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## **A Study on the Effect of the demographic factors on Occupational Stress among police personnel in Telangana State**

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### **Introduction:**

The field of law enforcement is a career that has certain unusual qualities that might induce work pressures, and the job of a police officer is one of the most stressful jobs in the field.(Peñalba et al., 2008)Having to make difficult decisions very quickly, not being able to get enough sleep, having poor living and working conditions, having issues with elderly people, not having enough time for leisure activities, having difficulties in personal life, etc. are all examples of factors that can contribute to stress. Other contributors include an unfavourable working environment, an extended length of working hours, insufficient time spent with family or an inability to spend time with family at all, eating habits that are erratic or unhealthy, and they have to make difficult choices very rapidly.

### **Background of the Study**

The effectiveness of any organisation may often be evaluated based on its capacity to realise its objectives by delivering high-calibre services within an acceptable framework of both time and money expenditures(McNamara, 2008).There is no widely acknowledged method of measuring an organization's success, as various groups have different perspectives on what matters. The management of a manufacturing company, for instance, may define its success in terms of the amount of things produced and the annual profit created. On the other side, a donor or government may define performance in terms of the impact of its actions on the target groups' lives. A police force's performance may be measured by its capacity to maintain peace, defend property, identify and prevent crime, and enforce the law. Typically, an organization's performance is assessed by an evaluation procedure.

### **Objectives of the Study:**

- 1. To analyse the effect of Gender with respect to study variables among police personnel in Telangana State.**
- 2. To analyse the effect of Income with respect to study variables among police personnel in Telangana State.**

## **Research Methodology:**

To fulfil these objectives, a well-structured questionnaire was constructed and distributed to the Police Staff of Telangana State Police Department in Hyderabad. For the purposes of this study, a method known as simple random sampling was utilised for the purpose of selecting the respondents from the various departments that comprise the Telangana State Police. This selection was carried out with the intention to ensure that the results of this investigation would be accurate. It was determined that 434 surveys met the criteria for validity. The number 434 was chosen as an appropriate sample size.

## **Tools Used:**

The tools used to analyse the data were independent sample T Test and ANOVA.

## **Study Variables:**

The study variables of this research are Occupational stress, organizational support, emotional intelligence, resilience, job performance.

## **Review of Literature:**

The experiencing of very stressful events daily, typically at a higher frequency than in most other vocations, is an essential part of being a police officer (Jaramillo F, 2005) (Goldstein H, 1977).

It has been shown that there are significant causes of stress in the daily lives of police personnel. They include the uncertain character of police job, the obligation of having a firearm in one's hands, and, most significantly, the task of safeguarding the lives of unarmed inhabitants. (Justice Nio., 2000). Because of the high level of cultural and political demands placed on those who work in human care professions, these day-to-day tasks are under constant inspection (ICMJE ICoMJEL, 2015).

An important stressor that has been observed among the staff members of the company is an increase in the amount of work that must be done in a given amount of time, which places increased demands on their availability. The employees are badly impacted as a result of the increased workload, over and above the pressure to finish it on time, which ultimately leads to poor performance (Winefield et al., 2003).

Role overload, conflict, and ambiguity were identified as work-related elements contributing to occupational stress (Beheshtifar, 2013).

A stressful situation that arises as a result of inconsistent role expectations and the inability of an individual to fulfil those expectations in a way that is consistent with those expectations is referred to as role conflict (James S. Boles, 2003).

Inquiry conducted by (Ibrahim et al., 2016) investigated the impact that stress and the support of co-workers had on organizationally based self-esteem. The respondents in the research consisted of 190 individuals who were chosen at random from a variety of occupational fields. With the intention to analyse the data, they employed Pearson's correlation over and above the linear regression test. As per the findings of the study, there has been a favourable connection concerning the support provided by co-workers and the individual's organizationally based sense of self-worth.

According to (Andrews & Kacmar, 2001), organisational politics can take the form of avoiding the chain of command to gain approval, going through improper channels to gain materialistic things related to one's self-interest, or making an attempt to influence high-level managers to get things done in one's favour. These are just some of the forms that organisational politics can take. Another form of organisational politics is attempting to influence high-level managers to get things done in one's favour.

