contributors on mental health and its dimensions among female law enforcement officers.

• To explore the role of emotion regulation and job related demographic variables on mental health of female law enforcement officers.

• To analyze the role of socio-demographic variables and emotion regulation on mental health.

• To find out the mediating effect of emotion regulation in the relationship between contributors of emotion regulation and mental health.

**HYPOTHESES OF THE STUDY**

The general hypothesis was formulated for the study in accordance with the objectives formulated.
PHASE 2 - PART I

1. There will be normality on the nature of distribution of the variables under study through preliminary analysis.

2. There will be significant inter correlation among variables under study.

3. There will be a significant relationship between the study variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support.

3.1. There will be a significant relationship between the variable of emotion regulation and personality dimensions.

3.2. There will be a significant relationship between emotion regulation and interpersonal sensitivity.

3.3. There will be a significant relationship between emotion regulation and work family conflict.

3.4. There will be a significant relationship between emotion regulation and social support.

3.5. There will be a significant relationship between personality and interpersonal sensitivity.

3.6. There will be a significant relationship between personality and work family conflict.

3.7. There will be a significant relationship between personality and social support.

3.8. There will be a significant relationship between interpersonal sensitivity and work family conflict.
3.9. There will be a significant relationship between interpersonal sensitivity and social support.

3.10. There will be a significant relationship between work family conflict and social support.

4. There will be significant contributor relationships between personality, interpersonal sensitivity, work family conflict and social support on emotion regulation.

PART II

5. There is a significant relationship between the study variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support.

5.1. There will be a significant relationship between emotion regulation and mental health.

5.2. There will be a significant relationship between personality and mental health.

5.3. There will be a significant relationship between interpersonal sensitivity and mental health.

5.4. There will be a significant relationship between work family conflict and mental health.

5.5. There will be a significant relationship between social support and mental health.

6. There will be significant predictor relationships between Emotion regulation difficulties, personality, interpersonal sensitivity, work family conflict and social support on mental health and its sub variables.
6.1. The variables Emotion regulation difficulties, personality, interpersonal sensitivity, work family conflict and social support will predict mental health.

6.2. The variables Emotion regulation difficulties, personality, interpersonal sensitivity, work family conflict and social support will predict self awareness.

6.3. The variables Emotion regulation difficulties, personality, interpersonal sensitivity, work family conflict and social support will predict coping with stresses.

6.4. The variables Emotion regulation difficulties, Personality, interpersonal sensitivity, work family conflict and social support will predict positive relationships.

6.5. The variables Emotion regulation difficulties, Personality, interpersonal sensitivity, work family conflict and social support shall predict emotional wellbeing.

6.6. The variables Emotion regulation difficulties, Personality, interpersonal sensitivity, work family conflict and social support shall predict social wellbeing.

7. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high), personality (low, moderate and high), interpersonal sensitivity (low, moderate and high), social support (low, moderate and high) and work family conflict (low, moderate and high) on mental health and its dimensions.
7.1. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and personality on mental health and its dimensions.

7.2. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and interpersonal sensitivity (low, moderate and high) on mental health and its dimensions.

7.3. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and social support (low, moderate and high) on mental health and its dimensions.

7.4. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and work family conflict (low, moderate and high) on mental health and its dimensions.

8. There will be significant interaction between difficulties in emotion regulation (low, moderate and high) and the classificatory factors of demographic variables (age, marital status, education and religion) on mental health and its dimensions.

8.1. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and age on mental health and its dimensions.

8.2. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and religion on mental health and its dimensions.
8.3. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and educational qualification on mental health and its dimensions.

8.4. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and marital status on mental health and its dimensions.

9. There will be significant interaction between emotion regulation difficulties (low, moderate and high) and the classificatory factors of job related variables (year of service and place of work) on mental health and its dimensions.

9.1. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and year of service on mental health and its dimensions.

9.2. There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and place of work on mental health and its dimensions.

10. Emotion regulation Difficulties shall mediate the relationship of personality, interpersonal sensitivity, social support and work family conflict with mental health.

10.1. Emotion regulation difficulties can mediate the relationship of social support and mental health.

10.2. Emotion regulation difficulties can mediate the relationship of interpersonal sensitivity and mental health.

10.3. Emotion regulation difficulties can mediate the relationship of personality and mental health.
10.4. Emotion regulation Difficulties can mediate the relationship of work family conflict and mental health.

**METHOD**

Researcher made use of pragmatic approach of Sequential contributions model with a quantitative priority based on preliminary qualitative inputs. Dewey’s(1986) version of pragmatism interested in the concept of inquiry as a form of experiences and it links belief and actions through a process of decision making. This approach is similar to contingency theory approach to research design by Johnson and Onwuegbuzie (2004) which accepts that “quantitative, qualitative and mixed research are all superior under different circumstances and it is the researchers task to examine the specific contingencies and make the decision about which research approach, or which combination of approaches, should be used in a specific study”. In a research motivated by sequential contributions, the goal is to use the strength of one method to enhance the performance of the other method. This approach relies on a division of labour in which each method serves a different purposes and one method builds on what you learned from other.” (Morgan, 2014).

