

An experiential study of the relationship between stress and job satisfaction among WPOs (Special study of Nasik District of Maharashtra, India)

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ABSTRACT: Maharashtra has the biggest state police force in India and ranked seventh 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 WPO working in Nasik district, Maharashtra was examined. The sample of 300 was selected by adopting multistage 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 officer and stress of the women officer was negatively correlated with their job satisfaction.

Key words: women police, stress, job satisfaction, Maharashtra police, officer.

I. 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 society³. Even in ancient days, Women warriors have courageously fought

for the honour of their motherland in India⁴. Women are playing dynamic roles from homemaker to Political leader⁵⁻⁷. 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 career⁸⁻¹². 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 people¹⁵. Factors like, dangerous missions, overloaded shift hours, hierarchical and disciplined structure, etc., affect police psychology, physiology, and of course, his/her family relations¹⁴. Stress among police affects their family life and also it can adversely influence their job performance¹⁶⁻¹⁹.

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 Supervision²⁰. 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 studies²¹⁻²³. 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 police²⁵. Police officers who are in high stress feel less satisfied towards their job and workload, relationship with co-workers and superiors are the factors²⁶. The study aims study the influence of stress on job satisfaction among WPO.

II. REVIEW OF LITERATURE:

Police was one of the six professions where the high stress led to maximum impact in terms of poor health and low job satisfaction²⁷. 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 women²⁸. 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 officers²⁹⁻³¹. 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 satisfaction³².

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 satisfaction³³. 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 officer³⁴. Kanchana et al (2012) found that age, educational qualification, salary, family size and experience are the significant factors influenced the job satisfaction³⁵. 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.

Research Methodology:In this work, the following objectives were framed

- To study the profile of WPO.
- To measure the level of stress of the WPO.

- To find out the level of job satisfaction of the WPO.
- To find influence of profile on stress and job satisfaction of WPO.
- To find out the connection between stress & job satisfaction of the WPO.

Sampling:In this descriptive study the researcher collected 300 samples by adopting multi-stage sampling. **Stage I** WPO working in Nasik was purposively selected. **Stage II** Using disproportionate stratified random sampling 150 respondents were selected from rural and urban police limits. **Stage III** In the last stage each 150 respondents were classified by their grade namely, head officer, grade I officer and grade II officer. Without considering the population size by using disproportionate stratified random sampling, 50 samples from each grade in both rural and city police were selected to make up the 300 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.B 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. B. Shekhar.

III. ANALYSIS AND RESULTS

Personal profile of WPO

Personal profile of WPO 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 respondent's 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 WPO

Table 1
Descriptive statistics of Police stress

Police Stress	N	Minimum	Maximum	Mean	Std Deviation
Organizational	300	20	60	37.01	8.58
Operational	300	20	58	36.74	6.42
Overall	300	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	300	21	44	32.14	5.50

Table 2 shows that minimum score of job satisfaction among WPO 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 Variable	Stress	Mean	Std. Deviation	F	P Value	Result
Age	Organizational	36.02	8.58	1.151	0.329	NS
	Operational	36.75	6.42	1.983	0.117	NS
	Overall	73.76	13.61	0.648	0.585	NS
Education	Organizational	37.02	8.58	10.742	0.03	***
	Operational	36.75	6.42	4.274	0.016	***
	Overall	73.76	13.61	9.211	0.026	***
Marital Status	Organizational	37.02	8.58	5.042	0.022	***
	Operational	36.75	6.42	7.06	0.01	***
	Overall	73.76	13.61	6.43	0.024	***
Experience	Organizational	37.02	8.58	4.875	0.045	***
	Operational	37.02	8.58	5.699	0.026	***
	Overall	75.01	14.76	4.647	0.036	***
Designation	Organizational	37.02	8.58	2.588	0.077	NS
	Operational	36.75	6.42	2.825	0.061	NS

	Overall	73.76	13.61	2.121	0.122	NS
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*** = 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 WPO 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 WPO. 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 Variable	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 WPO

	Organizational Stress	Operational Stress	Overall Stress	Job Satisfaction
Organizational Stress	I			
Operational Stress	.637**	I		
Overall Stress	.931**	.874**	I	
Job Satisfaction	-.294**	-.015**	-.164**	I

** . 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.

IV. CONCLUSION

This concept of Women police in India is new in compare to the 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 play a dual role in in police jobs along with family commitments. They feel more stressed due to shift duty, workload, lack of support from family and society, poor interpersonal relationship with colleague and superior.

Stress leads to poor job satisfaction. The study was conducted with this background and the results showed that age and designation of female police had no significant effect on stress. Tensions varied greatly among women officers according to their educational qualifications, marital status, years of experience. WPO job satisfaction was influenced by age, marital status, experience and

status. Stress among executives was negatively correlated with their job satisfaction.

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