

A Study on Stress Management in Central Armed Police Forces

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Chapter - 6

FINDINGS, SUMMARY AND CONCLUSION

6.1 Introduction

The researcher has explained the major findings, conclusions, and suggestions of the study in the present chapter. The study is discussed and some light is also thrown on the scope of the future research. Relevant and logical findings are successfully drawn by the scholar with the help of analysis and interpretation of the results.

Seven armed forces such as “Border Security Force (BSF), Central Reserve Police Force (CRPF), Central Industrial Security Force (CISF), Indo-Tibetan Border Police (ITBP), Sashastra Seema Bal (SSB), Assam Rifles (AR) and National Security Guard (NSG)” known as Central Armed Police Force (CAPF) of union of India which is controlled and operated by “Ministry of Home Affairs in Government of India”. The key responsibility of these forces is to guard the border, maintain law and order, counter the insurgency and also provide security to important installations. It is true that the life of CAPF personnel is very tough all through their service period and it demands both physical and mental conditions to be dedicated for the service and this has a great impact on the personal life of these personnel. It is found that the majority of CAPF personnel are stressed all through their servicelife as they are helpless in solving domestic issues back at their home. They are not able to solve the issues as they don’t have enough time to stay at home due to the demands of their job. It is very important for them to identify the stress and have some practical solution to their issues and get trained to manage the stress. The report says that there are many CAPFs personnel that had committed suicide and the main reason behind this step is their stress during service period. Frequent and sudden movements in CAPFs job are uncertain and this many times disrupts their leave plan. They are not able to spend time with their family and friends and this causes stress. The health of the individual is negatively affected on mental and physical level both due to stress and depression where the personnel are not able to balance their personal and official life.

The study had focused on the sources and level of stress of CAPF personnel which is mainly due to work overload where the individual is always overburdened with a number of tasks and not able to meet the deadlines. Long working hours where there are no fixed working hours and the people are not getting enough time to sleep. Being in the disciplined force the personnel have a strong feeling that their job is not secured, they are also stressed due to lack of participation in decision making and lack of fairness at the workplace. The researcher had also studied the consequences of stress on taking decisions by the CAPF personnel regarding professional development where CAPF personnel are often absent from their duty due to sickness and are under anxiety and depression due to stress in the workplace. It is also found that the physical condition (sleeping disorder, BP, headache etc.) of CAPFs is always poor and the error rate increases in day-to-day tasks. Other consequences of stress are tension and conflicts among colleagues, loss of motivation and commitment towards work and the individual is not able to plan and control its tasks. The study had thrown light on suggestions to control the stress in which the policies and security is very important to motivate the CAPF personnel towards their job by granting their leave at regular interval of time and whenever required, jobs are to be secured with salary and pension plans, individual need to be heard before taking any action and all the possible benefits to be provided by the government and working hours to be limited. Counselling sessions need to be arranged regularly, psychological assessment is suggested for every individual and self-management and stress management training needs to be provided to all the CAPF personnel.

6.2 Major findings from the Research Study

6.2.1 Demographic Profile of the Study

- Sources and level of stress is studied in 400 CAPF personnel in which 88% are male and 12% are female.
- Among them 25.8% of the respondents are below 30 years of age, 29.3% are from 31-40 years, 27.3% belong to the age group of 41-50 years and the rest 17.8% are above 50 years of age.

- With regards to their educational qualification, it is found that 33.5% of respondents have done their High School, 44.7% have studied till Higher Secondary and the rest 21.8% are graduate and above.
- 8% of people that are surveyed in present study are Police Inspector, 10.75% are Sub-Inspector, 9.5% are Assistant Sub-Inspector, 21% are Head Constable and 50.75% are Constables designation under CAPF.
- Among them 57.8% are working from less than 10 years and the rest 42.2% of the respondents are working from more than 10 years in CAPF.
- 61% of CAPF personnel that were surveyed are married, the rest 38.2% are unmarried and other including separated and widows are 0.75%.

