Abstract: There is extensive research carried out at international level in the area of occupational stress of police and its impact on personal and professional life of police officers. The occupational stress of police officers has activist impact on the organizational performance and that is most hazardous obsession for police organization. The objective of this study was to review the literature on police stress with emphasis on manifestations as well as the symptoms of strain that facilitate recognition of problem, identification and delineation of the stressors experienced by law enforcement agents and coping behavior among law enforcers. It has been observed that occupational stress has leads to the development of negative outcomes for the individual employee and the employing organization. Degradation of general well-being as well as levels of satisfaction and commitment to the organization has each been identified as a result of the employee experiencing occupational stress. The results of stress are harmful to people, society and organizations. High levels of stress will cause negative effect on employees physical and mental well being ultimately shows effect on performance.

Keywords: Occupational Stress, Burnout, law enforcement, job demands, coping

I. INTRODUCTION

Stress is considered as “the invisible” sickness which affects all people; therefore we cannot afford or ignore it. Stress refers to the dynamic state caused by the physical, psychological, and social demands which are assumed to be threatening to an individual and leads to exceed in his or her coping resources. This can result in ‘strain’ which can be physical, mental, or behavioral response or manifestation.

Occupation of police is highly stressful as they always have to face challenges to their life by taking risk in their daily work. A study by Johnson et al. (2005) found that police was one of the six professions where the high stress led to maximum impact in terms of poor health and low job satisfaction. Traumatic stress is well known stress cause by physical hazards and is common in police. This kind of stress arises due to Police organizational structures and hierarchies tend to be rigidly stratified and unresponsive to individual needs. The incidence of suicide and fratricide has been rising over the years due to the physical and psychological problems faced by the police force. The high rate of suicides is just due to higher stress levels in Indian police, which is also a matter of serious concern. Stress is a complex phenomenon with multiple variables. The role played by psychologists and government in relation to coping mechanisms at every stage of service for police in India in comparison with other countries like USA, Australia etc. is negligible in spite of the fact that there is a need to alleviate stress in India has been recognized . The present study aims to fulfill these gaps.

II. OBJECTIVE

The first objective of the study was systematically to review the current evidence on job stress, burnout, and mental health for the effectiveness of study on occupational stress of police. The second objective of this study was to review the literature on police stress with emphasis on manifestations as well as the symptoms of strain that facilitate recognition of problem, identification and delineation of the stressors experienced by law enforcement agents and coping behavior among law enforcers.

III. METHODOLOGY

The systematic review was conducted over a one-year period, and was completed March 2014. The study was based on the University of Pune guidelines for conducting systematic literature reviews. This review was conducted in two parts. The first part was focused on identifying sources of job stress and notice symptoms of severe job stress in police by reviewing research papers on stress, mental health and job performance. The second part of the review retrieved papers on job stress, burnout, coping measures that evaluated signs of stress at work, on performance and high risk associated with job stress. Studies included were research articles dating from 1972 to 2013 undertaken in different journals, conferences at national and international level by psychiatrists, psychologist, researchers and social science professors.
IV. OBSERVATION

Stress is an essential part of everybody’s life. All Stress is not always inevitable, but some time it is good. For example, the physical stress (i.e exercise) improves cardiovascular system, and feeling pressure of exam causes to study harder for results with high score. However Police stress refers to the negative pressures related to their work. Police officers are one of the common man. In many research study researcher exposed that police are affected by their everyday exposure to human offensiveness and pain; and that when the shift changes, the long periods of boredom, and the continuous danger that are part of police work do cause serious job stress.

Dr. Hans Selye’s in his book “The Stress of Life” described the effect of long-term “stressors.” Dr. Selye maintains that the unrelieved effort to cope with stressors can lead to heart disease, high blood pressure, ulcers, digestive disorders, and headaches. Stressors in police work fall into four categories:

1. Stresses inherent in police work.
2. Stresses arising internally from police department practices and policies.
3. External stresses stemming from the criminal justice system and the society at large.
4. Internal stresses confronting individual officers.