The present study designed in two phases, a preliminary qualitative exploration (interpretative phenomenological analysis- 1st phase) supplementing the core quantitative descriptive study (2nd phase). The second phase of the study consists of two sub parts, the major objective of first part is the identification of contributors of emotion regulation among female law enforcement officers and the second part analyses the impact of emotion regulation on mental health of female law enforcement officers.
PHASE I

To meet the objectives of the first phase, researcher made use of a qualitative exploratory approach: interpretative phenomenological analysis. Interpretative phenomenological analysis (IPA) is an approach which is concerned about the detailed exploration of personal meaning and living experiences. Particularly, it explores in detail how participants are making sense of their personal and social world (Smith & Osborn, 2015).

Participants

Participants for phase I consisted of 50 female law enforcement officers between the age group 21 to 50 from selected districts of Kerala. The participants consist of different religion, education, year of service and designation is selected through convenience sampling technique.

Method of data collection

Unstructured qualitative interview method is used for data collection. Here the researcher promotes the participants to describe their own experiences rather than perceptions.

Procedure

After getting the permission from the district police superintend of Kozhikode, the researcher selects few police stations from these district according to her convenience. The investigator approaches the Station House Officer (SHO) and explained about the study, with his/her permission approach each Women Police Officer (WPO) personally and explained the purpose of the interview. First of all rapport was established and the confidentiality of the information was assured. The participants are encouraged to share their own experiences rather than
general opinion. The interviewer recorded the responses by using verbal recording by case by case.

**Data analysis**

The analysis in IPA is started with analyzing the first case. Data is read in number of times and annotate the significant responses made by the sample. Reading and re reading is very important because each reading has the potential to throw up new insights (Morgan, 2014). There are no rules about what is commented up on, but should be based on the research purposes. The comments may be either a preliminary interpretation or the similarities in the content. After that read the note again to identify the themes. The themes move the responses to a slightly higher level of abstractions. Then the themes ordered in chronological order (based on the sequence in the data). In the next stage the researcher tries to make connections between the themes, a kind of theoretical ordering and to cluster these themes. After completing the analysis of one respondent, moved in to another sample and continues the same way of analysis as for the first case. Once each data has been analyzed by the interpretative process, a final list of group theme is constructed. The final themes are selected purely on the basis of their prevalence in the whole data.

**PHASE II**

In order to achieve the objectives, the second phase of the study is designed as quantitative descriptive study.

**Participants**

The population of this study consists of female law enforcement officers of Kerala state. Sample selected from all the 14 districts of Kerala using simple
random sampling. The sample consists of female law enforcement officers of Kerala between the ages ranging from 22 to 55.

**Measures used**

1. Adult mental health inventory (Ashalatha & Jayan, 2014)
2. Difficulties in emotion regulation scale (Gratz & Roemer, 2004)
3. Big five inventory (Denahue & Kentle, 1991)
4. Interpersonal sensitivity measure (Boyce & Parker, 1989)
5. Perceived social support assessment (Zimet, Dablem, Zimet & Farley, 1988)
6. Work family conflict scale (Carlson, Kacmar & Williams, 2000)
7. Personal data sheet

**Procedure**

After getting the permission from state police chief, the investigator approaches the Station House Officer (SHO) and explained about the study, with his/her permission approach each Women Police Officer (WPO) personally and explained the purpose of the study well. Participants were informed that the study was not related to police departmental procedures so the participation was voluntary. A set of tools along with personal datasheet is given to female police officers who are willing to co-operate with the study. All the questionnaire have clear printed instructions apart from these the investigator gave a clear information regarding how to fill each questionnaire. Scoring was done based on the response category.

**Statistical techniques used**

Appropriate statistical techniques are used according to the objectives of the phase. In order to achieve the objectives of part I of the phase II, Descriptive
statistics, Correlation and Regression analysis was conducted. The second part of the phase II was make use the statistical techniques such as Correlation, Analysis of variance, Regression and Mediator analysis.

**TENABILITY OF THE HYPOTHESES**

The general hypothesis was formulated for the study in accordance with the objectives of present investigation.

**Phase II- part I**

Major objective of first part of the quantitative descriptive study was to identify the psycho social contributors of emotion regulation among female law enforcement officers. Four major hypotheses were formulated for the part I of the phase II of the present investigation. On the light of the major findings, the tenability of these hypotheses is tested.

The first hypothesis states: **There will be normality on the nature of distribution of the variables under study through preliminary analysis.**

The values from the measures of the central tendency, mean, median, mode, skewness and kurtosis for the variables emotion regulation difficulties, personality, interpersonal sensitivity, perceived social support and work family conflict were found to be not much deviated from normality and met the conditions of normal distribution.

Thus, the hypothesis is established.

The second hypothesis proposes: **There will be significant inter correlation among the variables under study.**

To verify the hypothesis, correlation analysis was done and the hypothesis was split in to five sub hypothesis.
a. There will be significant relationship among the sub dimensions of personality.

Positive relationship is found between the dimensions of personality except neuroticism, neuroticism found to be negatively correlated with the rest of the dimensions. Hence the sub hypothesis is accepted.

b. There will be significant relationship among the sub dimensions of interpersonal sensitivity.

Positive significant correlation is found between the dimensions of interpersonal sensitivity, except between fragile inner self and need for approval. Therefore, the sub hypothesis is accepted.

c. There will be significant relationship among the sub dimensions of perceived social support.