6.2.2 Major findings from the first objective:

Sources of Stress in CAPF Personnel

Exploratory Factor Analysis shows that the value for Kaiser-Meyer-Olkin Measure of Sampling Adequacy is 0.900 and the value under significance column is 0.000 for Bartlett's Test of Sphericity. This shows that there is sufficient relation among variables to lead them for Factor Analysis. Five factors were explored to know the source of stress in CAPF personnel. Factors and their associated variables along with % of variance and reliability are described below:

- Work Overload (17.094% of variance and reliability 0.952). The factor is well elaborated with the help of the variables like I am always overburdened with a number of tasks, I am not able to meet the deadlines, my work is never ending, I am not able to prioritise my work and while working on one task, I think about pending one.
- Long Working Hours (16.051% of variance and 0.891 reliability) consist of variables like Long Working Hours and the associated variables are There are no fixed working hours, I don't get time to sleep, I am always in guilt of not giving time to my family, long working hours make me physically and mentally stressed and My leave is not easily granted.
- The percentage of the variance and reliability of the factor Job Insecurity is 15.778% and 0.893 respectively. The variables associated with this factor are that I am

always having a strong feeling that my job is not secured, there is a lack of trust in the system, I face system politics and blame games, senior officials use their power against each other and power plays a major role in CAPFs.

- Lack of Participation in Decision Making has 12.427% of the variance with 0.852 reliability. The variables associated with this factor are: I face lack of participation in the decision making process, I am not heard by the seniors, I am not asked and consulted for my duty and work and I am not able to express and question in decision making.

- Lack of Fairness at Workplace shows 11.201% of the variance with reliability 0.784 which consist the variables like I face partial practice in the department, there is unequal distribution of duty and task, Favouritism and nepotism are followed in transfers and promotions and Transparency is not there at workplace.

Total reliability of all the 5 constructs Work Overload, Long Working Hours, Job Insecurity, Lack of Participation and Lack of Fairness at Workplace including 23 variables is 0.920.

Further, impact of all the constructs Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace on “Overall level of stress of CAPFs Personnel” was measured with the help of multiple regressions and found that the model explains 63% of the variance with R Square value 0.630. It is also found that Overall level of stress of CAPFs Personnel (dependent variable) is significantly influenced by one or more independent variables. All the factors namely Work Overload, Long Working Hours, Lack of Participation in Decision Making and Lack of Fairness at Workplace has significant impact on “Overall level of stress of CAPFs Personnel” except the factor Job Insecurity showing insignificant impact on dependent variable. The Beta value for Lack of Fairness at Workplace is highest 0.774 followed by Work Overload (0.124), Lack of Participation in Decision Making (.092), Long Working Hours (0.069) and Job Insecurity (0.056).

Factor wise Mean Value of the Variables

- The respondent says that while working on one task, I think about pending one with highest mean value 4.02 and my work is never ending with mean value 3.97. They had shared that I am not able to meet the deadlines with mean value 3.95, I am not able

to prioritise my work (3.93) and lowest mean value 3.91 when they say that I am always overburdened with a number of tasks.

- It is found that the respondents are always in guilt of not giving time to my family with highest mean value 3.95 and long working hours make them physically and mentally stressed with (3.87). The respondent also shares that there are no fixed working hours (3.84), I don't get time to sleep (3.80) and leave is not easily granted with lowest mean value 3.48.

- It is found that majority of respondents says that Senior officials use their power against each other with highest mean value 3.66 and they face system politics and blame games (3.64), Power plays a major role in CAPFs (3.58), There is lack of trust in system (3.51) and job is not secured with lowest mean value 3.35.

- Most of the respondents face lack of participation in the decision making process with highest mean value 3.80 and not able to express and question in decision making (3.66), also not asked and consult for duty and work (3.56) and even not heard by the seniors with lowest mean value 3.52.

