Chapter 4

THEORETICAL FRAMEWORK

4.1 Theoretical Framework

4.2 The Modal

4.3 Research Questions &
    Problem Statement

4.4 Research Gap:

CHAPTER – 4
THEORETICAL FRAMEWORK:

INTRODUCTION:

This chapter provides the conceptual frame work based on literature review. It will explain the key factors, variables and the relationships among theories or models and will provide a theoretical overview. The conceptualization will help in identifying and answering the research questions and will also guide the data collection process for this study.

With the recent attention on police suicide, a number of cases have been reported in the media and studies have been undertaken to review these cases and studies indicate that one of the reasons of police suicide is the high level of stress. Between 1934 and 1960 police suicide rates were half that of the general population. Between 1980 to the present, suicide rates in some departments almost approach double. Reviews and research findings showed that the main reason behind police suicide was the high level of stress. In recent times, the stress level on police seems to increase with a high speed, so there is a need to check the reasons behind the growing stress level among police personnel in Gujarat.

The Gujarat police have been quite satisfactory in keeping their objectives aimed at total peace for the state. The role and need of the police at the time of any types of emergency is remarkable at national level in general. But in particular they are the messengers of God during natural disasters for Gujarat people. Even in handling criminal cases they are amazing at pointing and striking out the problems.

There has been a lot of research on the negative effects of stress on people in general. It is a proven fact that police work is one of the top rated professions for job stress next to air traffic controllers and dentists.

The main purpose of this study is to find out the various symptoms and sources of stress among police personnel in the selected cities of Gujarat. The study also focuses on the idea of what stress is scientifically, how it relates to the police job and can give us an idea of what cops may need to do to help them with stress.

4.1. THEORETICAL FRAMEWORK:

Based on the literature review, it is expected that the results of the survey will confirm that police officials are indeed stressed and cope with it ineffectively; that there is a positive correlation between stress and work; stress and alcohol/ substance/cigarette use or abuse and stress and personal and interpersonal relationships.

TABLE 4.1: Occupational Stress Evaluation Grid (OSEG)

Levels	Stressors	Interventions	
		Formal	Informal
Socio cultural	Racism; Sexism Ecological shifts Economic downturns Political changes Military crises	Elections Lobbying/political action Public education Trade associations	Grass roots organizing Petitions Demonstration Migration Spouse employment
Organisational	Hiring policies Plant closings Layoffs, Relocation, Automation, Market shifts, Retraining Organisational priorities	Corporate decision Reorganization New Management Model Management consultant in-service / retraining	Social activities Contests; Incentives Manager involvement & ties with workers Continuing education Moonlighting
Levels	Stressors	Interventions	

		Formal	Informal
Work Setting	Task (time, speed, autonomy, creativity) Supervision Co-workers Ergonomics Participation in decision making	Supervisor meetings Health/safety meetings Union grievance Employee involvement Quality circles Job redesign In-service training	Slow down/speed up Redefine tasks Support of other workers Sabotage, Theft, Quit, Change jobs
Interpersonal	Divorce, Separation Marital discord, Conflict, family/friend, Death, illness in family Intergenerational conflict Legal/financial difficulties Early parenthood	Legal/financial services Leave of absence Counseling, Psychotherapy Insurance Plans Family therapy Loans/credit unions Day care	Seek social support/advice Seek legal/financial assistance Self-help groups Vacation/sick days Child care
Psychological	Neurosis, Mental illness, Disturbance of Affect, Cognition or Behavior Ineffective coping skills Poor self-image Poor communication Addictive behavior	Employee assistance (referral/in house) Counseling, Psychotherapy Medication Supervisory training Stress Management Workshop	Seek support from friends, family, church Self-help groups/books Self-medication Recreation, leisure Sexual activity "Mental health" days
Levels	**Stressors**	**Interventions**	

		Formal	Informal
Biological	Disease, Disability Sleep, Appetite disturbance, Chemical dependency Biochemical imbalance Pregnancy	Pre placement screening Counseling Medical treatment Health education Employee assistance Maternity leave	Change in sleep patterns? Waking habits Bag lunch Self-medication Cosmetics Diets, exercise Consult physician
Physical / Environmental	Poor air, climate Noise exposure Toxic substance exposure Poor lighting Radiation exposure Poor equipment design Bad architecture	Protective clothing/ equipment Climate control Health/safety committee Interior decoration Muzak Union grievance	Own equipment, decoration Walkman, radio Consult personal physician Letters of complaint

Source: The Nuts and Bolts of Assessing Occupational Stress: A Collaborative Effort with Labour – Jefferson A Singer et al. published by NIOSH in May 1987.

