



AN ANALYSIS OF OCCUPATIONAL STRESS ON JOB PERFORMANCE AMONG THE POLICE PERSONNEL OF THANJAVUR DISTRICT

¹K. Shivashankar and ²Dr. A. Uthirapathy

¹Deputy Superintendent of Police, 'Q' Branch CID, Thanjavur Range, Tamilnadu.

²Principal (Retd.), Bharathidasan University Model College, Vedaranyam, Tamilnadu.

ABSTRACT

The police staff assume an imperative part in assurance of the general population and wellbeing of the general population in a general public. The Government of Tamil Nadu secures the police faculty and guarantees that they perform better and have a superior existence. The division additionally deals with the police faculty and give welfare offices to them. Apart from these measures taken care by them the occupational stress of the police work force is most critical in securing the enthusiasm of the general population and guarantee that better employment execution. The investigation intended to investigate different wellsprings of stress among police staff. In this examination, constables, inspectors and police officers of Thanjavur District, were assessed utilizing the occupational stress survey. This was subjected to the quantitative and also the subjective investigation. Occupational stress was normally seen among all police work force, yet the real traits of stress in different gatherings were assorted.

KEY WORD: Occupational stress, police personnel, qualitative analysis

INTRODUCTION:

Tamil Nadu Police Department is the primary law enforcement agency of the state of Tamil Nadu, India. It is over 150 years old and is the fifth largest state police force in India. Tamil Nadu has a police-population ratio of 1:632. For administrative purposes, the state has been divided into four police zones – North, South, West and Central each headed by an Inspector General of Police.

North Zone, West Zone, Central Zones, South Zones, Role and Duties, Administrative Powers, Equipment, Special Units and Honors.

Occupational stress results in disruption of the psychological as well as physiological homeostasis of the individual, leading to deviant functioning in the working environment." Police service officers and staff can be asked to undertake tasks which most other people would find exceptional. Police officers may be asked to work in settings and conditions, or at a level of personal discomfort or risk which are relatively unusual. Whilst many of these additional or exceptional demands are expected, there are stresses and strains which are not anticipated by those committing to police work, and there are repercussions for life outside work which can lead to substantial costs both personally and socially.



Whilst stress in the police setting has been much studied, and is seen as an issue to be addressed and managed, endeavors to prevent or counter undue levels of strain and associated consequences often seem less effective than promised. Attempts to understand and tackle stress and strain in the police context might be compromised from the start if the broader work context is not taken into account. Police service officers and staff can be asked to undertake tasks which most other people would find exceptional. Police officers may be asked to work in settings and conditions, or at a level of personal discomfort or risk

which are relatively unusual. Whilst many of these additional or exceptional demands are expected, there are stresses and strains which are not anticipated by those committing to police work, and there are repercussions for life outside work which can lead to substantial costs both personally and socially. Whilst stress in the police setting has been much studied, and is seen as an issue to be addressed and managed, endeavors to prevent or counter undue levels of strain and associated consequences often seem less effective than promised. Attempts to understand and tackle stress and strain in the police context might be compromised from the start if the broader work context is not taken into account. The concept of quality of working life has been developed to provide a way of understanding the interactions between core facets of the working environment so that cause and effect can be distinguished, and interventions appropriately targeted. This article will briefly discuss the attempts to address stress in the police setting before reviewing the development and expansion of the conceptualization of stress within the broader notion of quality of working life (QoWL).

STATEMENT OF THE PROBLEM

Occupational stress and Burnout is the core of the employee job satisfaction. Several classifications of the occupational stress have been presented by researchers over a period of time. However, the bases of stress taxonomy by *Schuler (1982)* there are seven categories of work stressors in organizations: job qualities, relationships, organizational structure, physical qualities, career development, change and role in the organization. *Quick and Quick (1984)* proposed four categories of Stressors: task demands, role demand, physical demands and interpersonal demands. In an organizational setting, a stress applies mechanism to increase the job satisfaction of the employees. Therefore this study would like to bring out how the occupational stress likely to affect the job performance of police personnel of Thanjavur district.