- Majority of respondents shares that Favouritism and nepotism are followed in transfers and promotions with highest mean value 3.79 and Transparency is not there at workplace (3.77), also face partial practice in the department (3.65) and there is unequal distribution of duty and task with lowest mean value 3.64.

6.2.3 Major findings from the second objective:

Level of Stress CAPFs Personnel

- The study had analysed the level of stress in CAPFs personnel and found that 2% of the CAPF personnel are under very high-level stress.

- The study had analysed the level of stress in CAPFs personnel and found that 18% of the respondents are having high level stress.

- The study had analysed the level of stress in CAPFs personnel and found that 33.0% of them goes through moderate level stress.

- The study had analysed the level of stress in CAPFs personnel and found that 40.7% with low level stress.

- The study had analysed the level of stress in CAPFs personnel and found that 6.3% in very low-level stress.

- The mean value is 3.66 of level of stress in CAPF Personnel.

6.2.4 Major findings from the third objective:

Nature of the Influence of Stress on the Personal Behaviour of the CAPF Personnel

Exploratory Factor Analysis shows that the value for Kaiser-Meyer-Olkin Measure of Sampling Adequacy is 0.919 and the value under significance column is 0.000 for Bartlett's Test of Sphericity. This shows that there is sufficient relation among variables to lead them for Factor Analysis. Only 1 factor is explored to know the influence of stress on the personal behaviour of the CAPF personnel. Factor and its associated variable along with % of variance and reliability are described below:

- Influence of stress on personal behaviour (77.012% of variance and reliability 0.948). The factor is well elaborated with the help of the variables like My behaviour toward others is harsh, I had started using alcohol and smoking, I am not able to balance my personal and work life, I am not able to concentrate on my work, I get irritated very easily, I started feeling Suicidal behaviour tendencies and I am going through aggressiveness and impulsivity. Total reliability of the construct that includes 7 variables is 0.948.

Variable wise mean values

- The mean value of the variables associated with influence of stress on the personal behaviour of the CAPF Personnel was measures where the respondent says that I get irritated very easily with highest mean value 4.05.
- I started feeling Suicidal behaviour tendencies with mean value 4.01.
- I am not able to concentrate on my work (4.00).
- I had started using alcohol and smoking (3.98).
- My behaviour toward others is harsh (3.97).
- I am not able to balance my personal and work life (3.93).
- I am going through aggressiveness and impulsivity with lowest mean value 3.78.

Further, impact of all the constructs Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace on “Overall influence of stress on the personal behaviour of the CAPF Personnel” was measured with the help of multiple regressions and found that the model explains 51% of the variance with R Square value 0.517. It is also found that Overall influence of stress on the personal behaviour of the CAPF Personnel (dependent variable) is significantly influenced by one or more independent variables. All the factors namely Work Overload, Long Working Hours, Job Security and Lack of Participation in Decision Making have a significant impact on “Overall level of stress of CAPFs Personnel” except the factor Lack of Fairness at Workplace showing insignificant impact on dependent variables.

The Beta value for Work Overload is highest 0.647 followed by Job Insecurity (0.244), Lack of Participation in Decision Making (0.162), Long Working Hours (0.103) and Lack of Fairness at Workplace (0.047).

6.2.5 Major findings from the forth objective:

Consequences of stress in CAPF personnel

Exploratory Factor Analysis shows that the value for Kaiser-Meyer-Olkin Measure of Sampling Adequacy is 0.855 and the value under significance column is 0.000 for Bartlett's Test of Sphericity. This shows that there is sufficient relation among variables to lead them for Factor Analysis. Only 1 factor is explored to know the consequences of stress on taking decisions by the CAPF personnel regarding professional development. Factor and its associated variable along with % of variance and reliability is described below:

- Consequences of stress (66.106% of variance and reliability 0.914). The factor is well elaborated with the help of the variables like I am often absent from my duty due to sickness, I am under anxiety and depression due to stress on workplace, my physical condition (sleeping disorder, BP, headache etc.) is poor, Error rate is increasing in my day-to-day tasks, Tension and conflicts are there among me and my colleagues, I feel loss of motivation and commitment for my work and I am not able to plan and control my tasks. Total reliability of the construct that includes 7 variables is 0.914.

