

## Job Stress, Well-Being and Coping: A Correlational Study among Police Personnel

Vageesha Rao<sup>1</sup>, Shalini Singh<sup>2\*</sup>

### ABSTRACT

Long working hours, shifts in working, intense work demands and high job demands from supervisors cause job stress among police personnel. Job stress adversely affects the physical and mental wellness of police personnel. But at the same time what coping strategies they adopt to free from this distress is a matter of grave concern. Thus, the present study was designed to investigate the relationship among Job stress, Coping strategies and General well-being of police personnel. Job stress survey (Spielberger & Vagg, 1999), Brief cope scale (Carver, 1997) and PGI General well-being scale were administered on 75 police personnel at entry level from Police Training Centre of Bhaundasi, Gurgaon and now serving as ASI with Haryana Police. All belonged to an age group of 21-25 years. The data was analyzed by using Descriptive statistics and Correlational analysis. Results revealed that job stress was related to poor well-being, lack of organizational support led to psychological distress and emotion-focused coping correlated negatively with well-being. While problem-focused coping was found positive in enhancing well-being.

**Keywords:** Job stress, Coping, General well-being.

In the current world of modernization and urbanization, stress has become a major problem in everybody's life due to the nature of work, features of the working environment, different dynamics prevailing in the work set-up and interpersonal and intrapersonal relationships in the employees working there. Stress is a major cause of physical and mental ailment and further leading to poor wellness. Adequate and successful coping with stress is a key to human happiness and global wellness. Today, the word stress is frequently used to describe the level of tension people feel is placed on their minds and souls by the demands of their jobs, relationships and the responsibilities in personal lives. Job stress is defined as the harmful physical and emotional responses that occur when the job requirements do not match their abilities, capacities, resources or needs of the worker. Job stress poses a threat to physical and mental health. When deteriorating health it affects the health of organizations too. Symptoms

<sup>1</sup> Scholar, Shri Ram College, Delhi University, Delhi, India

<sup>2</sup> Professor, Deptt. of Psychology, Maharshi Dayanand University Rohtak, India

\*Responding Author

Received: May 5, 2017; Revision Received: June 18, 2017; Accepted: June 30, 2017

## **Job Stress, Well-Being and Coping: A Correlational Study among Police Personnel**

of job stress are person specific. At the same time it has different causes too, i.e. overload and under load, poor working conditions, lack of organization support i.e. from colleagues and superior's as well poor interpersonal relationships, strong politics of work set up etc. This job stress is very threatening when there is a conflict between job demands on the employee and amount of control the employee has over meeting these demands. But such situations happen off and on and needs to be tackled which requires coping. 'Coping' refers to the cognitive, behavioral and emotional ways that people manage in stressful situations .Coping has multiple functions i.e. not only limited to the regulation of distress and managing the problems causing distress (Parker & Endler,1996) but also controllability .Coping is dynamic process in the sense an individual can use various ways to cope up with stress. Lazarus & Folkman (1984) talked about two major coping strategies, i.e. Problem focused and emotion focused .People use problem focused coping strategies when they believe that their resources and situations are changeable. It means that it involves identifying situation specific goals, focus on the problem and resolve it with effective situational mastery and control .On the other hand, emotion focused coping involves the use of behavioral and cognitive strategies by person under stress. Behavioral strategies include using psychoactive drugs or alcohol, distraction from the situation etc. While cognitive strategies involve distancing, escape – avoidance etc. While both Problem focused and emotion focused strategies are good but for the positive outcome and growth, problem focused coping is adequate for optimal functioning of life.

In the today's era every individual is having stress and using coping style to manage it. Both vary from job to job. There are some professions which are very hectic and demanding, i.e. doctors, army, police etc. The police personnel's job profile is very strenuous because of hard working conditions, 24x7 public concern, maintaining law and smooth system etc. This demanding job puts its employee i.e. police personnel under stress that can lead to their overall poor wellness but to avoid this deterioration, how coping and which coping is effective is a matter of concern. Taking this perspective in mind, the present investigation was conducted to study the relationship between job stress and coping in police personnel who are at entry level after completion of their probation period.