A high positive significant correlation was found between all the dimensions of the perceived social support. Hence, the sub hypothesis is proved.

d. There will be significant relationship among the sub dimensions of work family conflict.

A high positive significant correlation was found between all the dimensions of the work family conflict. Hence, the sub hypothesis is proved.

e. There will be significant relationship among the sub dimensions of emotion regulation difficulties.

Sub dimensions of the emotion regulation difficulties also confirmed a high and positive significant correlation. Thus the hypothesis is proved.

The third hypothesis stated: There will be a significant relationship between the study variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support.
Correlation analysis is conducted in order to test the hypothesis and the hypothesis was classified into ten sub hypothesis.

a. There will be a significant relationship between the variable of emotion regulation and personality dimensions.

Among the five personality factors, extraversion and conscientiousness found to be negatively correlated with emotion regulation difficulties and its sub dimensions, except lack of emotional awareness. Whereas, positive relationship is seen among the variables neuroticism and emotion regulation difficulties. Hence the sub hypothesis is accepted to an extent.

b. There will be a significant relationship between emotion regulation and interpersonal sensitivity.

Interpersonal sensitivity and all its dimensions found to be positively correlated with emotion regulation difficulties and all its dimensions, except lack of emotional awareness. Thus the sub hypothesis is proved.

c. There will be a significant relationship between emotion regulation and work family conflict.

Work family conflict and all its dimensions found to be correlated with emotion regulation difficulties and its dimensions at 0.01 significant level, except lack of emotional awareness. Thus the sub hypothesis is proved.

d. There will be a significant relationship between emotion regulation and social support.

Social support got a significant negative relationship with emotion regulation difficulties and all its dimensions, except lack of emotional awareness.
But support from the significant others got a significant negative relationship with lack of emotional awareness. There for the sub hypothesis is accepted.

e. There will be a significant relationship between personality and interpersonal sensitivity.

   Personality dimensions namely, extraversion and neuroticism got a significant relationship with interpersonal sensitivity and its dimensions namely interpersonal awareness, need for approval, separation anxiety, fragile inner self and timidity. Thus, the sub hypothesis is accepted to an extent.

f. There will be a significant relationship between personality and work family conflict.

   Extraversion, neuroticism and openness to experience found to be correlated with work family conflict and its dimensions significantly. Extraversion and openness to experience had a negative relationship with work family conflict, where as neuroticism is positively correlated with work family conflict. Hence the proposed hypothesis is established.

g. There will be a significant relationship between personality and social support.

   Correlation analysis revealed that personality is correlated with social support. Extraversion, conscientiousness, and neuroticism are significantly correlated with social support and its dimensions, in which neuroticism is negatively correlated with social support. Hence, the sub hypothesis is proved.

h. There will be a significant relationship between interpersonal sensitivity and work family conflict.

   Interpersonal sensitivity is positively correlated with work family conflict and its sub dimensions like time based conflict, strain based conflict and behavior
based conflict. The dimensions of interpersonal sensitivity also positively correlated with work family conflict except need for approval and timidity. Thus sub hypothesis is accepted.

i. There will be a significant relationship between interpersonal sensitivity and social support.

Interpersonal sensitivity and all its dimensions found to be highly correlated with social support and its dimensions at 0.01 significance level. The dimensions of the interpersonal sensitivity also highly correlated with social support and all its dimensions. Hence the sub hypothesis is accepted.

j. There will be a significant relationship between work family conflict and social support.

Social support is highly correlated with work family conflict of the female law enforcement officers. Social support reduces the work family conflict. Social support and its dimensions negatively correlated with all the dimensions of work family conflict except work interferences with family. Therefore the sub hypothesis is accepted.

The third hypothesis states: There will be significant contributor relationships between personality, interpersonal sensitivity, social support and work family conflict on emotion regulation.

The results of multiple regression analysis of difficulties in emotion regulation as dependent variable proved that social support, interpersonal sensitivity, personality (extraversion, conscientiousness, agreeableness) and work family conflicts are important contributors of regulation of emotions. Social support is found to be the strongest contributor of emotion regulation of female law
enforcement officers, it contribute about 56% of positive variance in emotion regulation. Extraversion, conscientiousness and agreeableness also contributing positively to the emotion regulation ability, where as interpersonal sensitivity and work family conflict have a negative impact on the emotion regulation. These entire variables put together could predict 67% of emotion regulation. Thus the hypothesis is established.

Phase II-Part II

In order to study the impact of emotion regulation difficulties and its contributors on mental health of the female law enforcement officers, following hypothesis and the sub hypothesis are formulated and tested.

There is will be a significant relationship between the study variables emotion regulation, personality, interpersonal sensitivity, work family conflict, social support and mental health.

To verify the hypothesis the correlation analysis was done by splitting the hypothesis in to five sub hypothesis.

a) There will be a significant relationship between emotion regulation and mental health.

Emotion regulation difficulties found to be highly correlated with mental health and it is a negative relationship. All the dimensions of emotion regulation difficulties, except lack of emotional awareness, also have negative relationship with coping with stresses, positive relationships, emotional wellbeing and social well being. Analysis proved that an emotion regulation difficulty reduces mental health. Hence the sub hypothesis is accepted.
b) There will be a significant relationship between personality and mental health.