OBJECTIVES OF THE STUDY

1. To study about the factors responsible for Occupational Stress among the police personnel serving in Thanjavur District.
2. To study the Occupational stress affects the Job performance of the police personnel serving in Thanjavur District.
3. To provide suitable suggestions to improve job performance and development opportunities and employees job performance.

REVIEW OF LITERATURE

Nina PološkiVokić (2005), "This research is unique in that it integrates a broader set of antecedent variables (i.e. demographic and work characteristics of gender, age, marital status, parenthood, number of children, hierarchical level, department, and working hours). A superior comprehension of the statistic and work factors that prompt work related stress ought to in this way enable chiefs to comprehend a more noteworthy extent of the difference of representatives' fulfillment, execution and turnover, and help them better manage it. In particular, the exploration found that workers having a place with various subgroups see diverse levels of stress, and that there is a connection between singular attributes and stress.

Sheena Johnson, Cary Cooper, Sue Cartwright, Ian Donald and Paul Taylor, Clare Millet, et.al, (2005) "This paper gives data on the rank request of occupations in connection to job satisfaction and the experience of negative stress results, and all things considered permits the distinguishing proof of "high" and "low" stress occupations. Albeit a few proposals have been made to clarify the discoveries, a full investigation of the pertinent stressors for a specific occupation isn't endeavored. Past research into high-hazard occupations is in general bolstered with occupations already depicted as detailing high stress levels additionally demonstrating high stress levels here."

Azmanismail, Amy Yao, Nek Kamal YeopYunu ,et al., (2009), " They said that the other theoretical constructs of occupational stress, such as role ambiguity, role conflict and role overload need to be considered because they have widely been recognized as an important link between occupational stress and

many aspects of employee attitudes and behaviours, such as performance, emotional intelligence and health.

Rose ChaloNabirye, (2010), "Job satisfaction had an intervening impact on the connection between word related stress and job execution among doctor's facility nurture in Kampala. The medical attendants in people in general healing center experienced more word related stress than medical caretakers in the other three private not-revenue driven doctor's facilities. Medical caretakers in general society healing facility revealed less job satisfaction than attendants in the private not-revenue driven doctor's facilities. The medical caretakers in the general population doctor's facility had bring down view of their job execution than attendants in the private not-revenue driven healing facilities."

Augustine Ebiai (2010), "The present paper has come to the conclusion that there is a relationship between occupational stress and health and occupational stress and job satisfaction. It is pertinent to note that occupational stress and ill health plays a significant role in making workers in organisation to be dissatisfied with their work."

Selokar D, Nimbarte S, Ahana S, Gaidhane A, Wagh V,et al., (2011), "The larger part of police faculty examined revealed stress at the working environment. A huge relationship of stress level among police faculty was found between age gathering, conjugal status, and instruction and working hours. Thus there is a requirement for assets to be coordinated towards investigating successful methods for adjusting the association of workload and enhancing the administration condition."

M.Shunmuga, Sundaram and M. JeyaKumaran,et al., (2012), "This study concludes that grade III police constables are having good knowledge about the stressful events and because of their experience; they are following positive stress coping strategies. Still police department must carry out some future research on these sources of stress and coping strategies. That must be documented properly. These documents can be used at the time of training for the new comers, to understand the stressful events and useful coping strategies."

TuulaLeino (2013), "This investigation demonstrated that physical brutality at work, and also wounds caused by savagery in police work, are related with the mental sick strength of cops and security faculty. Absence of mental help after savage experiences may build liquor utilization among cops."

Jon M. Shane,(2008), "The consequences of this examination, combined with my own experience persuade the association and the greater part of its characteristics are more powerful in influencing police execution than the idea of the job. Generally, an all-encompassing way to deal with stress decrease must think about operational and hierarchical stressors; be that as it may, authoritative stressors have all the earmarks of being better indicators of execution. The suggestion is that enhanced strategies for estimating execution, elective hierarchical structures and better administration practices may help expel obstructions to execution, as well as best police overseers, strategy producers and administering structures (e.g., Mayors, city supervisors, business executives, city/province committees) might probably grasp the recommended changes in light of the fact that substantial outcomes show in a shorter timeframe and in light of the fact that the capacity to adjust authoritative structures and procedures is inside their control."