TABLE 4.2: THE PERSONAL AND ORGANISATIONAL EFFECTS OF OCCUPATIONAL STRESS

The Personal and Organisational Effects of Occupational Stress :			
Personal		**Organizational**	
	Alcohol abuse		Accidents
	Drug abuse		Thefts
	Emotional Instability		Reduced productivity
	Lack of self-control		High turnover
	Fatigue		Increased errors
	Marital problems		Absenteeism
	Depression		Disability payments
	Insomnia		Sabotage
	Insecurity		Damage and waste
	Frustration		Replacement costs
	Anxiety		Inflated health-care costs
	Psychosomatic diseases		Unpreparedness
	Eating disorders		Lack of creativity
	Boredom		Increased sick leave
	Mental illness		Premature retirement
	Suicide		Organizational breakdown
	Health breakdowns		Disloyalty
	Irresponsibility		Job dissatisfaction
	Violence		Poor decisions
			Antagonistic group action

Source: A Review of Organizational Stress Assessment Instruments by John W et al published by NIOH in May 1987.

Indicators of stress may include psychological symptoms such as job dissatisfaction and anxiety, physiological strains such as high blood pressure and behavioural symptoms such as excessive consumption of alcohol or excessive smoking. Many physiological, behavioural and psychological strain factors have been identified in the available literature (Blau, 1981; Kroes, 1976; Larocco and Jones, 1978; and Schuler, 1980). It is well established that employee reports of stressful job conditions (stressors) correlate with employee affective and health outcomes or strains (Chen and Spector, 1991).

There are indications (Adams, 1978; French and Caplan, 1964) that the effects of chronic everyday stress are more pervasive, adversely affect productivity and satisfaction as well as health.

4.1.1. Age Difference and Stress:

Employees may enter occupations with different levels of emotional and physiological resistance and resilience to the demands of work. As employees age or are exposed over time to more emotional and physiological trauma, consequences for mental and physical health may increase. (Caplan, 1985). Schwartz and Schwartz (1975) noted that among older police officers, suicide is more common and may be related to alcoholism, physical illness or impending retirement. Though it has so far been ignored in India, the problem of suicide among police officers is both formidable and important.

In a study on policemen opting for suicide, Friedman (1968) offered a sampling of the characteristics of 93 New York policemen who had committed suicide, between January, 1934 and January, 1940. The officers ranged in age from 24 – 50 years with about 10 per cent in their 20s, 45 per cent from 30 – 39 years, 30 per cent in their 40s and 15 per cent in their 50s. The peaks of suicide occurred from 30 to 35 and from 39 to 45 years of age. The British psychoanalyst, Elliott Jacques (1965) contends that a peak in the death rate between 3.5 and 4.0 is attributable to the shock which follows the realization that one is inevitably on a descending path.

Writing about stress and the middle aged manager, Harry Levinson (1981) described the shift into disillusionment: "This period is essentially a mourning experience like regret, sorrow, anger, and disappointment for something which has been lost – one's precious youth and with it the illusion of omnipotence and immortality. It is necessary to be free to talk about the loss, the pain, and the regret, and even to shed a tear, literally or figuratively. We do indeed die a bit each day, we have a right to be shaken by the realization when we can no longer deny it."

Behind the flowering of middle age, a critical physical and psychological turnaround process occurs that is reflected in the indexes of health. Statistics from Life Extension Examiners indicate that specific symptoms such as extreme fatigue, indigestion and chest pains rise sharply among young executives just moving into top management (1965). Only one – third of the symptoms found in the 31 to 40 year old management group can be traced to an organic cause (The Examiners report P. 56). They suggest that these problems come about because of the manner in which men live and the state of mind in which they work. While some explanations for this increase in symptoms are no doubt a product of the ageing process itself, there are more pressing psychological forces (Levinson, 1981). Age differences have been reported to exist in context of stress vulnerability to disease and burnout by several researchers in the study of Indian police too (Bhasker, 1986; Dangwal et. al., 1982; Pillai, 1987; Suresh, 1992).