Among the five factors of the personality; extraversion, conscientiousness, openness to experience, got a significant positive correlation with mental health. But neuroticism is found to be negatively correlated with mental health. Therefore, the sub hypothesis is accepted.

c) There will be a significant relationship between interpersonal sensitivity and mental health.

Interpersonal sensitivity and all its six dimensions, except timidity, negatively correlated with mental health and its dimensions. The relationship between timidity and positive relationships and timidity and emotional wellbeing is not significant. High interpersonal sensitivity reduces the mental health. So the hypothesis is accepted to a great extend.

d) There will be a significant relationship between mental health and social support.

Correlation analysis indicated that there exist a strong positive relationship between social support and mental health of female law enforcement officers. Support from family, support from friends and support from significant others enhances mental health. Hence, the sub hypothesis is established.

e) There will be a significant relationship between mental health and work family conflict.

Work family conflict showed significant negative relationship with mental health and all its dimensions at 0.01 significant level. Time based, behavior based and strain based conflicts reduces the mental health of female law enforcement officers. Hence, the sub hypothesis is accepted.
To examine the predictor relationship between emotion regulation, personality, interpersonal sensitivity, work family conflict and social support on mental health and its sub-dimensions. The following hypothesis will be tested.

**There will be significant predictor relationships between emotion regulation, personality, interpersonal sensitivity, works family conflict on mental health and its sub variables.**

To verify the hypothesis, regression analysis was done by keeping mental health and its sub dimensions as criterion variables and other variables under study as predictor variables.

a) The variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support will predict mental health.

Multiple regression analysis of mental health as dependent variable proved that emotion regulation, social support, interpersonal sensitivity, personality (extraversion, openness to experience, neuroticism) are important predictors of mental health of female law enforcement officers and these variables together predict 58% of variance on mental health, thus formulated hypothesis is accepted.

b) The variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support will predict self awareness.

Self awareness is contributed by difficulties in emotion regulation, perceived social support, openness to experience, extraversion, and work family conflict. All these variables contributing 48% variance on dependent variables and the difficulties in emotion regulation alone contributing around 39% of variance. Hence, the sub hypothesis is accepted.
c) The variables emotion regulation, personality, interpersonal sensitivity, work family conflict and social support shall be predict coping with stresses.

Regression analysis signifies that emotion regulation is the best predictor of coping abilities of female law enforcement officers. Emotion regulation creating around 43% variance on coping with stresses. Perceived social support, extraversion, interpersonal sensitivity, openness to experience and difficulties in emotion regulation together contributing 55% variance in coping abilities. Thus, the sub hypothesis is proved.

d) The variables Emotion regulation, Personality, interpersonal sensitivity, work family conflict and social support will predict positive relationships.

Difficulties in emotion regulation, perceived social support, extraversion, interpersonal sensitivity and neuroticism together predict 49% of variance on the positive relationships of the female officers. Thus the sub hypothesis is accepted to a great extent.

e) The variables Emotion regulation, Personality, interpersonal sensitivity, work family conflict, and social support will be able to predict emotional wellbeing.

Emotion regulation, extraversion, perceived social support, interpersonal sensitivity and work family conflict are predicting 49% of variance in emotional wellbeing of the participants. Therefore the sub hypothesis is accepted.

f) Emotion regulation, Personality, interpersonal sensitivity, work family conflict and social support will be able to predict social wellbeing.

Social wellbeing, the fifth dimension of mental health is predicted by only two variables. They are perceived social support and extraversion. These two
variables together account around 40% variance on social wellbeing. Hence, the sub hypothesis is accepted to an extent.

To examine the interaction between the classificatory factors of personality, interpersonal sensitivity, difficulties in emotion regulation, work family conflict and social support on mental health and its dimensions the following hypothesis will be tested.

The third hypothesis proposes: There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high), personality (low, moderate and high), interpersonal sensitivity (low, moderate and high), social support (low, moderate and high) and work family conflict (low, moderate and high) on mental health and its dimensions.

Two way analysis of variance is done to analyze the independent and interactive effect of the independent variables on mental health of female law enforcement officers. So the hypothesis is split in to following sub hypothesis.

a) There will be significant independent and interaction effect between the classificatory factors of emotion regulation difficulties (low, moderate and high) and personality-extraversion (low, moderate and high) on mental health and its dimensions.

Emotion regulation difficulties and extraversion had an independent effect on mental health and it dimensions of the female law enforcement officers. The group of officers with high difficulties in emotion regulation showed poor mental health compared to officers with emotion regulation. Likewise officers with high
extraversion showed better mental health than the group of officers with low emotion regulation difficulties.

Two way analysis showed that among the three groups, the group which is high in extraversion and low in difficulties in emotion regulation showed high levels of mental health when compared to other groups. The mean and standard deviation of this group is found to be 282.25 and 21.25. Officers who have high difficulty in emotion regulation and low level of extraversion is found to be lower level of mental health (mean = 191.43). Thus the sub hypothesis accepted.

b) There will be significant interaction between the classificatory factors of emotion regulation difficulties (low, moderate and high) and personality-Neuroticism (low, moderate and high) on mental health and its dimensions.