Nnadiukwu, Charles .C (2009), "In light of this outcome, it is correlated to express that representatives require a proper work routine keeping in mind the end goal to achieve job satisfaction. A positive enthusiastic affair comes about both straightforwardly and normally when representatives take a shot at suitable timetable."

Laiba Dar, AnumAkmal, Muhammad Akram Naseem and Kashif Ud Din Khan, et al., (2011), "The motivation behind this investigation was to discover the connection between the job stress and job execution of representatives in Pakistan and to discover the components influencing the stress. According to theory job stress had a negative connection with job execution that when stress happens it impacts the execution of representatives contrarily, that lower the stress it builds the execution so both these are conversely corresponding each other The stress in workplace diminishes the goal of workers to perform better in jobs with the expanding level of stress the representatives thinking debilitate and his inclination to function admirably additionally diminishes."

Mohamednoor Hirsi Hassan, (2014), "Stress is maybe assuming positive part in quickening their execution. Capabilities have been distinguished as a noteworthy connecting power. Work stack, either under or over, was among the one of most noteworthy reasons for stress or required appropriate remuneration or administration to handle this issue."

SOURCES OF DATA

The primary data is collected through the questionnaire. The initial contacts with the police personnel serving in the Thanjavur District. The researcher has briefly explained the purpose of the research study and the subject to be covered, but tried not to go into any details, as it might influence the police personnel perception. The questionnaire was got filled in the police stations located all over the district. The Researcher has also utilized secondary data for building the field research study; various sources are used for collecting the data they are as follows

- Tamil Nadu Police department website.
- Books and periodicals referred from Library of different colleges and management institutes. Newspapers such as The Hindu, The New Indian Express, Times of India, Dina Thanthi, Dina Malar, Dina seithi, Malai Murasu, Makkal Kural, Tamil Murasu and The Hindu Tamil Edition especially covering Thanjavur District.

MEASUREMENT SCALE

All items are measured on 5 –point Likert scale (5-strongly agree to 1 strongly disagree). Few items are measured on 6 point and 4 point scale

SAMPLING DESIGN

The representative sample consists of subsets of the elements of a population which allows for the study results to be generalized. The characteristics of the sample population are intended to be representative of the target population. This study incorporates stratified random sampling, as the population of Police personnel in Thanjavur were taken up for the study. The entire population of Thanjavur Police district was classified into four strata and from each stratum samples were drawn through simple random sampling method.

POPULATION AND SAMPLING PROCEDURE

The sample population taken from the Thanjavur district with regards to police personnel and the study area is occupational stress among the police personnel and how the stress is affecting the individual policeman serving in different categories and their reaction towards the stress that they undergone during their services.

ANALYTICAL TOOLS USED

Analysis of data is a critical part in social science researches. Successful analysis of data mainly depends on the reliability of data as well as usage of appropriate statistical tools. These two aspects of statistical analysis result in logical interpretation and conclusion. The present research has paid its attention on these two aspects carefully. Choice of suitable analytical tools relies on the nature and objectives of the study. The present study takes the following statistical tools to process the data, there are friedman test and factor analysis.

ANALYSIS AND INTERPRETATION OF DATA

Friedman test for significant difference between mean ranks of attitude of police personnel towards job performance

Null Hypothesis: There is no significant difference between mean ranks towards the Attitude of police personnel towards job performance

Alternative Hypothesis: There is a significant difference between mean ranks towards the Attitude of police personnel towards job performance.