4.1.2. Level of Education and Stress:

It would be appropriate to suggest that the educational level of an individual would influence his / her expectations, level of awareness, performance and perceptions. So far, there is scant available information regarding the role of one's educational background in relation to job stress. The crucial role of perceptual and cognitive characteristics in determining perceptual differences cannot be undermined. The investigator's interest in any difference due to educational level is born out of the notion of appraisal as expounded by Lazarus, 1966, 76.

The role of learning and experience in assessing / evaluating the various elements of the person's situation has been discussed (Lazarus, 1976). Taking a cue, the hypothesis that there will be differences in the stress index scores of postgraduates, graduates and undergraduates and that perception of the stressfulness of stressors will differ among these groups has been formulated. Dangwal et. al., (1982) have observed that higher the educational qualification, higher is the stress. Bhasker (1986) found education correlated negatively and significantly with ego ideal. The hypotheses regarding educational difference formulated in this study are really a leap in the dark.

4.1.3. Rank Differences and Stress:

Groups of workers may share a common perception: e.g., they may perceive the other group as being given less workload, Social comparisons and the nature of interpersonal relations may promote feelings of fairness or inequity determining perceptions of stressfulness at work (Caplan, 1985). There have been indications that psychological, emotional or physical stress experienced by police officers may vary by career stage and by ability to handle stress (Kasl, 1989). In a study on Work, Stress and Strain among Police Officers (Ezra and Pendleton, 1989), data relevant to stress and strain were analyzed separately for 159 police officers with High Work Loads (HWL) and Low Work Loads (LWL) on traffic duty.

The sources of stress and strain were different for the two groups. For the LWL, the sources of stress and strain were difficulties in interpersonal relations with peers, community and especially with supervisors. Sources of stress among HWL were stress producing events in their lives in general as well as in performing the job of patrol officer and in dealing with crime and related matters.

The differences between the subjects can be explained by Social Comparison Theory or by Identity Theory. Gudjonsson and Adlam (1985) in a study comparing the occupational stressors of probationary constables, station sergeants and senior officers found significant differences in the reported levels of stress. There were

differences between the groups, the probationers more frequently reporting dangerous or violent confrontations when dealing with messy car accidents; the senior officer's most frequently citing paperwork and job overload as causing stress.

Similar Indian studies have also noted that rank differences lead to differences in vulnerability to stress. Dangwal et. al., (1982) found police inspectors in age group 3140 years obtained the highest stress scores. Bhaskar (1986) reported in this context that scores vary for policemen of different ranks. Group differences based on hierarchical status in the police have been found to exist with relation to stress, somatic / health related problems, perception of stressors and coping responses (Bhasker, 1986; Mathur, Pragya, 1995, Pillai, 1997; Yadav, 1994).

This study further explores the rank differences in the police sample as reflected in the stress index scores, the somatic status, the perception of stressors and the use of coping strategies. It is interesting to note that though out of the 93 officers in Friedman's (1968) study of policemen committing suicide, 64 per cent were patrolmen but officers of high rank such as lieutenant and captain were also listed. Danto's (1978) data on suicide cases of 12 Detroit police officers revealed eleven were patrolmen and one was a sergeant.

4.1.4. Tenure of Service and Stress:

Acknowledging other possible explanations, Gudjonsson (1994) suggests that experience of police work modifies the type of situation which is perceived as stressful. While recruits find it stressful, for example, to deal with car accidents and mutilated bodies, senior officers are able to cope with this type of experience but are increasingly sensitive to any administrative or managerial errors they may make. In Friedman's (1968) study of policemen committing suicide, of the 93 officers, 37 to 40 per cent joined the department in the period from 1925 - 1927. Although the length of service was not specified, it seemed likely that the officer had been active for at least 10 to 15 years or more.

