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Stress and job satisfaction: An empirical study among the women police constables in Coimbatore, Tamilnadu, India.

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Abstract

Tamil Nadu has the fifth largest state police force in India and ranked fourth in the number of women police employed, but it now employs more women officers than any other state. Women working in law enforcement feel more stress due to work load, lack of support from family and co workers, shift duty, lack of communication. Job satisfaction of the women police is influenced by promotion, salary and place of work. In this study stress and job satisfaction of the women police constables working in Coimbatore district, Tamil nadu was examined. The sample of 240 was selected by adopting multi- stage sampling and responses were collected using questionnaire method. Results showed that 51.3 percent of respondents were in the age group of 18 – 26, nearly half 44.6 of them were graduates and 49.6 percent were not married. It was also found that education, marital status and experience has made significant variance in the stress among women constables and stress of the women constables was negatively correlated with their job satisfaction.

Key words: women police, police stress, police job satisfaction, Tamil Nadu police, constables.

Introduction

The globalization made drastic changes in the world's labour market. Across the world women workers are entering in larger numbers than ever before. This change is driven by rising social expectations, increased levels of women's education and greater acceptance of work by women and by their families(1,2)Men are no longer the sole or the primary source of family income among different strata of society(3). Even in ancient days, Women warriors have courageously fought for the honour of their motherland in India(4). Women are playing dynamic roles from homemaker to Political leader(5–7). In the 21st century, women enter the criminal justice system as a response to social forces like societal violence, individual violent behavior, social problems, child abuse, crime against women and children, and poverty, and for better protection of women and juveniles.

Stress is an inevitable part of policing career.(8–12). Police often encounter stressful situations in their daily work, and these stressors have cumulative effects (13,14). As a matter of fact, every person is subject to stress, but police officers are at greater risk than other people (15). Factors like, dangerous missions, overloaded shift hours, hierarchical and disciplined structure, etc., affect police psychology, physiology, and of course, his/her family relations (14). Stress among police affects their family life and also it can adversely influence their job performance(16–19).

According to Spector (1997) there are fourteen common facets that influences the job satisfaction of an employee such are: Appreciation, Communication, Coworkers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision (20).The concept of job satisfaction in policing has been studied relatively lower than other professions and it is an important and timely topic in police studies (21–23). Dantzker (1994) argued that police job satisfaction literature is methodically and topically limited (22,24).

There are various organizational and personal factors influences the job satisfaction of police personnel, particularly working conditions, promotion policy in the department and job characteristics are key factors (21,22). Age, years of service, autonomy and rank predicts the job satisfaction of police (25). Police officers who are in high stress feel less satisfied towards their job and workload, relationship with co-workers and superiors are the factors((26). The study aims study the influence of stress on job satisfaction among women police constables.

Review

Police was one of the six professions where the high stress led to maximum impact in terms of poor health and low job satisfaction (27). Morash et al 2006 found gender related work place problems, although women and men experience many of the same work-related problems, the gendered nature of police organizations causes unique stressors for women (28). It was also found many factors like lack of support, salary, promotion and recognition for the performance, job demands, place of work has significant influence on the job stress among police officers (29) (30).(31). Place of work among police personnel has no influence on their job satisfaction but length of service and designation negatively affects police officer's job satisfaction (32).

Miller et al (2009) were analyzed the predictors of job satisfaction among police officers and found experience, job characteristics, autonomy and appraisal system are the important factors in predicting job satisfaction (33). **Carlan (2007)** found social contribution, pay, adventure/excitement, autonomy, peer respect, and job security has direct positive effect on the job satisfaction among the police constables (34). Kanchana et al (2012) found that age, educational qualification, salary, family size and experience are the significant factors influenced the job satisfaction (35). Gyamfi (2014) was found that physical environment, role ambiguity, work overload, lack of superior support and coworker support leads to high stress among the police officers and arises out of these factors has positive significant influence on their satisfaction towards their job. The author suggested leadership of Police administration should pay much attention to the psychological and physiological needs of their police officers to improve upon the job satisfaction among the officers.

Methodology

In this descriptive research, the following objectives were framed

1. To study the personal profile of women police constables.
2. To measure the level of stress among the women police constables.
3. To find out the level of job satisfaction among the women police constables.
4. To find influence of personal profile on stress and job satisfaction of women police constables.
5. To find out the relationship between stress and job satisfaction among the women police constables.

Sampling

In this descriptive study the researcher collected 240 samples by adopting multi – stage sampling. **Stage I** Women police constables working in Coimbatore was purposively selected. **Stage II** Using disproportionate stratified random sampling 120 respondents were selected from rural and urban police limits. **Stage III** In the last stage each 120 respondents were classified by their grade namely, head constables, grade I constables and grade II constables. Without considering the population size by using disproportionate stratified random sampling, 40 samples from each grade in both rural and city police were selected to make up the 240 samples.

Hypothesis

The following hypotheses were framed. 1. There is no significant variance between age, education, marital status, experience, designation and stress of the respondents 2. There is no significant variance between age, education, marital status, experience, designation and job satisfaction among the respondents. 3. Stress has a significant and negative relationship with the job satisfaction of the respondents.

Instruments used

The researcher used questionnaires for data collection for this study. The questionnaire comprises of three parts. The first part deals with the personal profile namely age, education, religion, marital status, experience, designation and working place of the respondents and the second part of stress was measured by adopting police stress scale developed by Dr.Beulah Shekhar. The police stress scale measures the organizational and operational stress of police personnel. Third part Police job satisfaction was measured by using police job satisfaction scale developed by Dr. Beulah Shekhar.