Emotion regulation and neuroticism shows independent and interactive effect on mental health. The results of one way interaction among the variables points out that emotion regulation difficulties and neuroticism had a significant effect on mental health of female officers. The results indicate that high score in neuroticism dimension of personality have a negative impact on mental health. Two way interaction indicates that the group of officers who have high emotion regulation and low neuroticism showed higher level of mental health compared to other group with high neuroticism and high difficulties in emotion regulation. Therefore the sub hypothesis is accepted.

c) There will be significant independent and interaction effect between the classificatory factors of emotion regulation difficulties and interpersonal sensitivity on mental health and its dimensions.

It is seen that on independent interaction, significant role was seen among
emotion regulation difficulties on mental health, and also interpersonal sensitivity on mental health. The result indicates that law enforcement officers with moderate interpersonal sensitivity showed a high mean score on mental health than other two groups. Two way interaction reveals that there exist no significant influence between emotion regulation difficulties and interpersonal sensitivity on mental health and its dimensions.

Hence the hypothesis is restated as: *There will be no significant interaction between the classificatory factors of difficulties in emotion regulation and interpersonal sensitivity on mental health and its dimensions.*

d) There will be significant interaction between the classificatory factors of emotion regulation difficulties and social support on mental health and its dimensions.

One way interaction among the variables emphasis the role of emotion regulation difficulties and social support on mental health of female law enforcement officers. Results clearly indicate that those officers who have better social support also have better mental health compared to other officers who have low social support on two way interaction the results indicate that no significant interaction was seen between the classificatory factors of emotion regulation difficulties and social support. Hence the hypothesis is not accepted.

Therefore the hypothesis is restated as: *there will be no significant interaction between the classificatory factors of emotion regulation difficulties and social support on mental health and its dimensions.*
There will be significant interaction between the classificatory factors of emotion regulation difficulties and work family conflict on mental health and its dimensions.

A significant association was seen among the independent interaction. Result indicated that the officers who have low work family conflict shows better mental health (M=262.28) than the officers who have high work family conflict (M = 190.83). F value also showed significant difference between group of work family conflict (low, moderate, high) on self awareness, coping with stress, positive relations, emotional well being, social well being and overall mental health. Two way interactions did not exhibit any significant role among variables such as difficulty in emotion regulation and work family conflict on mental health. Hence the hypothesis is not accepted. So the hypothesis is restated as: there will be no significant interaction between the classificatory factors of emotion regulation difficulties and social support on mental health and its dimensions.

To examine the interaction between the classificatory factors of difficulties in emotion regulation and the classificatory factors of demographic/job related variables on mental health and its sub-dimensions the following hypothesis is tested.

There will be significant interaction between emotion regulation difficulties (low, moderate and high) and the classificatory factors of demographic variables (age, marital status, education and religion) on mental health and its dimensions.

Two way analysis of variance is done to analyze the independent and interactive effect of the independent variables on mental health of female law
enforcement officers. So the hypothesis is split in to following sub hypothesis.

a) There will be significant interaction between the classificatory factors of emotion regulation difficulties and age on mental health and its dimensions.

Result indicates that on independent analysis, emotion regulation difficulties showed significant association with mental health and all its sub dimensions. Officers belongs to age group 2 (31-45) showed high self awareness, positive coping with stresses, emotional wellbeing and social wellbeing. But developing and maintaining positive relationships is not differing according to age. But the F values indicate that the differences are not significant. So there is no change in the mental health according to the age of officers. two way analysis did not show any significant influence among the variables on mental health. So the hypothesis is restates as: *There will be no significant interaction between the classificatory factors of emotion regulation difficulties and age on mental health and its dimensions.*

b) There will be significant interaction between the classificatory factors of difficulties in emotion regulation and religion on mental health and its dimensions.

On one way analysis, significant differences was noted among the levels of emotional regulation difficulties on mental health and its sub dimensions but mental health shows any significant differences based on the religion that the police officers affiliated to. F- value on two way analysis indicates that there is no significant interaction among the variables on mental health. Thus the hypothesis is restated as: *There will be no significant interaction between the classificatory*
factors of emotion regulation difficulties and religion on mental health and its dimensions.

c) There will be significant interaction between the classificatory factors of emotion regulation difficulties and educational qualification on mental health and its dimensions.

On one way analysis, significant differences was noted among the levels of emotional regulation difficulties on mental health and its sub dimensions but mental health shows any significant differences based on the educational qualification of the police officers. F- Value on two way analysis indicates that there is no significant interaction among the variables on mental health. Thus the hypothesis is restated as: *There will be no significant interaction between the classificatory factors of emotion regulation difficulties and education on mental health and its dimensions.*

d) There will be significant interaction between the classificatory factors of emotion regulation difficulties and marital status on mental health and its dimensions.

One way analysis indicated significant differences among the levels of emotion regulation difficulties on mental health. Mean values of one way interaction of marital status on mental health showed difference between married and single participants. Singe participants showed better mental health than the other groups. But F- values showed the difference is not significant. Two way interaction did not show any significant role on mental health. Hence the hypothesis is restated as: *There will be no significant interaction between the*
classificatory factors of emotion regulation difficulties and education on mental health and its dimensions.