Variable wise mean values

- The mean value of the variable named consequences of stress is measured where the respondent says that Tension and conflicts are there among me and my colleagues with highest mean value 3.79.
- I am often absent from my duty due to sickness with the mean value 3.67.
- I feel loss of motivation and commitment for my work with the mean value 3.65.
- As the consequences of stress on taking decisions by the CAPF Personnel regarding professional development. The respondent also says that Error rate is increasing in my day-to-day tasks with the mean value 3.59.
- I am under anxiety and depression due to stress on workplace with the mean value 3.50, I am not able to plan and control my tasks with the mean value 3.49 and my physical condition (sleeping disorder, BP, headache etc.) is poor with the mean value 3.32.

6.3 SUGGESTIONS TO MITIGATE THE STRESS

Exploratory Factor Analysis was used to explore the factors related to suggestions to mitigate the stress among CAPFs personnel. The test shows that the value for Kaiser-Meyer-Olkin Measure of Sampling Adequacy is 0.876 and the value under significance column is 0.000 for Bartlett's Test of Sphericity. This shows that there is sufficient relation among variables to lead them for Factor Analysis. Five factors were explored to know the suggestions to control the stress. Factors and their associated variables along with % of variance and reliability are described below:

- Policies and Security (17.288% of variance and reliability 0.946). The factor is well elaborated with the help of the variables like (1) Leave need to be granted at regular interval of time and whenever required, (2) Jobs are to be secured with salary and pension plans, (3) Individual need to be heard before taking any action and (4) all the possible benefits to be provided by the government and (5) Working hours to be limited.
- Counselling (16.249% of variance and 0.938 reliability) consist of variables like (6) Counselling sessions need to be arranged regularly, (7) psychological assessment is

suggested for every individual, (8) Counsel to fill the gap in well-being, (9) need to help an individual to deal with prolonged separations and (10) Special counselling for drug abuse and alcohol addiction.

- The percentage of the variance and reliability of the factor Monitoring of stress is 14.607% and 0.887 respectively. The variables associated with this factor are as (11) I will try to monitor and manage my fear of power and torture, (12) I will create a healthy work environment, (13) I will interaction and communicate more with seniors and colleagues, (14) Task and duties to be allotted as per the capability and (15) I will distribute my workload accordingly.

- Self-Management has 14.525% of the variance with 0.879 reliability. The variables associated with factors are: (20) I will try to be positive and think about the solution, (21) I will express and share my emotions with friends and family, (22) I will meditate and try to take proper sleep, (23) I will exercise and practice yoga and (24) I will take healthy food and avoid alcohol and smoking.

- Stress management training shows 10.707% of the variance with reliability 0.783 which consist of the variables like (16) Stress management programs to be organised, (17) Positive coping techniques need to be taught during service, (18) The personnel are advised to attend stress management workshops and (19) I will learn to deal with day-to-day conflicts.

- Total reliability of all the 5 constructs Policies and security, Counselling, Monitoring of stressor, Self-Management and Stress management training including 24 variables is 0.877.

Factor wise Mean Value of the Variables

- The mean value of the variables associated with the factor Policies and Securities as a suggestion to control the stress in CAPF Personnel is analysed in which the respondent suggests that Jobs are to be secured with salary and pension plans with highest mean value 3.86 followed by Leave need to be granted at regular interval of time and whenever required with mean value 3.83, All the possible benefits to be provided by the government (3.78), Working hours to be limited (3.75) and Individual need to be heard before taking any action with lowest mean value 3.68.

- The mean value of the variables associated with Counselling shows that Special counselling for drug abuse and alcohol addiction with highest mean value 4.01 followed

by Counsel to fill the gap in well-being with mean value 3.97, Psychological assessment is suggested for every individual (3.96), Need to help an individual to deal with prolonged separations (3.93) and Counselling sessions need to be arranged regularly with lowest mean value 3.88.