Dr. Martin published the first study of police officer stress in 1972 in the American Journal of Psychoanalysis based on Selye's work, describing psychological effects of stress in police officers proposed by Dr. Martin (1972), which divides the sources of police stress into two broad categories: (1) the nature of police work; and (2) the nature of police organizations. In the first category of stressors, Symonds includes constant exposure to danger, facing the unknown, confronting hostility, and making judgments in rapidly changing, unpredictable situations. In his second category, Dr. Martin includes the quasi-military structure of police organizations, competition for promotional opportunities, disagreeable job assignments, and varying tours of duty. The utility of S Dr. Martin's model as a framework for understanding police stress has been demonstrated in the work of William H. Kroes and his associates.[18]

However, the first empirical study of police officer stress was conducted by Dr. William Kroes in 1974 and his study is the foundation for the formation of modern police stress awareness. Dr. Kroes Interviewed 100 Cincinnati police officers using an obtrusive semi-structured interview technique, categorizing primary Job stressors into equipment, courts, administration, and community relations areas. His research’s result clearly indicates organizational stressors, identified in the administration category, were the main sources of line officers’ concern.[25]

Dr. Terry Elsenberg followed Kroes in 1975 with exploratory research based on his experiences as a psychologist and police officer, placing 33 implied sources of stress into six categories: intra-organizational practices and characteristics; Inter-organizational practices and characteristics; criminal Justice system practices and characteristics; public practices and characteristics; police work itself; and the police officer. The intra - organizational practices and characteristics category contains features within an organization which may provoke or encourage stress development of stress such as poor supervision, absence or lack of career development opportunities, inadequate reward system, offensive policies, excessive paperwork, and poor equipment.[24]

In a study sponsored by National Institute of Mental Health, Bethesda conducted by Beehr, Terry A. and team on “Occupational Stress: Coping of Police and Their Spouses” (1991) suggest that coping activities of one might affect the strains of other. The activities in which the spouse is engaging will cause employee’s own coping attempt less effective (or more). A study through questionnaires including large city police department in the Eastern US and a suburban country department in the same state who provided the voluntary participants. A unique subset of the married officers and their spouses were indulged in this study. The questionnaires were anonymous in order to assure security of the officer’s identities and there were no direct way of matching each officer’s questionnaire with her or his spouse’s questionnaire. Its appeared to be five coping activities in which the police and their spouses engage when they experience stress: problem-focused coping, rugged individualism, avoidance, religion and self-blame. By studying the stress among the officer and their spouses, it enlightens the divorce potential as it is strongly correlated by the officer and his/her spouse. No coping strategy had an apparent effect on the divorce among the officer except for self-blame and its effect was deleterious. In the marriage life of officer and spouse blaming is a major factor cause trouble. Due to close bond between religion and marriage in our culture religion is also somewhat an affecting factor.[3]

According to Mathur P study on “Stress in police personnel: A preliminary survey, NPA magazines, 1993:45, he found that there are few job related factors among Indian police personnel those are acting as specific stressors, for example inadequate equipment, fear of severe injury, working conditions, anti-terrorist operations, lack of recognition, being killed on duty, work overload shooting someone in the line of duty, tackle with the public, lack of job satisfaction and police hierarchy.[17]