The length of service in the police organization may be an important factor related to the experience of stress, in that 25 police officers were evaluated at or shortly after their recruitment and then again two years later. Eleven officers were available for follow up, four years after recruitment.

MMPI scores showed significant changes over time suggesting increasing somatic symptoms, anxiety and vulnerability to taking alcohol. Beutler, Nussbaum and Meredith (1988) discussed the results in terms of peculiar stresses of police work and the need for periodic revaluation to prevent stress associated problems and also initiate early intervention programs. It would be appropriate to suggest that preparing and equipping the police right at the beginning, to handle stress effectively, would reduce the negative outcomes seen with the passage of time.

Niederhoffer (1967) proposed that policemen tend to feel more isolated than powerless or normless but that alienation generally rises throughout their career, reaching a peak at their fifteenth year of service at which point retirement and pensions are within sight and subsequently feelings of alienation diminish. Tenure of service was included for study in the present investigation. Particularly with reference to the quasi-military structure and specialized functions, police organizations are difficult to study. The freedom of the investigator is limited by the quasi-military structure, formal rules and regulations and the code of secrecy of the police. It was not possible to have a purely experimental design or probability sampling either. As mentioned by Caplan (1985), true experiments are the rarest of all in studies in the literature on psychosocial stress in work. Experiments usually involve only limited number of respondents because such experiments are expensive to run. Caplan also suggested there are pressures which make employees resistant to engage in true experiments with random assignment to conditions. Therefore, the present study employed purposive sampling and self-report questionnaires to collect data for analysis.

Controversy surrounds the subjective versus objective nature of the experience of stress. Most models focus on the objective organizational environment of the focal person or on the respondent. However, the subjective environment or the person assumes primary causal importance because the subjective perception of events is of critical importance (Eulberg, 1988). The self-report questionnaire used by the researcher would provide information about the chronic job stressors as perceived by the police. The concept of validity must be widened to enhance the role of applied social science in the emerging world scene, beyond the current emphasis on the methodological validity.

Vaughan (1989) opined that the quest for certainty, precision and exactitude as the single end of social science research is at best questionable. Rather than defend the merits of social science research in terms of conventional notions of the validity of instruments, the accuracy of the findings or the relevance of such knowledge for solving society's problems, Prewitt (1980) argued that our efforts to produce knowledge and the character of the knowledge produced must be judged in terms of other types of criteria. According to his reasoning, social science knowledge should not be judged solely in terms of its record of providing solutions for the social problems of this or another society, but also in terms of the extent to which social science efforts "help us to cope with and to comprehend, to participate and perhaps to avert social conditions that: shift, mutate, explode, combine and change." Therefore, the value of social science research and knowledge should be judged not according to the technical validity of the knowledge it produces (at least in any exclusive sense) or to the extent of the problem solving capability produced, but rather should be evaluated in terms of contributions to the refinement of debate and sharpening of the intelligence upon which the collective management of human affairs depends. It is in the light of the above that the present study is meant to be seen.

4.2. THE MODEL:

To measure the symptoms of stress, a model developed by Smith & Venter in 1996 has been used. The main areas covered are mental symptoms, physical symptoms and other symptoms including increased smoking, intake of tobacco products and medication. There are 12 mental symptoms items developed by Smith & Venter in 1996 i.e. Anxious, worry a lot, irritability, easily frustrated, aggressive outburst, poor concentration, forgetfulness, depression, poor motivation, want to be alone always, poor self esteem and feel out of control. There are 13 physical symptoms items which was developed by Smith & Venter in 1996 i.e. headache, spastic colon, indigestion, ulcers, high blood pressure, hyper ventilation, asthma, stiff sore muscles, trouble sleeping, decreased immunity, change in married life, change in appetite and palpitation. There are 3 other symptoms items developed by Smith & Venter in 1996 i.e. concerning smoking, alcohol consumption and medication.