Results

Personal profile of women police constables

Personal profile of women police constables shows that 51.3 percent of the respondents were in the age group of 18-26 and majority 44.6 percent of the respondents were under graduates. Regarding religion an overwhelming majority 80.4 percent of the respondents were Hindu and 41.3 percent of the respondents belong to backward class and 30.4 percent of them belonged to most backward class. Marital status shows 49.6 percent were not married. Majority 62.1 percent of the respondents were living in a nuclear family, 50.2 percent of the respondents were having two dependents and 47.9 percent of the respondents were experienced in the profession between 1-5 years. Among the respondents 34.6 percent of them have chosen policing as their career because it is a government job followed by 23.8 percent of them were motivated by the factor of to serve the society and 14.6 and 14.2 percent of the respondents were motivated by factors friends and peer groups and inspired by personalities in the profession.

Police Stress and Job Satisfaction among Women Police Constables

Table 1
Descriptive statistics of Police stress

Police stress	N	Minimum	Maximum	Mean	Std. Deviation
Organizational stress	240	20	60	37.01	8.58
Operational stress	240	20	58	36.74	6.42
Overall stress	240	40	118	73.76	13.60

Table 1 show that organizational stress minimum score was 20 and maximum score was 60 with the mean of 37.01 and standard deviation of 8.58. Operational stress minimum score was 20 and the maximum score was 58 with the mean score of 36.74 and standard deviation of 6.42. The overall stress minimum score was 40 and maximum was 118 with the mean of 73.76 and standard deviation of 13.60.

Table 2
Descriptive statistics of Police job satisfaction

Job satisfaction	N	Minimum	Maximum	Mean	Std. Deviation
Job satisfaction	240	21.00	44.00	32.14	5.50

Table 2 shows that minimum score of job satisfaction among women police constables was 21 and maximum score was 44 with the mean score of 32.14 and standard deviation 5.50.

Anova Results

Table 3
Analysis of variance between selected personal variables and stress

Personal variables	Stress	Mean	Std deviation	F	P value	Result
Age	Organizational stress	36.02	8.58	1.151	0.329	NS
	Operational stress	36.75	6.42	1.983	0.117	NS
	Overall stress	73.76	13.61	0.648	0.585	NS
Education	Organizational stress	37.02	8.58	10.742	0.03	***
	Operational stress	36.75	6.42	4.274	0.016	***
	Overall stress	73.76	13.61	9.211	0.026	***
Marital status	Organizational stress	37.02	8.58	5.042	0.022	***
	Operational stress	36.75	6.42	7.06	0.01	***
	Overall stress	73.76	13.61	6.43	0.024	***
Experience	Organizational stress	37.02	8.58	4.875	0.045	***
	Operational stress	37.02	8.58	5.699	0.026	***
	Overall stress	75.01	14.76	4.647	0.036	***
Designation	Organizational stress	37.02	8.58	2.588	0.077	NS
	Operational stress	36.75	6.42	2.825	0.061	NS
	Overall stress	73.76	13.61	2.121	0.122	NS

*** = Significant at 0.05 % level

NS = No Significance

The table shows that age [$F(3,236) = .648, p = .585$] and designation [$F(2,237) = 2.121, p = .122$] of women police constables had no significant influence on stress. Hence the proposed hypothesis regarding age and designation was accepted. It was found that educational qualification [$F(3,236) = 9.211, p = .026$], marital status [$F(3,236) = 7.060, p = .010$] and experience [$F(3,236) = 4.647, p = .036$] significantly influenced the stress of women police constables. Hence the proposed hypothesis regarding education, marital status and experience was rejected.

Table 4
Analysis of variance between selected personal variables and job satisfaction

Personal variables	Mean	Std deviation	F	p value	Result
Age	32.14	5.51	4.702	.003	***
Education	32.14	5.51	1.072	.362	NS
Marital status	32.14	5.51	3.828	.011	***
Experience	32.14	5.51	8.980	.000	***
Designation	32.14	5.51	11.559	.017	***

*** = Significant at 0.05 % level

NS = No Significance

The above table shows that educational qualification [$F(3,236) = 1.072, p = .362$] has no significant influence on their job satisfaction. Hence the hypothesis regarding educational qualification was accepted. Job satisfaction of them was significantly varied accordance with their age [$F(3,236) = 4.702, p = .003$], marital status, experience [$F(3,236) = 8.98, p = .011$] designation [$F(2,237) = 11.559, p = .017$] and marital status [$F(3,236) = 3.828, p = .011$], hence the hypothesis regarding these factors was rejected.

Table 5
Inter relationship between stress and job satisfaction among the women police constables

	Organizational stress	Operational stress	Overall stress	Job satisfaction
Organizational stress	1			
Operational stress	.637**	1		
Overall stress	.931**	.874**	1	
Job satisfaction	-.249**	-.015	-.164*	1

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

The results showed that, there is a significant and negative correlation between the overall stress and job satisfaction ($r = -.164$). Hence, the hypothesis assumed was accepted. Among the domains of stress, organizational stress ($r = -.249$), operational stress ($r = -.015$) are negatively correlated with the job satisfaction.

Conclusion

Women policing in India is very recent when compare to other developed countries. In India women were introduced in the law enforcement as a response to social forces like societal violence, individual violent behavior, social problems, child abuse, crime against women and children, and for better protection of women and juveniles. Women in India plays a dual role as to do family commitments as well as police job. They feel more stressed because of shift duty, work load, lack of support from family and society, poor interpersonal relationship with coworker and superior. Stress leads to poor job satisfaction. With this background the study was undertaken and the result shows that age and designation of women police has not made any significant influence on stress. Stress among women constables was significantly varies in accordance with their educational qualification, marital status, years of experience. Job satisfaction of the women police constables was influenced by age, marital status, experience and designation. Stress among the constables was negatively correlated with their job satisfaction.

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