- The mean value of the variables associated with the factor Monitoring is analysed where the respondent says that I will try to monitor and manage my fear of power and torture and Task and duties to be allotted as per the capability with highest mean value 3.68 followed by I will distribute my workload accordingly with mean value 3.60, I will create a healthy work environment (3.52) and I will interaction and communicate more with seniors and colleagues with lowest mean value 3.35.

- Mean value of the variables associated with the factor Self-management shows that the respondent says that I will express and share my emotions with friends and family with highest mean value 3.91 followed by I will exercise and practice yoga with mean value 3.89, I will meditate and try to take proper sleep (3.81), I will try to be positive and think about the solution (3.80) and I will take healthy food and avoid alcohol and smoking with lowest mean value 3.50.

- Mean value of the variables associated with the factor Stress management Training as a suggestion to control the stress in CAPF Personnel is analysed where the respondent says that Positive coping techniques need to be taught during service with highest mean value 3.80 followed by, I will learn to deal with day-to-day conflicts with mean value 3.76, The personnel are advised to attend stress management workshops (3.68) and Stress management programs to be organised with lowest mean value 3.66.

Level of Effectiveness of Above Suggestions

The study had analysed the level of effectiveness of above suggestions in CAPF personal and found that 37.3% of the respondents are saying that all the above suggestions are effective, 33.0% of them are saying it is moderately effective, 17.3.0% of the CAPF personnel are believe it is highly effective, 7.0% with says that these suggestions are less effective and rest 5.5% of the respondents says that the suggestions are not effective. The mean value is 3.54 of Level of effectiveness of above suggestions in CAPF Personnel.

6.4 SUMMARY

The study was conducted in a very systematic manner where the researcher had relevantly focused on the objective and the goal of the study. The source of stress among CAPFs personnel is highlighted with the help of different factors. The study is helpful for the system and the individual as well as it shows all the key sources that become the reason of stress among the people working in Central Armed Police Forces. It is important to address these sources of stress:

- Work Overload, Long Working Hours, Job, Insecurity, Lack of Participation in Decision Making and Lack of Fairness at Workplace to improve the efficiency of our workforce. The workload on the workforce needs to be minimised or distributed in such a way that the individual is not overburdened and feels stress. The working hours need to be fixed so that everyone gets proper time to sleep and overcome the guilt of not giving time to my family. This will also help them to improve their physical and mental health. It is necessary for one to be secure about their job where they can trust the system and not face system politics and blame games. The stress of the workforce can also be reduced by encouraging them to take part in the decision making process where they are heard by the seniors and asked and consulted for their duty and work. Favouritism and nepotism followed in transfers and promotions should not be followed in the workplace to reduce the stress among CAPFs.

- The CAPFs personnel are going through stress and there are a number of consequences observed in the workforce where they are often absent from their duty due to sickness and not able to plan and control their tasks. The CAPFs personnel also feel loss of motivation and commitment for their work and Tension and conflicts are always there among colleagues along with anxiety and depression due to stress in the workplace. All the above mentioned consequences can be reduced by reducing the level of stress among people working in Central Armed Police Forces. The personal behaviour of CAPFs personnel is highly influenced by the stress in their workplace. It is found them going through aggressiveness and impulsivity and feel Suicidal behaviour tendencies. They get irritated very easily and are not able to concentrate on work and balance personal and work life. It is also found that they started using alcohol and

smoking and their behaviour toward others is harsh. It is important to address the above mentioned issues in people working with Central Armed Police Forces by reducing the level of stress. The most important factor is Workload which needs to be addressed as the personal behaviour of the CAPF Personnel is highly influenced by the factor.