### ***Objectives:***

- To study the relationship among Job stress, Coping and general well being among police personnel.

### ***Hypotheses:***

- Job stress would be negatively correlated with well being.
- Well being would be positively correlated with problem focused coping and negatively with emotion focused coping.

## METHOD

### *Design:*

A correlational research design was used to find out the relationship between Job stress (Job pressure, lack of organizational support), Coping (problem focused and emotion focused) and General well-being in police personnel.

### *Sample:*

The sample consisted of 75 police personnel belonging to an age group of 21-25 years serving as ASI, employed in various police chowkis of Gurgaon .They all had undergone training from Haryana, Police academy ,Bhaundasi .All were married males.

### *Tools:*

#### **1. Job Stress Survey (Speilberger & Vagg, 1999):**

It deals with 30 stressful work related events. It has 3 scales and 6 subscales. Job stress index, Job stress severity and Job stress frequency scores are based on responses of all 30 items.

#### **2. Brief Cope Scale (Carver ,1997):**

The Brief Cope Scale is a multidimensional 28 item coping questionnaire that indicates the different ways that people cope in different circumstances. The Brief Cope Scale measures emotion focused and problem focused coping strategies .Both coping strategies are measured by 14 subscales which include both types of responses that are presumed to be adaptive and functional (like active coping ,use of social support and acceptance) and responses suspected of being maladaptive (like denial, behavioral disengagement).The response options ranged from 1(I have not been doing this at all) to 4 (I have been doing this a lot).The items in brief cope scale are an abbreviated version of the cope inventory. In community sample being studied alpha reliabilities met or exceeded the value of .50 and all but 3 of 14 scales exceeded .60.These were venting (.50),denial(.54),and acceptance (.57).The brief cope scale hence provides researchers a way to assess potentiality important coping responses quickly.

#### **3. PGI General Wellbeing Scale ( Verma and Verma, 1989)**

General Well Being of the participants was assessed using the PGI General Wellbeing Scale, which has 20 items .The scoring is easy just counting the number of ticks with scores ranging from 0 to 20.Hindi version of this scale is also made available by Moudgil et al. (1986).Reliability of the scale has been measured by K.R.20 formula and was found to be .98 ( $p < .01$ ) (S.K.Verma ,Dube and Gupta,1983),while test-retest reliability was .91 ( $< .01$ ) (Moudgil et al,1986) for the English version and .86 ( $p < .01$ ) for the Hindi version Moudgil et al,1986).

### *Procedure:*

Since the study has been conducted on police personnel, 75 ASI (Assistant Sub Inspectors) were selected on the basis of non-random purposive sampling. The prior permission was taken up by the higher authorities as to conduct study and then they were approached .The confidentiality of responses was assured. All the questionnaires were administered

individually and further scored as per the manual's guidelines. Later the statistical analysis was done by using Pearson Product Moment.

## **RESULTS AND DISCUSSIONS**

The purpose of the present study was to investigate the relationship among Job stress and General well-being in Police Personnel. Table no.1 dealing with correlational Analyses reveals the interrelationship among four variables, i.e. Global job stress severity (JSS), Job pressure (JP), Lack of organizational support (LS), Problem focused coping (PFC), Emotion focused coping (EFC) and General well being. The obtained results clearly show that JSS was found significantly negatively correlated with general well being i.e. -.326. Research evidence (Beehr & Mc Grath, 1992; Keys & Lopez, 2002; Pressman & Cohen, 2005; Raj Gopal, 2010) clearly shows that more occupational stress leads to high job pressure resulting into poor well being of a person.