According to (Hochwarter & Thompson, 2010), organisational politics is a social influence process in which individuals of an organisation engage in unethical behaviour with the intention to satisfy their own self-serving goals. They characterised organisational politics as a social influence process. They do not connect themselves with the goals that the company is trying to achieve.

Emotional intelligence may be defined as the capacity of a person to react appropriately and successfully to a wide range of emotional stimuli. This definition comes from (Singh, 2004). The relationship concerning one's inner self and the surroundings immediately around them might be the source of the emotional stimulation. Emotional competence, emotional maturity, and emotional sensitivity are the three components, according to his interpretation of what constitutes emotional intelligence (EQ).

According to (Rosete & Ciarrochi, 2005), managers who have a strong grasp of both their own sentiments and the feelings of those they supervise have a greater likelihood of attaining better outcomes professionally. Both the personnel working under them and the top management regard them to be effective managers who are also successful in their careers.

(Rutter, 2012) used the term resilience to denote the quality of some individuals who exhibit a relatively good emotional state even after being exposed to experiences which pose a lot of risks or threats. The individuals who have low levels of resilience get mentally affected due to similar kind of experiences. Another definition of resilience describes it as a set of protective or positive processes that, when exposed to danger, result in fewer maladaptive consequences (Greenberg, 2006)

Perceived Organizational Support (POS) is the subjective perception that the organisation cares about the commitment and wellbeing of its employees (Eisenberger et al., 1986). Organizational support theory by (Sun, 2019) contends that when employees perceive that they have been treated well by the organisation, their sense of organisational support seems to be improved.

Similar research has demonstrated that more organisational support increases organisational commitment and performance while decreasing stress and desire to leave the company (Johnson, 2015), (Cho & Song, 2017)

The term Staff job performance is defined as behaviour or actions that are relevant to the organizational goal (Campbell et al., 1990). Staff job performance includes both productive over and above productive behaviour of an employees that contribute to achieve the objectives of an organization (Hunt, 1996).

Policing is a very stressful job, and the inability of law enforcement employees to trade with high-pressure circumstances negatively impacts their work performance (Chapman, 2009). Individual and contextual variables are among the elements that determine staff job performance (Byar, 2011).

## Data Analysis:

**I: Analysis of the significant difference concerning Gender of the respondents and Study variables Using t-test.**

*Table 1: Gender Statistics of the Study Variables*

Variables	Gender					Acceptance level of null hypothesis
	Male		Female		p-value	
	Mean	Std. Deviation	Mean	Std. Deviation		
Time Stress	3.8027	.96471	3.8286	.87530	<b>0.510</b>	Accepted
Role Conflict	3.8259	.90701	3.8887	.72506	<b>0.099</b>	Accepted
Co-Worker Support	3.6645	1.02292	3.8286	.87530	<b>0.007</b>	Rejected
Organizational politics	3.8757	.86463	3.9489	.66681	<b>0.69</b>	Accepted
Organization Support	3.7043	.98908	4.0090	.65730	<b>0.000</b>	Rejected
Emotional Intelligence	3.8239	.84945	4.1143	.36205	<b>0.000</b>	Rejected
Employee Resilience	3.8259	.94304	3.8887	.80431	<b>0.141</b>	Accepted
Staff job performance	3.8233	.94226	3.8827	.80270	<b>0.137</b>	Accepted

*Source: Data Analysis of Primary Data*

## Interpretation

**Gender and study variables:** It can be deduced from the above table that females have higher mean values of Co-Worker Support, Organization Support and emotional intelligence than males do. This can be concluded from the fact that females have higher mean values. Women were able to show signs of in-built maturity since they had accumulated a great deal of experience in both their personal and professional lives. Regarding Co-Worker Support, Organization Support and emotional intelligence, the null hypothesis is rejected since the P value is less than 0.05, which meets the criteria for rejecting it.

It can be deduced from the above table that there is no much difference in the mean values concerning males and females with respect to Time Stress, Role Conflict, Organizational politics, Employee Resilience and Staff job performance. Regarding these variables, the null hypothesis is accepted since the P value is greater than 0.05, which meets the criteria for accepting it.

## II: Analysis of the significant difference concerning Income Level of the respondents and Study Variables Using ANOVA.