To measure the sources of stress, the model developed by the same author (Smith & Venter, 1996) has been used in this particular study. The sources of stress include the 7 items of personal sphere developed by Smith & Venter in 1996 i.e. struggle to make decisions, worried about my health, burdened with unresolved issues of the past, suffer from depression, unmotivated to take up challenges and have to adapt to a new life style. There are 5 items of interpersonal sphere, developed by Smith & Venter in 1996 i.e. difficulty in communicating, lost interest in others, difficulty in controlling my anger, am a perfectionist in my expectations of others and see that others use me as a doormat. There are 10 items of work sphere developed by Smith & Venter in 1996 i.e. feel overloaded with work, struggle to meet deadlines, carry a lot of responsibilities, struggle to get along with superior-subordinates and peers, have to tolerate a lot of frustration, working long hours, no control over my work schedule, dissatisfied with my salary, my work is boring and not challenging, perfectionist in execution of my task. One additional attribute has been used which is not a part of the model developed by Smith and Venter in 1996 that is post retirement departmental issues. There are 4 items of recreational sphere developed by Smith & Venter in 1996 i.e. spend a lot of time under the influence of drugs and alcohol, do

not have any free time, too tired to use my free time constructively and have free time but no interest/activities to fill it with.

The Coping Strategies developed by Miller in 1988 have been used to check the extent of practicing by the respondents. The items include maintaining a sense of humor, meditating, getting a massage, exercising regularly, eating more sensibly, limit intake of alcohol, take refuge in family and friend, delegate responsibility and quit from the job.

The extent to which police personnel engaged in cigarette smoking, alcohol and eating tobacco products was assessed using a questionnaire, developed by Madu and Matla (2003). They indicate the number of cigarettes they smoked or/and tobacco product they ate in a day and how often they do. In addition, they indicate how old they were when they first started smoking and taking tobacco products.

4.3. RESEARCH QUESTIONS & STATEMENT OF PROBLEM:

The functions of the police encompass preservation of law and order, to safeguard people from attack and to protect property among others. The society expects the cop to play these varied roles with equal elan. He is a helper, saviour, friend and referee. Then, as a law enforcer he makes an arrest or uses force to enforce the rule of law. This roller – coaster ride is a process difficult to understand functionally and incomprehensible emotionally (Bratz, 1979).

The police profession is not rewarded as compared to other professions in the society. They are so important not only for an individual but also at group, regional and national levels, as providing safeguard etc but not been treated properly as per their nature of work. Their working hours are normally uncertain as compared to other professions. As compared to other professions, police personnel have a high level of threat to their life and sometimes to their family life too. One major problem in our society is that police profession is not given as much respect as it deserves.

Keeping in mind all these important aspects, the following questions have been raised for their monetary, non-monetary, professional and personal improvement which provides them a concrete guideline for their betterment.

1. Are the police personnel of Gujarat suffer from stress? If yes then what is the severity of stress?
2. What are the main sources of stress among police personnel of Gujarat?
3. What are the reasons behind working long hours?
4. Do the post retirement issues cause stress among the police personnel of Gujarat?
5. Does the security of job cause stress among the police personnel of Gujarat?
6. How important is the unavailability of time for social issues for the police personnel of Gujarat?
7. Is there any impact of professional life on personal life of the police personnel of Gujarat?
8. Do they know about the term stress and their coping strategies?

4.4. RESEARCH GAP:

Research Gap has been divided into two categories, first, on the basis of time duration and the second on the basis of geographic location. Beyond this, a minor model modification has also been done in this study.

Periodical:

Pestonjee (1992) - in his compendium of stress research in India noted that there are only two studies on police professionals. Bushra Banoo pointed out that only few researches have been conducted on Indian police. They are as follows:

Dangwal et al. (1982) - He studied a sample including three states and subordinate police personnel only. They suggested a more representative sample including more states and also inclusion of all the levels of police hierarchy.

Bhaskar (1982) - He also suggested exploring the relationship between behavioural, psychological and health effects and the experience of job stress among police.

Pillai (1987) - His study suggested the need for periodical diagnosis of stress and related symptoms, to reinforce improved functioning of system and enhance the health and job satisfaction among police personnel.

Ramchandaran (1989) - He suggested the need for a more intensive study which would depict insights into behavioral patterns at other levels of hierarchy.

Tripathi et al. (1993) - They widened the scope for a larger and more representative sample in future studies on police personnel. His study was based on four districts to UP state.

Suresh (1992) - He also emphasized the need for research, to extend the findings of his study to include police officers in divergent regional and culture context.