Lack of organizational support has been found negatively correlated with General well being, i.e.; .249. It clearly signifies that if a person doesn't have any support from his colleagues and other fellow beings and supervisors in the work set-up, it would negatively affect his well being and consequently poor mental health. Further, Emotion focused coping has been found negatively correlated to General well being, i.e.;- .295 which is significant at 0.5 level while problem focused coping has been found highly positively correlated to General well being i.e.;.358. Wijndale, Duvignaud and Duqnet (2007) supports the above findings. Their findings clearly demonstrates that a person when under some stress related to job, it focuses upon the problem and further goes for logic as to overcome it, enhances his well being and shows better output. On the other hand, if a person gets attached and glued with that situation emotionally, disturbs his thinking, reasoning and wellness. Kula (2011) found that strenuous and hazardous work schedule due to nature of police work lowers their well being but at that time problem focused coping is used, leads to moderate well being. Padhy (2015) also found the positive role of optimism in enhancing well being of police officers. It means that those individuals who maximally for problem focused coping experience high well-being and Global positive mental health.

### ***Implications:***

Job stress and emotion focused coping have been found leading to low well being. The need of an hour suggests that some workshops should be conducted by higher police administration to reduce the stress of police employees who are at entry level. In these workshops, they should be trained as how to remain happy, relaxed and stress free when adverse circumstances do take place. Moreover time to time some leisure activities should also be organized by the department so that they get free from stress and develop positivity and overall high well being.

## Job Stress, Well-Being and Coping: A Correlational Study among Police Personnel

**Table no.1 Inter-correlation among various variables**

	<b>GJSS</b>	<b>JP</b>	<b>LS</b>	<b>PFC</b>	<b>EFC</b>	<b>GWB</b>
GJSS	-	.823**	.832**	-.178	-.012	-.326**
JP		-	.635**	-.015	-.012	-.185
LS			-	-.075	.032	-.249*
PFC				-	.326**	.358**
EFC					-	-.295*
GWB						-

\*Significant at .05 level

\*\* Significant at .01 level

**GJSS**-Global Job Stress

**JP**-Job Pressure

**LS**-Lack of Organizational Support

**PFC**-Problem Focused Coping

**EFC**-Emotion Focused Coping

**GWB**- General Well Being

### **Acknowledgments**

The author appreciates all those who participated in the study and helped to facilitate the research process.

**Conflict of Interests:** The author declared no conflict of interests.

### **REFERENCES**

- Beehr, T. & McGrath, J. (1992). Social support, Occupational Stress and Anxiety. *Anxiety, Stress and Coping*,5,7-20.
- Keys, C. L. and Lopez, A. (2002). The exchange of emotional support with age and its relationship with emotional well being by age, *Psychological Sciences*,57(5),518-525.
- Kula ,S.(2005). Occupational stress and work related well being of Turkish National Police (NP) Members.
- Lazarus, R.S. and Folkman, S. (1984).*Stress appraisal and coping* .New York: Springer Publishing Company, Inc.
- Padhy, M., Padiri, R. A.(2015).Optimism and Psychological well being of Police officers with different work experiences. *Journal of Stress Management*, 11,227-244.
- Parker, J. D. A., & Endler, N. S. (1996).Coping and Defense: A Historical overview. In M.Zeidner & N. S. Endler (Eds) , *Handbook of coping theory ,research, applications* .(pp:-3-23).New York: Wiley.
- Pressman, S. D. and Cohen, S. (2005). Does Positive affect influence health .*Psychological Bulletin*, 131.925-971.
- Rajgoopal, T. (2010).Mental well being at the Workplace. *Indian Journal of Occupational and Environmental Medicine*;5(3),11-13.
- Wijndaele, K., Duvignaud, N, and Duquet, W. (2007). Association between leisure time physical activity, stress, social support and coping: A cluster Analytic Approach .*Journal of Stress Management*,8,425-440.

**How to cite this article:** Rao V, Singh S (2017), Job Stress, Well-Being and Coping: A Correlational Study among Police Personnel, *International Journal of Indian Psychology*, Volume 4, (3), DIP:18.01.144/20170403, DOI:10.25215/0403.144