

Psycho-Social Aspects of Police Personal: Review Article

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ABSTRACT

Many researches have been proved that police job is most stressful and multi-tasking job and perform an extreme major role in society by their law enforcement and community service. Psycho-social aspects of police personnel is very important to be effective police. Psychological distress, work efficiency, job satisfaction in police officers has major role in dealing in their personal and professional life. Stress, anxiety, work pressure, public perspectives and family support places a major role in performing police job effectively. This study emphasis on psychological and social factors which effects police officers.

Keywords: *Distress, Work-efficiency, Job-satisfaction*

Police perform an extremely major role in society by their law enforcement and community service. Organizational context leads to more stress among police compared to actual work of police¹. In police department, the nature of work experience itself is stressful. The police work is also affected and stressed due to legal system and role of the courts². One of the studies indicates that the occupational stress in policing involves, organizational and jurisdiction and personal difference, nature of police work. It also proposes that job satisfaction and motivation towards the works is directly correlated to the stressors. i.e., if the motivation and satisfaction is high in the police job the stressors seem too lesser and vice versa³. Police occupation has shift works where in it is identified that the stressful events are more during afternoon and night shifts compared to daylight. Afternoon and night shifts will have more administrative and professional pressure compared to day shift⁴. Different stressors like critics by higher authorities, excess work, reward less situation, poor work satisfaction since inadequate value has been given for their ability and skills that police officers acquire with. All these circumstances have created more stress in workplace⁵. The job-demand-control model (JDC) is well recognized occupational stress theory, says that both job demand and job control independently estimate the occupational stress. If job demand and control are considered in combination it benefits the effects of perceived job strength and support, and it also says that occupational stress occurs by high demands, low job control and low support⁶.

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Psychological distress

A study by⁷, reveals that occupational stress among police is due to number of negative consequences which are often neglected. Using cross sectional study was conducted to find out the prevalence of psychological distress among police constables, using General health questionnaire and organizational and operational police stress questionnaire the samples were collected, results were tabulated using chi square test, results indicates that the police constables have significant association between stressful events and psychological distress. Police officers face lot of mental health issues like depression, anxiety, burnout, even suicidal thoughts are high among police personnel, due to current modern societies burnout symptoms are the are the product of chronic exposure to work stress, emotional exhaustion, depersonalization, unsympathetic attitude are the outcome of burnout. Work family conflicts and non-adaptive coping strategies are some of the reasons for consequences of psychological distress⁸. Involvement in high stress job has also shown a result in many favourable outcomes, involvement in a particular job. Workers with high job involvement have better job satisfaction and more independent. In this meta- analysis it is found that the job involvement was associated with higher work performance job satisfaction, organisational commitment, life satisfaction, lower job stress, work family conflict. Job involvement was positively associated with reduced level of all three dimensions of burnout in terms of emotional exhaustion, depression, and reduced sense of accomplishment⁹. Among the police personnel, traffic police who are on the street working in most inhospitable work environment that encounters maximum work stress. Traffic police has both external and internal factors that affects more than civil police personnel. External factors involve, physical environment, the job relationship with colleagues, home environment, family dynamics, difficulties and challenges in daily basis. Internal factors are the ability to handle the stress, nutritional status, overall health and fitness levels, emotional wellbeing, amount of sleep and rest attained¹⁰.

Work efficiency

Trained and motivated workforce has been applied on police work. To train police personnel, police department spend a large part of their budget on recruiting and training their personnel. Hence trained personnel are the most critical and precious resource of police organization. Poor job satisfaction has association with low organizational commitment, poor job performance, which would result in useful use of trained resources in the police department¹¹. Maintaining public peace, the protection of public property and safeguarding lives are considered highly stressful. A pattern of adjustment- neuroticism (is a tendency to experience negative emotions easily such as anger, depression, anxiety, or vulnerability) was found in most of constables and assistant sun inspectors were found to be mal adjusted. There is a significant corelation between operational stress and adjustment-neuroticism. But no significance was found in gender and ranks¹². Any force that puts a psychological factor beyond its range of stability producing a strain within the individual. It's a very general phenomenon that mismatch between individual and environment creates stress. Police work is found to be more stressful. rigid departmental policies, inadequate equipment, frequent changes in work shifts, and competition for advancement, ineffectiveness of the judicial system and court leniency, family pressure, and numerous other stressors. In fact, psychologists agree that a police officer is under stress and pressure unequalled by any other profession which sometimes have effect on work efficiency¹³ Work environment is a major risk where its determinates the work efficiency of police personnel. work environment's performance affects the worker's level of motivation and therefore efficiency organizational justice, interpersonal conflict, organizational constraints and physical environment was positively related to employee job satisfaction. levels of human resources and infrastructure

constraints influence job satisfaction of employees on organisational constraints. appropriate workplace climate assists to lower the absenteeism rate and can therefore boost the job satisfaction of the staff¹⁴.

Job satisfaction

Job satisfaction is impacted by the characteristics of the employee, organization, and job. Low job satisfaction may result in poor organizational commitment, unsatisfactory job performance, and absenteeism. Job satisfaction is impacted by both personal and environmental factors. Organizational characteristics include organizational support, promotional opportunities, degree of formalization in the organization, and instrumental communication. job characteristics include job variety, task identity, task significance, job feedback, supervisor support, and job stress. The rank of personnel has been found to have a significant impact on job satisfaction¹⁵. The limited research to date suggests satisfaction is the best predictor of police officer commitment. Among Indian officers found that continuance commitment was significantly related to higher levels of the job burnout dimensions of emotional exhaustion, depersonalization, and feeling ineffective at work and affective commitment was significantly related to lower levels of feeling ineffective at work. Job autonomy, input into decision-making, organizational fairness, perceived promotional opportunities, quality of work life, good co-worker relations, job feedback, job variety, pay satisfaction, instrumental communication, distributive justice, social support, management support, organizational support, formalization, quality training, communication frequency, quality supervision, and supervisory support were all reported to have a positive association with affective commitment among Australian, British, Ghanaian, Indian, South Korean, Taiwanese, or U.S. officers¹⁶. Continuous stress affects not only an individual's physical health but also his family life, which, in turn, causes work-family conflict. it is the most commonly reported outcome in case individuals have negative appraisals about their work. job dissatisfaction is an important attitude as it affects other behaviours like turnover and task performance. job dissatisfaction is considered to be a suitable work-related outcome for testing source attribution perspective, strict organizational formations, workload and frequent changes in shifts can make police employees dissatisfied¹⁷.

CONCLUSION

This paper majorly concentrates on the stress of police individuals. the crisis requires large-scale behavioural change, that places significant psychological burden on individuals, insights from the social and behavioural sciences can be used to help align human behaviour with the recommendations of health experts. It is not easy to change the behaviour and life style of an individual, it has more psychological effect on people to put themselves in to a change all of a sudden. Police individuals are common people like any other, but what makes police people different from other occupational people? It is their itself? Well, the occupation constrains stress level, duty, abilities etc. so there are different types of stress which is consumed by police personals like, professional stress, personal and interpersonal stress, psychological stress, gender, coping style, social support, personality and perception of stress all these together will definitely makes a person stand in a different lane.

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Conflict of Interest

The author(s) declared no conflict of interest.

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