SUMMARY
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Some degree of occupational stress is common to every organization at various levels of its hierarchy. The police organization is no exception to this rule. Rather policing is widely recognized as more stressful than most other occupations (Tupper, 1995). Considering the difficult nature of police work and the stress it places on the individuals, there is strong need for understanding the stressors faced by policemen and their ways of coping with these. They face strong job demands, besides being constantly under political and media scrutiny, many of the demands cannot be met adequately. Crime as an instance is not readily solved or resolved. There are many professional and legal strictures that circumscribe the policing response, which can, lead to frustration and this overlaid with job demands caused strain and stress in individual police officer. It has largely been reported in studies in America (Stratton, 1978) and Australia (Savery, Souter and Weaver, 1993). American and Australian research studies show that police officer comprise a distinctly disadvantage occupational group (Tupper, 1995) in terms of emotional as well as physical health. Long term and excessive stress can be serious threat to health and well being of the individual (Folkman et.al. 1986). However, in India only limited attention has been paid to the investigation of stressors for police. In a survey of stress in police personnel, Mathur (1993) has noted that job stress among Indian police, remains a neglected area of police research in India. Therefore, there
is great need to explore this area for the well being of police personnel. The present study is entitled as “A Correlational Study of Stress, Coping Skills, General Well Being and Job Outcome amongst Police Personnel”.

Objectives:- The following are the objectives of the study:
1) To explore the extent of police specific stress and burnout stress syndrome amongst the police personnel.
2) To study the differences in the extent of police specific stress and burnout stress syndrome and well-being among police personnel at different levels of police organizational hierarchy.
3) To identify the specific stressors amongst police personnel.
4) To study the differences in using coping strategies i.e. active cognitive coping, active behavioural coping and avoidance coping among police personnel working at different levels of organizational hierarchy.
5) To study the relationship among stress, burnout, coping and general well-being.
6) To study the inter-correlation between all the above.
7) To study the relationship of police specific stress, burnout, general well-being with job performance in police personnel.

Hypotheses:- To fulfil these objectives the following hypotheses were formulated.
1) There is a possibility of the existence of police specific stress (PSS), and burnout stress syndrome among police personnel.
2) There is a likelihood of obtaining differences in the extent of police specific stress (PSS) & burnout stress syndrome in police personnel working at different levels of organizational hierarchy.

3) Police officers working at different levels of organizational hierarchy would be using different coping strategies.

4) There is a possibility of obtaining a positive correlation between police specific stress (PSS) and three components of burnout (i.e. Emotional Exhaustion, Depersonalization and Personal Accomplishment).

5) The relationship between stress, components of burnout (i.e. Emotional Exhaustion, Depersonalization and Personal Accomplishment) and the use of coping strategies would be positive.

6) There is a possibility of obtaining negative correlation between PSS, burnout (i.e. Emotional Exhaustion, Depersonalization and Personal Accomplishment) and well being.

7) Police stress and burnout would correlate negatively with job outcome.

8) Well-being and job outcome would be positively related.

**Methodology:**

**Design:** A correlational study design was used, to investigate the relationship between stress, coping skills, general well being and job outcome amongst police personnel. For testing the hypotheses pertaining to the differences in the response variables at different levels of police organizational hierarchy a multi-group design was used.
**Sample:** Present study was conducted on a sample of 300 police personnel selected by following a multi-stage, stratified, non-random purposive sampling procedure basis. For this the constables and Head Constables (HC), Gr. I, i.e., Subordinates (N = 105). The Assistant Sub-Inspectors (ASI’s), Sub-Inspectors (SI’s) and Inspectors constituted Gr. II, i.e., Non-Gazetted Officers (N = 104). Deputy Superintendent of Police (DSP), Assistant Commissioner of Police (ACP), Superintendent of Police (SP), Deputy Commissioner of Police (DCP) were in the Gr. III, i.e., the Gazetted Officers (N = 91).

**Tools Used:** After a careful review of the several tests and inventories following measures were selected for the present study:

* Demographic information sheet
* Police specific stress questionnaire (Savery, Soutar and Weaver, 1993)
* Measure of chronic job stressors: For measuring chronic job stressors a battery of eleven job stressors was used. The eleven stressors were: neglected family life, job boredom, noxious physical environment, quantitative work overload, communication quality, praise, procedural justice, decision latitude, distributive justice, role ambiguity, role conflict. For measuring these items were selected from Frone and McFarlin (1989); Seashore, Lawler, Mirvis & Common (1982); Goldhaber and Rogers (1979); Price and Mueller (1986); Pareek (1982).
* Maslach burnout inventory (Maslach and Jackson, 1986)
* Coping responses inventory (Moos, 1992)
Main Findings:- Findings reveal that the police officers included in the present study experienced significant amount of stress. Though most of the personnel fall in the low and average category of burnout and a small percentage in the high burnout category. This indicates that the phenomenon of burnout exists in the police officials under study though at a low level.

The perception of the police personnel that their family is being neglected, job boredom, work overload, noxious physical environment, role ambiguity, and role conflict are the stressors are found to be positively related with police specific stress (PSS). Procedural justice, decision latitude and distributive justice are negatively related with police specific stress.

The gazetted officers (Gr. III) uses active cognitive coping significantly more than the non-gazetted officers (Gr. II) and subordinates (Gr. I). The gazetted officers uses active behavioural coping significantly more than the subordinates. All the officials uses avoidance coping less often and almost equally.

Police stress, three components of burnout (i.e. EE, DP and PA) and use of coping strategies are significantly and positively related. Job outcome and well-being are found to be negatively related with police stress and three components of burnout (i.e. EE, DP and PA).
Multiple regression (step-wise) reveals that police specific stress (PSS), active cognitive coping, decision latitude and general well-being emerged as the significant predictors of job outcome. Job outcome, Life satisfaction, decision latitude, emotional exhaustion, reduced personal accomplishment and general well-being and praise are found to be the significant predictors of police specific stress.

CONCLUSIONS

The findings of the study can be summarized as: police specific stress certainly exists in Indian police officials and more then expected police officers were found to be having high stress. Only about 10% of the total police personnel scored higher on emotional exhaustion, depersonalization and reduced sense of personal accomplishment dimensions of burnout. This appear to be very low, yet as burnout is neither good for the person the organization and for those whom the person is serving. Therefore, it should not be ignored until the situation became alarming. The most significant coping strategies is the active behavioural coping but it is actually reducing job outcome instead of reducing stress. Hence it appears that effective coping is lacking. The police officials are under high stress maintaining high life satisfaction and well-being, yet, their general health/ general well-being is poor. Stress is significantly reducing the job outcome.