There will be significant interaction between emotion regulation difficulties (low, medium and high) and the classificatory factors of job related variables (year of service and place of work) on mental health and its dimensions.

Two way analysis of variance is done to analyze the independent and interactive effect of the independent variables on mental health of female law enforcement officers. So the hypothesis is split in two sub hypothesis.

a) There will be significant interaction between the classificatory factors of emotion regulation difficulties and year of service on mental health and its dimensions.

Result indicates that on independent analysis, emotion regulation difficulties showed significant association with mental health and all its sub dimensions. Mean values indicates that mental health, coping with stresses, emotional wellbeing and social wellbeing is improves with the experience of the officers. But the F values indicate that the differences are not significant. Two way analysis did not show any significant influence among the variables on mental health. So the hypothesis is restates as: There will be no significant interaction between the classificatory factors of emotion regulation difficulties and year of experience on mental health and its dimensions.

b) There will be significant interaction between the classificatory factors of emotion regulation difficulties and place of work on mental health and its dimensions.

Result indicates that on independent analysis, emotion regulation
difficulties showed significant association with mental health and all its subdimensions. Mean values indicates that officers who are working in urban area showed better mental health. But the F values indicate that the difference is not significant. Two way analysis did not show any significant influence among the variables on mental health. So the hypothesis is restates as: *There will be no significant interaction between the classificatory factors of emotion regulation difficulties and place of work on mental health and its dimensions.*

To examine the mediator effect of difficulties in emotion regulation between independent variables and mental health; the following hypothesis will be tested.

**Emotion regulation difficulties shall mediate the relationship of its contributors with mental health.**

Mediation analysis was conducted to analyze the mediation effect of emotion regulation difficulties in the relationship between independent variables and mental health of female law enforcement officers. So the following sub hypothesis is tested.

a) Emotion regulation difficulties can mediate the relationship of social support and mental health.

Mediator analysis showed that all the coefficient values, the test statistic for the Sobel test (5.2935) and its associated P values fall below the established alpha level of 0.05 which indicated that the association between the social support and mental health is mediated by emotion regulation difficulties. C’ value (1.4489) is found to be less than C value (2.7449) this also supports that difficulty in emotion
regulation mediates the relationship between social support and mental health. Thus the sub hypothesis is established.

b) Emotion regulation difficulties can mediate the relationship of interpersonal sensitivity and mental health.

Mediation analysis showed that all the coefficient values, except the $C'$ value and the test statistic for the Sobel test (8.0389) and its associated P values fall below the established alpha level of 0.05. $C'$ value (0.2640) found to be less than C value (0.8070) this also supports that emotion regulation difficulties fully mediate the relationship between interpersonal sensitivity and mental health.

c) Emotion regulation difficulties can mediate the relationship of extraversion and mental health.

The results of mediator analysis shows that the association between the independent variable and dependent variable is reduced significantly by the inclusion of mediator variable because it was found that all the coefficient values and test statistic for Sobel test (4.6421) and its associated P values are below the alpha level of 0.5. It gives the evidence of mediation. Hence the hypothesis is accepted

d) Emotion regulation can mediate the relationship of conscientiousness and mental health.

Results of mediation analysis and its confirmatory analysis indicated that all the coefficient values, except the $C'$ value and the test statistic for the Sobel test (2.4806) and its associated P values fall below the established alpha level of 0.05. $C'$ value (1.070) is less than C value (2.468) this also supports that emotion
regulation fully mediate the relationship between conscientiousness and mental health. Therefore the sub hypothesis is accepted.

e) Emotion regulation can mediate the relationship of Agreeableness and Mental health

Through mediation analysis, it was found that the corresponding P values of all the coefficient values and the value of Sobel test (-4.9241) not fall below the established alpha level of .05, except the ‘b’ path. This suggests that the relationship between agreeableness and mental health is not mediated by difficulty in emotion regulation. Therefore, the sub hypothesis is not accepted.

f) Emotion regulation difficulties can mediate the relationship of work family conflict and mental health.

Mediation analysis proposed that C’ value (-0.4996) which is less than C value (-1.1766), proves the mediation of difficulty in emotion regulation on the relationship between work family conflict and mental health. Sobel test value shows that the mediation of difficulties in emotion regulation between the relationship of work family conflict and mental health is significant. There for the sub hypothesis accepted.

INFERENCES AND MAJOR FINDINGS FROM THE STUDY

Phase I – Interpretative phenomenological analysis

- There were some psycho social factors which female law enforcement officers perceived as emotionally demanding or affecting them ‘emotionally’.
- The major factors related with the emotional experiences of female officers were categorized through interpretative phenomenology as work family
conflict, lack of social support, interpersonal sensitive interactions, organizational climate, and work nature.

- Work family conflict includes difficulties like lack of time for family life, Personal chores cannot be done due to job demands, unsocial shift duty, Job demands make it difficult to maintain the kind of relationship with spouse and children, lack of skills in managing personal and professional roles, work prevents from contributing to family, Couldn’t enjoy the familial celebrations due to work pressure, Couldn’t concentrate on work due to family responsibilities, Anxious about children’s safety, especially about teenagers, Couldn’t meet parental responsibilities, stereotypical gender roles and Family demands.