Table – 1
Friedman test for significant difference between mean ranks towards the Attitude of police personnel towards job performance

Attitude of police personnel towards job performance	Mean Rank	Chi-Square Value	Degree of Freedom	Asymp. Significant
Feel that suffering anxiety	3.92	18.686	6	0.000**
Job is response for emotional crises	3.75			
Feel that suffering insomnia	3.97			
Feel that getting irritated often	4.19			
Feel that always under stressful conditions	4.17			
Sick or insured	4.07			
Preserved pressure while give with superiors	3.94			

Source: Primary Data Generated from the employees of police department

Note: * Denote at 5% level - **Denote at 1% level

From the above table, it is found out that all the variables related to the Attitude of police personnel towards job performance had significance value less than 0.05 at 1 Per cent significance, thus the null hypothesis is rejected. Thus, it is concluded that there is significant difference between mean ranks towards the Attitude of police personnel towards job performance. Out of the nine factor variables, the “Feel that getting irritated often (4.19). So, that the Attitude of police personnel towards job performance is influenced by the effect of Occupational Stress on Job Performance among Police Personnel of Thanjavur District. The result determines the fact that almost all the attributes under Attitude of police personnel towards job performance are important and the most influencing factor is identified as People are constantly watched for obeying all the rules pertaining to their jobs. This may be due to the fact that the employees must have felt that the importance of by the effect of Occupational Stress on Job Performance among Police Personnel of Thanjavur District lies in the location of the organization that improves their loyalty towards police department and its process. Hence among all other attributes under Attitude of police personnel towards job performance by the effect of Occupational Stress on Job Performance among Police Personnel of Thanjavur District, the above said factor alone is the most influencing variable.

FACTOR ANALYSIS FOR ATTITUDE OF POLICE PERSONNEL TOWARDS JOB PERFORMANCE

KMO and Bartlett's Test

The dimensionality of Attitude of police personnel towards job performance of police personnel was examined using factor analysis based on twelve factor individual statements and the reliability of the subsequent factor structures was then tested for internal consistency of the grouping of the items. The seven factors of Attitude of police personnel towards job performance are related to the following:

- Feel that suffering anxiety
- Job is response for emotional crises
- Feel that suffering insomnia
- Feel that getting irritated often
- Feel that always under stressful conditions
- Sick or insured
- Preserved pressure while give with superiors

Table – 2
KMO and Bartlett's Test of risk factor of Attitude of police personnel towards job performance

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.576
Bartlett's Test of Sphericity	Approx. Chi-Square	54.880
	Degree of freedom	21
	Significance	.000**

Source: Primary Data Generated from the employees of police department

Note: **Denote at 1% level

High value of KMO (0.576 > .05) of indicates that factor analysis is useful for the present data. The significant value for Bartlett's test of Sphericity is 0.000 and is less than 0.05 which indicates that there exists significant relationships among the variables. The resultant value of KMO test and Bartlett's test indicates that the present data is useful for factor analysis.

Table – 3
Total variance explained for Attitude of police personnel towards job performance

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.296	18.507	18.507	1.296	18.507	18.507	1.227	17.524	17.524
2	1.120	16.004	34.511	1.120	16.004	34.511	1.159	16.563	34.088
3	1.114	15.911	50.422	1.114	15.911	50.422	1.143	16.334	50.422
4	.974	13.921	64.343						
5	.908	12.976	77.319						
6	.836	11.942	89.262						
7	.752	10.738	100.000						

Extraction Method: Principal Component Analysis.

Source: Primary Data Generated from the employees of police department

All the statements of Attitude of police personnel towards job performance are loaded on the nine factors. The total variance accounted for, by all the nine factors with Eigen value greater than 1 is 50.422 percent and the remaining variance is explained by other variables. Among the nine factors, the first factor accounts for around 17.524 percent of variance which is the prime criteria considered in Attitude of police personnel towards job performance.

Table – 4
Rotated Component Matrix of Attitude of police personnel towards job performance

Rotated Component Matrix	Component		
	1	2	3
Job is response for emotional crises	.729	-.009	.166
Feel that getting irritated often	.625	.026	-.090
Sick or insured	.178	.789	-.251
Feel that always under stressful conditions	.423	.514	-.117
Feel that suffering anxiety	-.161	-.119	.751
Feel that suffering insomnia	-.039	.508	.516
Preserved pressure while give with superiors	.258	-.003	.748

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 6 iterations.

Source: Primary Data Generated from the employees of police department

The statements are converted into 3 factors using factor analysis.

The following two aspects related to Attitude of police personnel towards job performance in the Police department are converted into a single factor.