- Numbers of ways are suggested by study to control the stress among Central Armed Police Force personnel. Policies and security need to be implemented in the system where the working hours to be limited and all the possible benefits to be provided by the government to Central Armed Police Force personnel. Individuals need to be heard before taking any action and also their leave needs to be granted at regular intervals of time. The stress can also be reduced by special counselling for drug abuse and alcohol addiction where counsellors help an individual to deal with prolonged separations. Psychological assessment is suggested for every individual. Monitoring of stress needs to be encouraged among CAPFs personnel to interact and communicate more with seniors and colleagues and create a healthy work environment. They need to monitor and manage their fear of power and torture and focus on Self-Management. Take healthy food and avoid alcohol and smoking, meditate and try to take proper sleep and most important to express and share emotions with friends and family. Stress management training should be provided where positive coping techniques need to be taught during service and learn to deal with conflicts that happen on a daily basis.

6.5 CONCLUSION

All the findings are drawn together and presented in a constrict form by the researcher in the present section of the study. In the present study the researcher had studied the sources of stress in the CAPF Personnel and found that the factors like Work Overload, Long Working Hours, Job, Insecurity, Lack of Participation in Decision Making and Lack of Fairness at Workplace are the major source of stress in CAPF personnel. The study has measured the impact of all the sources of stress Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace on Overall level of stress of CAPFs Personnel and found that highest impact of factor Lack of Fairness at Workplace on level of stress followed by Work Overload, Lack of Participation in Decision Making, Long Working

Hours and least impact of factor Job Insecurity on stress level. The study concludes that the majority of CAPFs personnel are having high levels of stress.

The study examined the consequences of stress on taking decisions by the CAPF Personnel regarding professional development and found that the majority of personnel face Tension and conflicts among their colleagues and they are often absent from duty due to sickness. They feel a loss of motivation and commitment to work. The study also concludes that the error rate increases day-to-day and the personnel are under anxiety and depression due to stress in the workplace where they are not able to plan and control their tasks and physical condition (sleeping disorder, BP, headache etc.) also become poor.

The researcher had examined the nature of the influence of stress on the personal behaviour of the CAPF Personnel and found that majority of CAPFs personnel get irritated very easily and started feeling Suicidal behaviour tendencies, they are not able to concentrate on my work, started using alcohol and smoking and their behaviour toward others is harsh. It is also found that they are not able to balance my personal and work life and go through aggressiveness and impulsivity. The study concludes that all the factors namely Work Overload, Long Working Hours, Job Insecurity and Lack of Participation in Decision Making have significant impact on “Overall personal behaviour of CAPFs personnel” except the factor "Lack of Fairness at Workplace has insignificant impact. The personal behaviour of CAPF personnel is most significantly affected by work overload. The study had some suggestions to control stress such as Policies and security, Counselling, Monitoring of stressor, Self-Management and Stress management training. While analysing the Level of effectiveness of above suggestions it is found that the majority of respondents says that these suggestions are effective in controlling their stress.

The study concludes that there are a number of factors that become the source of stress among CAPFs personnel such as Work Overload, Long Working Hours, Job Insecurity and Lack of Participation in Decision Making. Policies and security, Counselling, Monitoring of stressor, Self-Management and Stress management training

are some of the important factors that can be addressed by the department and system to control and manage the stress in CAPFs personnel.

6.6 SCOPE FOR FUTURE RESEARCH

As the researchers are bound with restricted time and limited resources, it is possible that they may not touch all the points related to their topic and not be able to work deeply on it, therefore, doors are open for future research. On the basis of the author's experience and knowledge gained all through present study, some suggestions are provided for future research.

- 1) More demographic variables can be included in the study.
- 2) Researcher may consider more respondents from different ranks and positions top to bottom.
- 3) In future, study may include more constructs to elaborate stress among CAPF personnel.
- 4) Researcher can include more factors while focussing on consequences of stress and suggestions to control stress.

The future Research may include a number of other aspects related to stress management and suggest to the system how to look after stress related issues in CAPF personnel and incorporate strategies that help them to balance their personal and work life effectively.