A study by Storch and Panzarella on “Police Stress: State-Trait Anxiety in Relation to Occupational Stress and Personal Stressors” (1996) finds that organizational factors and relationships with outsiders are major negative stressors, rather than potential violence or exposure to human misery. They find that the amount of stress or anxiety experienced by police officers is similar to other profession. The Police officers who enjoy job
excitement, offense skirmishing experienced more stress than the Police officers who just focused on job
compensation. Police officers who were facing changes at their work front or at family front are with more
stress. The most objectionable feature in job of police officer is work schedule.[23]
In another study according to Carson and Kuipers (1998), he divided the process of stress into three levels. The
first level which contains stressors coming from external sources, e.g. high job demands, a lack of resources and
lack of support from supervisors and colleagues etc., the second level suggest coping strategies those are acting
as buffer against negative impact of stressors on individuals. The third level consists of the stress impact on
individual which can be positive or negative.[4]
According to Schaufeli and Enzmann (1998) study organizational stressors are divided into two groups: job
demands and a lack of resources, where job demands tip to the required constant physical or mental exertion
characteristic of the job and can consequently be associated with certain physiological and psychological costs,
like excessive paper work, shift work, working over time, meeting deadlines and handling crisis situations. And
job resources are part of the job that may be efficient in achieving work goals, reducing job demands and the
probable physiological and psychological costs, and motivating personal development, e.g. sufficient
equipment, excellent management, an ample salary, appreciation and adequate human resources.[21]
Anshel (2000) highlighted three underlying postulates in stress research with police officers. Firstly, excessive
or strange external stimuli that are professed as threatening will be traumatic and cause major changes in
psychological, physiological and behavioral responses. The second stress postulate is that the failure to cope
successfully with temporary unexpected stress which leads to long-standing, chronic stress, which might in turn
restrain the body's resistant system, And then it leads to an array of medical illnesses and diseases. And lastly,
Sources of police stress that are ongoing and long-term will result in burnout, reduced motivation, poor
performance, and eventual dropout from the police profession[1]
A National Institute of Justice (NIJ) report published in 2000 summarized the causes and effects of job-related
stress on law enforcement officers and their families. The exposure to violence, suffering, and death are the
source of the stress among police officers. Due to rotating shifts of work of police officers unable to spend
enough time with their families annoying these stressors. Report also highlighted few more stress causing
incidence like high levels of violent offense, greater public scrutiny, unfavorable publicity, and changes in law
enforcement such as the advent of community policing.[14]
One more study conducted by Sergeant Corey Haines, Madison Heights Police Department in 2003 on “Police
Stress and The Effect on The Family”. The objective of this research paper was to identify the effects of stress
on the Police Officer as it relate to his professional and family life and to identify how the department can assist
to the officer in stress management. Another objective is to identify stressors and find the correct ways to
handle the situation of stress before they become uncontrollable and cause negative impact on the officer and
his/her family. Developing a counseling training program to the officers which will result in increased efficiency
of the organizations has been proved by the research. The counseling process will add stress if it is conducted
publically so it should be confidential. The study was concluded with the fact that there should be counseling
programs for officer to balance their personal life and professional life, so that the divorce cases would reduce at
an extent. The officers should be counseled time to time so that they relieve their stress and maintain a healthy
relationship with not only organization but also with the family.[9]
Pienaar and Rothmann conducted a study on South African Police Service in 2006. They found that 2145 police
officers had a noteworthy impact on the occurrence of occupational stress in the SAPS. All the different groups
experienced higher levels of stress due to lack of support, salary, promotion and recognition as compared to
other occupational stressors. While considering rank in police department it was reported to have also impacted
significantly on the experience of occupational stress in the police. Constables experienced stress less frequently
because of job demands, crime-related stressors and lack of support in comparison to other ranked police
officers.[16]
A survey research conducted by Buker and Wiecko (2007) on civilian officers, police officers, and mid-level
supervisors around 811 respondents working for the Turkish National Police Organization in which they
found that the organizational factors are the most stressful as compared to other stressors.[10]
A study carried out by Gul (2008) examined the stressors in policing and law enforcement officers’ depression
on their profession. He also found that officers on duty of violent arrests feel more negative and depressed about
their work. In addition to that officers who attended a police funeral were more likely to feel negative and
depressed about their profession.[8]
A study conducted by Martin Gachter and his team in 2009 on “Gender Variation of Physiological and
Psychological Stress among Police Officers” with main objective is to analyze the effect of gender on reported
and perceived level of stress through examination of both the physiological and physiological indicators.Data
were taken for analysis from the study “SHIELD” (Study to Help, Identify, Evaluate and Limit department
Stress) conducted by [7] Gerrshon(1999) in Baltimore, Maryland. Several indices were constructed to measure
different aspects and outcomes of stress for the purpose of study. Initially, t-test was ran to control whether the
mean level of perceived stress levels differ significantly between males and females. After then regression was
ran to explore the partial effects rather than just the raw effects. A large set of explanatory variables were taken. There was no significant difference were found between males and females concerning physiological stress but the observation shows that female officers have higher level of physical stress (covering also somatization and overall health). Furthermore, stress mitigation factors overall like social capital, and perceptions of fairness (Individual) are affecting the male officers but not helps in reducing physical stress among female officers. For both gender groups, only work-life balance and home stability show the tendency to be statistically significant. The requirement of implication of important policy for stress-reducing programs among female police officers with the aim of reducing gender gaps leads to the conclusion of research. For the police officers to find a sane difference between their tasks, both at home and the job such program should focus on overcoming stereotype about job profiles and on allowing a reasonable work-life balance. And this also leads to an environment in which female officers work have significantly hindered their stress coping abilities.[19]

The study conducted with The Campbell Collaboration by George T. Patterson and team on “The Effects of Stress Management intervention among Police Officers and Recruits”(2012) with the objective to identify, recover, assess and produce the available facts about effects of stress management involvement offered to veteran police officers and recruits. The research arrives with conclusion that stress management interventions had no significant effect on psychological, behavioral or physiological outcomes. The 12 primary studies examined psychological stress outcomes with stress can be contribute to negative psychological and physiological outcomes. To support the efficacy of stress management interventions for police officers or recruits, the result does not provide evidence. [14]