*Table Fehler! Kein Text mit angegebener Formatvorlage im Dokument.-1: ANOVA of the Study Variables based on Income.*

ANOVA						
Dependent Variable		Sum of Squares.	Df.	Mean Square.	F	Sig.
Time Stress	Concerning Groups	52.768	2	26.384	15.831	.000
	Inside groups	718.309	431	1.667		
	Total	771.078	433			
Role Conflict	Concerning Groups	4.225	2	2.113	2.019	.134
	Inside groups	450.947	431	1.046		
	Total	455.173	433			
Co-Worker Support	Concerning Groups	.414	2	.207	.212	.809
	Inside groups	421.496	431	.978		
	Total	421.910	433			
Organizational politics	Concerning Groups	.059	2	.030	.029	.972
	Inside groups	447.842	431	1.039		
	Total	447.901	433			
Organization Support	Concerning Groups	.244	2	.122	.112	.894
	Inside groups	466.600	431	1.083		
	Total	466.843	433			
Emotional	Concerning	55.793	2	27.896	18.456	.000

Intelligence	Groups					
	Inside groups	651.473	431	1.512		
	Total	707.266	433			
Employee Resilience	Concerning Groups	.120	2	.060	.058	.943
	Inside groups	444.570	431	1.031		
	Total	444.690	433			
Staff job performance	Concerning Groups	.322	2	.161	.157	.854
	Inside groups	440.305	431	1.022		
	Total	440.627	433			

*Source: Data Analysis of Primary Data*

## Interpretation

An analysis of variance, often known as an ANOVA, was carried out to determine whether or not there was a significantly different relationship concerning the respondents' levels of income and their responses against the study variables. The results of the analysis of variance show that there has been a substantial disparity in the responses of respondents in the various income brackets with regard to the level of time stress and Emotional Intelligence they experience. [ $p = 0.00 < 0.05$ ]. This was further analysed using Tukey's Post Hoc Test to understand the difference in the responses concerning different income groups.

The result of the analysis of variance with respect to other variables shows that there is no significant difference in the responses concerning different income groups with respect to the study variables Role Conflict, Co-Worker Support, Organizational politics, Organization Support, Employee Resilience and Staff job performance.

## Results and Conclusions:

### Significant difference concerning Gender and Study Variables.

- The T-test results have shown that females have higher mean values of Co-Worker Support, Organization Support and emotional intelligence than males do. This can be concluded from the fact that females have higher mean values. Women were able to show signs of in-built maturity since they had accumulated a great deal of experience in both their personal and professional lives. Regarding Co-Worker Support, Organization Support and emotional intelligence, the null hypothesis is rejected since the P value is less than 0.05, which meets the criteria for rejecting it.
- There is no much difference in the mean values concerning males and females with respect to Time Stress, Role Conflict, Organizational politics, Employee Resilience and Staff job performance. Regarding these variables, the null hypothesis is accepted since the P value is greater than 0.05, which meets the criteria for accepting it.

## Significant difference concerning Income and Study Variables

- An analysis of variance, often known as an ANOVA, was carried out to determine whether or not there was a significantly different relationship concerning the respondents' levels of income and their responses against the study variables. The results of the analysis of variance show that there has been a substantial disparity in the responses of respondents in the various income brackets with regard to the level of time stress and Emotional Intelligence they experience. [ $p = 0.00 < 0.05$ ]. This was further analysed using Tukey's Post Hoc Test to understand the difference in the responses concerning different income groups.
- The result of the analysis of variance with respect to other variables shows that there is no significant difference in the responses concerning different income groups with respect to the study variables Role Conflict, Co-Worker Support, Organizational politics, Organization Support, Employee Resilience and Staff job performance.

## Conclusions

This study concludes that Occupational Stress is an important aspect for individuals and organizations. Under such circumstances, the organization should be aware that these critical factors including work stress, social support and emotional intelligence could lead to enhancing the job performance of individuals. Though stress levels of the police personnel don't differ much based on Income levels, the police department should pay a lot of attention to help police personnel to overcome stress as they are exposed regularly to stress related work. Stress Management Programmes, rehabilitation training, personal professional counselling should be recommended to the police personnel on priority basis

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