- Social support composed of themes such as public attitude towards the police, supportive supervisor, communication, Criticism by supervisor, public and media, Support from family, Verbal abuse from public, Respect from co workers, Assistance in problem solving by supervisor, Availability of peer support and trust and non supportive administration.

- The factors like Social isolation, Fear of supervision, Assertiveness, Fear of rejection from supervisor and coworkers, Lack of proper communication, unnecessary criticism, Negative evaluation and Fear to voice opinion are included in interpersonal sensitive interactions.

- Organizational climate can be defined as how an organization is perceived, experienced, and interpreted by its members. Organizational climate includes the factors such as Status in the organization, Lack of proper training to do a duty, Least importance to employee’s ‘human rights’, Pressure to do things
against the will, Favoritism, Political influence/ non departmental influence, Unequal sharing of work responsibilities, Conflicting demands of supervisor, Lack of proper interactions, Blaming supervisor, Lack of enough people to work with, Work overload and Work pressure.

- Working unpredictable hours, Emergency responsibilities, appearing before court, dealing with harassed women and children, Night duties when the child is ill, Escorting dead body, dealing with a new unskilled job, Traffic duties during menstruation are some factors which included in the work nature of the female law enforcement officers which is emotionally demanding in their perspectives.

- Married officers are explained work family conflict than unmarried female officers.

- Officers, those are the mothers of teenage girls shared the anxiety in unpredictable working hours and shift work.

- Officers from the rural areas reported high work family conflict.

- Officers from rural areas were more preoccupied with interpersonal sensitive interactions.

**Phase II: Quantitative descriptive study**

**Part I**

- Extraverts face less difficulties in emotion regulation. Extraversion enhances the emotion regulation

- Conscientiousness negatively related to difficulties in emotion regulation

- Officers with personality type of neuroticism shows positive correlation with difficulty in emotion regulation
• Hyper sensitivity to interpersonal relationships leads to difficulties in emotion regulation.
• Separation anxiety/ fear of rejection increase emotion regulation difficulties.
• Work family conflict can reduce the emotion regulation abilities.
• Behavior based and strain based conflict highly correlated with difficulties in emotion regulation.
• Behavior based work interference with family increases non acceptance of negative emotions.
• Social support enhances emotion regulation of female law enforcement officers.
• As support from significant people decreases difficulty in goal directed behaviour increases.
• Lack of support from significant people limits the access to effective emotion regulation strategies.
• Extraversion negatively correlated with interpersonal sensitivity, while neuroticism positively.
• Extraversion and openness to experience decreases the work family conflict.
• Extraversion decreases the behavior based work family conflict.
• Neuroticism highly correlated with behaviour based conflict among female officers.
• Extraverted officers are satisfied with their social support.
• Hyper sensitivity to interpersonal relationship will lead to work family conflict.
• Hyper sensitivity to interpersonal interactions increases the behavior based work family conflict among law enforcement officers.
• Inter personal sensitivity decreases the social support.
• High social support reduces the work family conflict.
• Social support, interpersonal sensitivity, extraversion, conscientiousness, open to experience and work family conflict contribute to emotion regulation of female low enforcement officers. All these variables together contribute 67% of variance in emotion regulation.

Part II
• Difficulties in emotion regulation has high negative correlation with mental health
• Emotion regulation enhances the ability of coping positively.
• Difficulty in impulse control reduces overall mental health of the officers
• Non acceptance of negative emotions decreases positive coping, emotional wellbeing and social wellbeing.
• Difficulties in goal directed behavior is highly correlated with the positive coping.
• Non acceptance of negative emotions decreases the positive coping.
• Personality types related with mental health.
• Neuroticism highly correlated with positive relationships of the officers.
• Conscientiousness increases emotional wellbeing.
• Extraversion highly correlated with social well being.
• High interpersonal sensitivity decreases mental health.
• Hyper sensitivity decreases positive relationships.
• Need for approval is highly related with self esteem and self confidence.
• Assertiveness improves the coping process of the officers.
• Social support enhances the mental health among female law enforcement officers.
• Support from family enhances positive coping with the stresses.
• Work family conflict reduces mental health.
• Time based work family conflict reduces the emotional well being.
• Strain based family interference with work reduces the positive coping.
• Behavior based work family conflict highly related with emotional wellbeing.
• Behavior based and strain based conflict highly related with mental health.
• Emotion regulation, personality, interpersonal sensitivity, work family conflict and social support contribute to mental health of female law enforcement officer. These all variables predict around 58% variance in mental health.
• Emotion regulation, social support, openness to experience, extraversion and work family conflict contribute to self awareness of female law enforcement officer. These all variables predict around 49% variance in self awareness.
• Emotion regulation, social support, extraversion, openness to experience and interpersonal sensitivity predict around 54% of variance in coping with the stresses of female law enforcement officers.
• Emotion regulation, social support, extraversion, interpersonal sensitivity and neuroticism together contribute 49% of the variance in positive relationships.
• Emotion regulation, extraversion, social support, interpersonal sensitivity and work family conflict predict emotional wellbeing. All these variables together predicted 49% of emotional wellbeing of female law enforcement officers.

• Social support and extraversion dimension of personality together predicted 40% social well being among female law enforcement officers.

• Emotion regulation difficulties had important influences on mental health. High difficulties in emotion regulation yields poor mental health.