According to Sergio Garbarino, Giovanni Cuomo, Carlo Chiorri, and Nicola Magnavita , in their study “Association of Work-Related Stress with Mental Health Problems on A Special Police Force(SPF) Unit”2013, Law and order enforcement tasks exposes special police officers to major psychological risk factors. The research team worked on to examine the correlation among job stress and the occurrence of mental health warning sign while scheming socio-demographical, occupational and personality variables among SPF. At various time points, 292 of 294 members of SPF completed questionnaire for the evaluation of personality traits, work-related stress and mental health problem such as depression, burnout, anxiety by using Demand-Control-Support (DCS) and the Effort-Reward-Imbalance(ERI) models. While regression analysis showed that officers with higher levels of effort and over commitment getting less support and inappropriate reward were associated with higher levels of mental health symptoms. A noticeable increase in the risk of depression of employee those are unable to cope in stress situation. The findings of this study suggest that work-related stress play a important part in growth of mental health problems in police officers. The result of this study suggests that preventative measures should be implemented by department avoid distress and recover the mental well-being of SPF as they have to carry out sensitive tasks for which a strong psychological performance is required.[22]

V. FINDINGS AND CONCLUSION

The occupational stress has leads to the development of negative outcomes for the individual employee and the employing organization. Degradation of general well-being as well as levels of satisfaction and commitment to the organization has each been identified as a result of the employee experiencing occupational stress. The results of stress are harmful to people, society and organizations. High levels of stress will cause negative effect on employees physical and mental well being ultimately shows effect on performance. Many studies shows that organizational factors are more responsible for stress than to physical hazards on the job. To take corrective measure police administration must take efforts to within organization and also by improving training programs, counseling session for police officers and family, good compensation and rewards policy and transparency at work place. Observations from intensive literature review are as follows:

<table>
<thead>
<tr>
<th>Sources of Job Stress</th>
<th>Symptoms of Sever Stress in Police</th>
<th>Signs of Stress in the Work Place</th>
<th>High Risk in police due to stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Overload</td>
<td>Poor job performance</td>
<td>Increasing lateness</td>
<td>High blood pressure</td>
</tr>
<tr>
<td>Staff Shortages</td>
<td>Suicidal thoughts or plans</td>
<td>Going home early</td>
<td>Heart problems</td>
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<tr>
<td>Insufficient Resources</td>
<td>Crying</td>
<td>Working excessive hours</td>
<td>Insomnia</td>
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<tr>
<td>Lack of Consultation</td>
<td>Depression</td>
<td>Absenteeism</td>
<td>Suicide</td>
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<td>Boring Administration</td>
<td>Irritability</td>
<td>Withdrawal from social</td>
<td>Post-traumatic stress disorder</td>
</tr>
<tr>
<td>Financial Crisis</td>
<td>Short temper</td>
<td>Frequent mistakes</td>
<td>Depression</td>
</tr>
<tr>
<td>Organizational Structures</td>
<td>Excessive indigestion or heartburn</td>
<td>Forgetting appointments or deadlines</td>
<td>Anxiety disorders</td>
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<tr>
<td>Organizational Climate</td>
<td>Substance abuse or increased drinking</td>
<td>Long lunch breaks</td>
<td>Infection caused by immune dysfunction</td>
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<td>Non-Grant of Leaves</td>
<td>Increased use of sick time</td>
<td>Increased smoking or drinking</td>
<td>Panic attacks etc.</td>
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<tr>
<td>Job/Task Conflicts</td>
<td>Marital problems</td>
<td>Inability to manage</td>
<td></td>
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<tr>
<td>Long Hours</td>
<td>Sleeping too much or too little</td>
<td>Frequent accidents</td>
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<tr>
<td>Political Pressure</td>
<td>Loss of sexual drive</td>
<td>Conflict with colleagues</td>
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<tr>
<td>Neglected Family Life</td>
<td>Nightmares</td>
<td>etc.</td>
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<tr>
<td>Handling Communal Riots</td>
<td>Isolation</td>
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<tr>
<td>Violent arrest</td>
<td>loss of interest in social activities</td>
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<td>Police Funeral etc.</td>
<td>Startling easily</td>
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<tr>
<td></td>
<td>Changes in weight or appetite etc.</td>
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REFERENCES