- Job is response for emotional crises
- Feel that getting irritated often

The following two aspects related to Attitude of police personnel towards job performance in the Police department are converted into a single factor.

- Sick or insured
- Feel that always under stressful conditions

The following three aspects related to Attitude of police personnel towards job performance in the Police department are converted into a single factor.

- Feel that suffering anxiety
- Feel that suffering insomnia
- Preserved pressure while give with superiors

Apart from that, the dimension “Effect of Occupational Stress on Job Performance and Job Satisfaction among Police Personnel of Thanjavur District” comprises 7 statements. Out of nine statements, four statements contribute more towards risk factor of occupational stress of police personnel in the Police department. The statements are (1)emotional crises (2)Sick or insured (3) suffering anxiety. The result determines the fact that almost all the attributes under risk factor of occupational stress of police personnel in the Police department in the are important and the most influencing factor is identified. This may be due to the fact that the employees must have felt that the importance of Attitude of police personnel towards job performance in the Police department lies in the effect of Occupational Stress on Job Performance and Job Satisfaction among Police Personnel of Thanjavur District that improves their pervasiveness. Hence among all other attributes under Attitude of police personnel towards job performance in the Police department, the above said factor alone is the most influencing variable.

FINDINGS, SUGGESTIONS AND CONCLUSION

Findings

- Found out that all the variables related to the Attitude of police personnel towards job performance had significance value less than 0.05 at 1 Per cent significance, thus the null hypothesis is rejected. Thus, it is concluded that there is significant difference between mean ranks towards the Attitude of police personnel towards job performance. Out of the nine factor variables, the “Feel that getting irritated often (4.19). So, that the Attitude of police personnel towards job performance is influenced by the effect of Occupational Stress on Job Performance among Police Personnel of Thanjavur District.
- High value of KMO (0.576 > .05) of indicates that factor analysis is useful for the present data. The significant value for Bartlett’s test of Sphericity is 0.000 and is less than 0.05 which indicates that there exists significant relationships among the variables. The resultant value of KMO test and Bartlett’s test indicates that the present data is useful for factor analysis.
- The total variance accounted for, by all the nine factors with Eigen value greater than 1 is 50.422 percent and the remaining variance is explained by other variables. Among the nine factors, the first factor

accounts for around 17.524 percent of variance which is the prime criteria considered in Attitude of police personnel towards job performance.

- The dimension “Effect of Occupational Stress on Job Performance and Job Satisfaction among Police Personnel of Thanjavur District” comprises 7 statements. Out of nine statements, four statements contribute more towards risk factor of occupational stress of police personnel in the Police department. The statements are (1)emotional crises (2)Sick or insured (3) suffering anxiety. The result determines the fact that almost all the attributes under risk factor of occupational stress of police personnel in the Police department in the are important and the most influencing factor is identified. This may be due to the fact that the employees must have felt that the importance of Attitude of police personnel towards job performance in the Police department lies in the effect of Occupational Stress on Job Performance and Job Satisfaction among Police Personnel of Thanjavur District that improves their pervasiveness. Hence among all other attributes under Attitude of police personnel towards job performance in the Police department, the above said factor alone is the most influencing variable.

SUGGESTIONS

Stress sometimes leads to self-indulgence. When troubled by stress, many people engage in excessive and unwise eating, drinking, smoking, using drugs and spending money recklessly. People may try to compensate by pursuing substitute forms of satisfaction. When this happens, indulgence responses rank high among the substitutes. They are easy to execute and they tend to be pleasurable. Defense coping is common response to stress among police. Defense coping shield the individual from the emotional discomfort that is so often elicited by stress. Their main purpose is to ward off unwelcome emotions or to reduce their intensity. Defenses are used to suppress dangerous feelings of anger so that they don't explode into acts of aggression. *Banyard (2012)* found that defensive coping is an avoidance strategy which rarely provides a genuine solution to the problem. Constructive coping refers to healthful efforts that people take to deal with stressful events. Constructive coping involves confronting problem directly. It is task relevant and action oriented. It entails a conscious effort to rationally evaluate one's options so that one can try to solve their problems. *Dimetteo (1999)*, states that constructive coping is based on realistic appraisal of one's stress and coping resources. He argues that constructive coping involves learning to recognize and in some case inhibit potentially distractive emotional reactions of stress. It also includes making efforts to ensure that one's body is not vulnerable to the possibly damaging effects of stress.

