CHAPTER-VII

CONCLUSION AND SUGGESTIONS
7.1 Conclusion:

Stress is clearly a part of human condition. Because of its universal occurrence, stress is not looked at in terms of its presence or absence but, rather according to its intensity and the effect it has on the individual. In 1990 over one million police working days were lost through sickness absence, an average rate of 11 days per officers. It has been estimated that 25 per cent of these absences were specifically due to stress (Brown and Campbell 1994). In many instances adverse stress reactions are avoidable or at least some mitigation can be offered, that special consideration should be given to occupational stress in the police service because: the police fulfils an essential role in society and stress potentially undermines the effectiveness and efficiency of the service; that stressed police officers may constitute a threat to their own self, their colleagues, offenders and/or to public safety. Thus it is a matter of concern for individual, organization and even democratic health that the matter of stress within the police is one to which attention should be paid.

As far as coping styles are concerned police officers made more use of control and less use of escape and symptom management. Since there is evidence that many stress-related factors are linked directly to organizational policies and practices, police agencies should endeavour to reduce, eliminate or modify those factors under their control and thereby, reduce stress among police personnel. The Boston Police Department in its stress programme has made a pioneering effort in the use of peer counselling and has enjoyed considerable success in handling troubled officers with drinking, marital, family and on the job problems (Swanson & Territo, 1983).

In the present study multidimensional intervention has turned out to be effective from pre-to-post assessment trials, regardless of the ranks of police personnel. However, efficacy of relaxation
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intervention has not been observed with any dependent variable of this study, from pre to post treatment trials, regardless of the ranks of police personnel.

To conclude, certain other factors identified as stress relievers are as follows:

- Being able to ‘talk things out.
- Spending time with colleagues and peers to make the most of social support at work.
- In case of relationships at work first understand before making yourself understood.
- To be assertive without being aggressive.
- To be clear about what are major and minor issues.
- To be flexible on minor issues and firm on major one.
- Understanding that negative emotions are contagious and it is important to be with angry people than leaving the person angry?
- Don’t try to push people around and don’t let anybody push you around, don’t try to progress by pushing others down.
- Learn to understand and accept yourself as you are. Recognize not only your capacities and your strengths, but also your weaknesses.
- Be as cheerful as you can under the circumstances. Joyous people are not only the happiest, but the longest lived, the most useful and the most successful.
- To bear in mind that one is neither alone in trouble nor do we have our own particular brand of trouble.
- Laugh often, especially when one really wants to cry.
- Be ready to help those who need help more than we do.
These are no panaceas. There is no simple and easy recipe for achieving good mental health. There just isn't any magic formula for successful living. There are advice (like this one) that can help, but there is no advice that can change life without an effort on our part. There are sources of good advice, but no one can live our life for us. Help, strength and encouragement can be had from friends and relatives, from saints and physicians, and from specialists, but there is none who can look life in the eye for us. It has to be our own effort.

7.2 Suggestions for Future Research:

It is not very unusual that a research project often raises more questions than it answers. Keeping in view the questions posed by the present study following recommendations are proposed for future research:

1. There is a need for longitudinal research for examine changes in burnout phases with changes in type of duty, rank and years of service.

2. More women and minorities enter policing, there is need to examine group differences in burnout.

3. The phase model of burnout deserves greater attention in the police field in order to better describe and explain the nature of police stress.

4. The family, spouse and children of policemen should also be included in further studies in this area.

5. There is a need to take help of psychologists on a regular basis to keep track of the behavioural pattern of particularly those
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policemen who have a case history of overstepping their jurisdiction.

6. Psychologists should not only help chalk out the training programmes at various levels for the police force. They should also be involved actively in the training process.

7. Proper scanning should be conducted to identified high-risk case in the police and such employees should not be put on sensitive duties in the field.

8. The police is required to recruit emotionally balanced persons. To achieve this psychologists should be made part of the selection process as is done by the Army.

9. The police organisation can employ the services of psychologists at the time of selection and placement, promotion and choose individuals more suitable (in terms of stress adaptability) to perform the job effectively.

10. Redesigning jobs to give employees more responsibility, more meaningful work, more autonomy, and increased feedback can reduce stress because these factors give the employee greater control over work activities and lessen dependence on others.

11. Job should have clear expectations, the necessary information and support so that the job holder is not left with conflicting demands or an ambiguous understanding of what he / she is to do.

12. There is a need to bring a complete change in the mindset. Only a handful of wayward officials at the junior and senior level bring a bad name to the entire force. They could be easily identified and put under watch.
13. The police organization must look beyond the military model; reorient its structure, policies and procedures; provide adequate support and organizational intervention to the management of stress within the law enforcement agency.

14. That behaviour cannot be changed by training alone. The need of the hour is to alter the total police culture such as working conditions, duty hours, investigation methods.

15. Future research is also recommended to all the suggestions made in the discussion with regard to burnout, negative mood regulation, anger and coping behaviour of police personnel.