Mathur (1999) - He suggested that longitudinal studies would be very good to identify the impact of police work on the individual. He also suggested that the family members of police personnel can also be included in future studies.

Regional:
At the global level, a number of studies have been conducted in the past on police stress but in Indian scenario very few systematic studies on police stress have been noticed. In depth study on the topic of stress among police personnel in Gujarat is yet to be carried out in a more scientific and advanced manner.

BIBLIOGRAPHY

[1]   Jefferson A Singer et al, The Nuts and Bolts of Assessing Occupational Stress: A Collaborative Effort with Labour – published by NIOSH in May 1987.

[2]   John W et al A Review of Organisational Stress Assessment Instruments published by NIOH in May 1987.

[3]   K. S. Rajeswari and R. N. Anantharaman Role of Human-Computer Interaction Factors as Moderators of Occupational Stress and Work Exhaustion published in International Journal of Human-Computer Interaction 2005, Vol. 19, No. 1, Pages 137-154.

[4]   K. S. Rajeswari, R. N. Anantharaman April 2003 SIGMIS CPR '03 Development of an instrument to measure stress among software professionals: Factor Analytic study.

[5]   K.K.Jain, Fauzia Jabeen, Vinita Mishra and Naveen Gupta in their study in 2007 - Job Satisfaction as Related to Organisational Climate and Occupational Stress: A Case Study of Indian Oil published in the International Review of Business Research Papers Vol. 3 No.5 November 2007 Pp.193-208.

[6]   Kulkarni GK. in an article Burnout published in Indian Journal of Occupational and Environmental Medicine 2006 [cited 2008 Feb 28];10:3-4 K. Chandraiah, S.C. Agrawal, P. Marimuthu And N. Manoharan - Occupational Stress and Job Satisfaction Among Managers published in Indian Journal of Occupational and Environmental Medicine Vol. 7, No. 2, May-August 2003

[7]   Leemamol Mathew University of Calicut January 2005 An Exploratory Study on Occupational Stress and Coping Strategies of Special Educators in South India

[8]   Nag, P.K. and Nag, A. Psychophysical stress factors as determinants of human computer interaction incompatibility. In humanizing work and work environment (Eds GG Ray, A Ganguly and PK Nag) (2003) 268.

[9]   Nag, P.K. and Nag, A. World trends in occupational health and safety management systems, In: Handbook on Standards and Guidelines in Ergonomics and Human Factors, Ed. W Karwowski (New Jersey, Lowrence Erlbaum) 25 (2005) 442.

[10] Anonymous 2003. "Policeman's wife." *Servamus*, 96(5):pp 7.

[11] Bratz, L.L. 1986. "Combating police stress." *FBI Law Enforcement Bulletin*, 55(1): pp. 1-7.

[12] Calvert, G.M., J. W. Merling and C. A. Burnett. 1999. "Ischemic heart disease mortality and occupation among 16- to 60-year-old males." *Journal of Occupational and Environmental Medicine*, 41(11): 960-966.

[13] Colwell, L. 1998. "Stress- a major enemy of law enforcement professionals." *FBI Law Enforcement Bulletin*, 57(2): 11-14.

[14] Corelli, R. 1994. "Drinking to forget the things they've seen." *Maclean's*, 107(13): pp. 54.

[15] Dudek, B. and Z. Makowska. 2001. "Sense of personal control and the level of occupational stress and related effects." *Medycyna Pracy*, 52(6): 951-957.

[16] Hart, P.M. and A. J. Waring. 1995. "Police stress and well-being: integrating personality, coping and daily work experiences." *Journal of Occupational and Organizational Psychology*, 68(2): 133.

[17] Roberts, N.A and R. W. Levison. 2001. "The remains of the workday: impact of job stress and exhaustion marital interaction in police couples." *Journal of Marriage and Family*, 63(4): 1052.

[18] Standfest, S.R. 1996. "The police supervisor and stress." *FBI Law Enforcement Bulletin*, 65(5): 7-10.

[19] Tang, T. L-P. and M. L. Hammontree. 1992. "The effects of hardiness, police stress and life stress on police officers' illness." *Public Personnel Management*, 21(4): 493.