CONCLUSION

Occupational stress has become a common and costly health problem. Stress and its impact on mental health and physical health of police personnel are not addressed adequately by the concerned authorities and health professionals in India. The current study focused on two different types of stresses in police personnel, i.e. operational and organizational stress. Operational stress means the stress associated with doing the job and organizational stress is the stress associated with the organizational culture within which the job is performed in both male and female police officers. Discovering genuine answers for the genuine issues is significant. A portion of the arrangements would involve expanding the labor, changing the societal state of mind, no political obstruction in work and better affinity between the bosses and subordinates among others.

REFERENCES

- Augustine Ebiai, Department of Psychology, Covenant University, Ota E-mail: aebiai@yahoo.com, “Occupational stress and psycho-physiologic disorder in Nigeria”,journal of research in national development volume 8 no 1, June, 2010.
- Azman Ismail, Amy Yao, Nek Kamal Yeop Yunus,“Relationship Between Occupational Stress and Job Satisfaction: An Empirical Study in Malaysia.”The Romanian Economic Journal, Year XII, no. 34 2009, PP-1- 29.

- Jon M. Shane, Graduate School-Newark Rutgers, The State University of New Jersey, "Organizational Stressors and Police Performance" October, 2008.
- Laiba Dar, Anum Akmal, Muhammad Akram Naseem, Kashif Ud Din Khan, "Impact of Stress on Employees Job Performance in Business Sector of Pakistan." Global Journal of Management and Business Research Volume 11 Issue 6 Version 1.0 May 2011, ISSN: 0975-5853.
- Mohamednoor hirsihassan, "The relationship between stress and work performance of police officers in kasarani sub-county." This research project submitted in partial fulfilment of the requirements of the degree of post graduate diploma in strategic and security studies, university of nairobi august 2014.
- M. Shunmuga, Sundaram and M. JeyaKumaran, "A Study on Occupational stress and Coping strategies among Police Head Constables (Grade III) " Research Journal of Management Sciences Res. J. Management Sci. Vol. 1(1), 44-47, August (2012).
- Nnadiukwu, Charles .C "The Influence of Shift Work and Occupational Stress on Job Satisfaction among Police", University Of Nigeria, 2009.
- Rose chalonabirye, kathleen c. brown, committee chair connie l. kohlerelizabeth h. maples na-jin park erica r. pryor, "occupational stress, job satisfaction, and job performance among hospital nurses in kampalauganda." 2010.
- Selokar D, Nimbarte S, Ahana S, Gaidhane A, Wagh V, Jawaharlal Nehru Medical College, DMIMSU Sawangi(M), Wardha, India, "Occupational stress among police personnel of Wardha city, India." Australasian Medical Journal AMJ 2011, 4, 3, 114-7.
- Sheena Johnson, School of Psychology, University of Liverpool, Liverpool, UK, Cary Cooper, Lancaster University Management School, Lancaster University, Lancaster, UK Sue Cartwright, Manchester School of Management, UMIST, Manchester, UK, Ian Donald and Paul Taylor School of Psychology, University of Liverpool, Liverpool, UK Clare Millet Robertson Cooper Ltd, Manchester, UK, "Observations Piece The experience of work-related stress across occupations", Journal of Managerial Psychology Vol. 20 No. 2, 2005, pp. 178-187, Emerald Group Publishing Limited, 0268-3946, DOI 10.1108/02683940510579803.
- Tuula Leino, " Work-related violence and its associations with psychological health: A study of Finnish police patrol officers and security guard," Layout Mari Pakarinen / Juvenes Print, Cover Picture Pasi Hartikka / Kuvatoimisto Vastavalo, ISSN 1237-6183, Press Suomen Yliopistopaino Oy – Juvenes Print, Tampere 2013.