• High level of extraversion leads to better mental health among female officers.

• High level of extraversion and low difficulties in emotion regulation showed greater impact on emotional and social wellbeing.

• Officers who have neuroticism dominated personality had poor mental health.

• High emotion regulation difficulties and high neuroticism had a greater impact on positive relationships, emotional wellbeing and mental health.

• Law enforcement officers with moderate level of interpersonal sensitivity showed better mental health.

• Officers with high level of social support showed better mental health.

• Work family conflict of the female law enforcement had a great impact on mental health.

• There was no significant interaction found between emotion regulation and work family conflict.

• Mental health was not significantly differing according with the age of officers.

• Educational qualification doesn’t show any differences on mental health status of female law enforcement officers.
• The F’ value showed any significance difference, mean scores proved that officers working in urban areas posses better mental health.

• Emotion regulation difficulties had a mediating effect on extraversion and mental health relationships.

• Emotion regulation difficulties exerted a mediating effect the agreeableness and mental health relationships.

• The relationship between social support and mental health is mediated by emotion regulation.

• Emotion regulation difficulties had a mediating effect on work family conflict and mental health relationships.

**IMPLICATIONS OF THE STUDY**

Emotions have a center role in wellbeing of the individual. Emotion is a biologically based responds to a particular situation, but that response is purely based on how the individual perceive or appreciate those internal or external stimuli. Studies on emotions have that much importance in all branches of psychology, as it has significant role in various aspects of human life. Gohm and Clore (2002) studied and discovered that individuals who are high in emotional clarity are able to more readily identify emotions, which predicts the highest sense of well-being such as satisfaction in personal and professional life. Emotion regulation is the key element of almost every emotion theories. Nowadays Researchers are more interested to study how emotions are explaining workplace phenomena and how emotional labor affects the organizational effectiveness. Grandey (2000) proposed that emotion regulation is the guiding theory to understand emotional labor. The emotion regulation difficulties definitely impact
job attitude, job satisfaction and general wellbeing and there by productivity and quality of work. Certain job environment or nature of work demands more emotional adjustment from the part of employees and induces emotion responses like anger, sadness and anxiety. Law enforcement is a kind of job where employees are constantly dealing with the emotionally taxing situations like violence and sorrows and these may lead to behavior that may be inappropriate for the situation or the job. The work natures that elicit negative emotions not only impact the organizational life but also personal life and overall mental health. So identifying the psycho social correlates of emotion regulation in such organizations is helpful to enhance the well being of the employees and their by the quality of service.

Present study bring to light the need to focus on emotion regulation strategies adopted by the individual in order to improve the mental health and wellbeing of the individuals, especially among police officers. It is suggested that it will be helpful to law enforcement officers if they are available with on the job programs for screening, early intervention and management of emotion regulation difficulties. As the study bring out certain factors which is contributing to the emotion regulation, the management programs which incorporates those convergent factors will be more effective especially in female law enforcement officers.

The findings of the present study are also useful to develop training module to enhance emotion regulation abilities of law enforcement officers particularly for female officers. It helps in recurrent training, operational practices and in skill training. As the present investigation focus on the female police officers, it will be helpful in developing policies for the wellbeing of female law enforcement
officers. It may make understand supervisors and authorities what the female officers expect from them. To create better awareness training programs on importance of emotion regulation and there by mobilize the human resources of the organizations. It is also hoped that the present study provoke discussions on the state policing of Kerala regarding the improvement of status of female police officers.

**LIMITATIONS OF THE STUDY**

There are some elements that limit the interpretation of the study

- Study focused only among female law enforcement officers, it doesn’t make use of perspectives of their male counterparts.
- The all factors which identified through the interpretative phenomenological analysis were not studied quantitatively.

**SUGGESTIONS FOR FUTURE RESEARCH**

- The study is purely theoretical. It will be beneficial to construct ‘emotion regulation techniques’ module to create awareness and training programs on the topic.
- It is suggested that police organizations should include an evaluation of emotion regulation practices as part of performance evaluation.
- Create more triangulation in the research to make the first phase of the study more valid.
- The impact of emotion regulation difficulties can be studied on more organizational variables like job attitude, organizational involvement etc.

To conclude, law enforcement is a powerful and vital agency in any society. It has an important role in maintaining law and order of the community.
Police is the one of the strongest part of any government, the strategies and approaches they adopt in the law enforcement can make some social and psychological impact on its population. Entrance of the women in police force is comparatively late. In a country like India, due to some cultural environment females facing lot of difficulties in policing which is considered as the male dominated profession. Even under these difficulties they are doing a wonderful job, especially in protecting women and children. But it also took in consideration about the psychological aspects of the officers like how the job influences the wellbeing, what all make it difficult to women officers to cope up etc. present investigation provides preliminary evidence that female officers have some difficulties in domains of emotion regulation and these are contributed by the factors such as personality, interpersonal sensitivity, work family conflict, lack of social support, organizational environment and the nature of certain work. The difficulties in emotion regulation has an impact on self awareness, coping with stresses, building and maintaining positive relationships, emotional wellbeing, social wellbeing and overall mental health of the officers. Emotion regulation difficulties not only effect the employee, but also the organizational effectiveness and there by the entire community.