

A Study on Stress Management in Central Armed Police Forces

Chapter - 2

Literature Review

2.1 Introduction

There have been numerous studies in the existing literature that discuss the working, life, profile, issues, and challenges of the CAPF personnel. The studies that have been done in CAPF belong more to the working style and lifestyle. These studies portray the challenges such as poor communication between colleagues, denial of leaves, pressure from political leaders, image among the public and traumatic events during the job. The studies have also identified that disturbance of personal and family life. Occupation of police is known for its high demands and stress that makes a negative impact on health, performance, as well as interpersonal association among personnel.

2.2 Review of Literature related to “Stress due to the high workload in the Police Department”

Anders et al. (2022) stated that police personnel are under a lot of stress because of stressed and hard-working conditions at the workplace and are at high risk of developing the symptoms of post-traumatic stress disorder also called PTSD and burnout, called BO. However, it is not yet understood which rank of police personnel is at higher risk of developing these orders. Looking at it all together, it is essential to take care of police personnel that would ensure to have a healthy and efficient police force as they have the responsibility of taking care of the country and its citizens. As suggested by the study, there is a need to have proper training in the initial stages of their training period to make them fully sufficient in handling the stress from their work as it would give them better health, both physically and mentally.

Elango & Fonceca (2021) revealed that work-life balance is a considerate and a far-reaching combination of an individual's life. There are different parts of a person's life that can make an impact on work and at the same time family. The work-life of an individual is multidirectional, for example when any singular life intervenes with the family there might be a disruption in the family. In the same way, there will be an imbalance in work and life, both will ultimately bring frustration and annoyance in life. In the fastest growing lifestyle, the crime rate is increasing at the fastest pace and it has become difficult to maintain law and order in society, and it is the responsibility of the police force to maintain and enforce law in society. The police department plays an essential role in the maintenance of law and order in society.

Ranta (2020) revealed that the life of modern days has increased the stress level among police forces. It is observed that the most stressed people in society are the police personnel. Stress at work impacts both personal and professional life. In the fast-running world, police personnel are facing a lot of stress at every stage of their lives as compared to the lifestyle of previous times. This study reveals that police personnel at almost every rank in the police force have stressful conditions at work. The study has highlighted that stress at the job is a phenomenon that is a part of their work conditions, and they cannot be escaped from such stressful conditions because of the type of their job.

Manoj & Shivalingappa (2020) stated that in present almost every individual faces stress and depression at some point of time in their life. People are working hard to achieve their goals but in doing that they feel pressure, stress, and tension that damages their life. Stress is a part of everyday life and is unavoidable but can be dealt with and taken care of to lead a peaceful life. In the modern era every organization is taking care of their employees and helping them deal with occupational stress through stress coping strategies. Majority of service sector industries are people centric that causes a lot of stress to employees as it deals with the services to diversified people. One such department is the law enforcement department, which is the police department. Some Inspectors and Sub-Inspectors were interviewed at police stations who revealed several factors that can be treated as stressors at work. Those factors were found to be related

with the community, police department, as well as work. The stressors were workload, insecurity of job, long duty hours, changing shift timings, unfair practices, improper tools, and techniques, poor image among general public, wrong image created by media. All such stressors seek proper attention and must be dealt with immediately for the benefit of the police department and its employees.

Saunders, Kotzias & Ramchand (2019) revealed the highly cited stressors among police personnel like everyday law enforcement activities that make police personnel in probable danger, burden of work, frequently changing shifts, issues related to personal and professional life, relations with juniors and seniors at the workplace, negative image among public and negative image created by the media. Participants in the study experienced increased levels of stress because of the changes in the socio-political environment that is featured by the strained relations between society and police department, increased level of scrutiny related to the 24 hour news cycle.

Majumder & Mitra (2019) observed that it is usual that police personnel experience stress in their life due to strict working conditions and criticality of the work. Because of the strict work schedule and pressure of difficult tasks and living in stressed situations. There are various reasons identified that are behind the cause of stress like poor or unsatisfactory salary, increasing level of workload, less scope of promotions and salary increase, unfixed working hours and frequently changing shift timings. The feeling of neglecting personal and private life is another reason for stress among police personnel. Some of the bad immediate effects of stress like obesity, high blood pressure, lack of concentration on work, etc. Occupational stress at the workplace is due to physical as well as nonphysical elements. It is necessary to develop certain policies and stress coping strategies that would help police personnel reduce their stress level and concentrate in a better way on their work and understand how to maintain work life balance and work properly even in difficult situations.

Shanmughavadivu & Sethuramasubbiah (2018) found the job of police as the most stressful occupation particularly for women police personnel as they must manage jobs as well as family responsibilities. Due to high levels of stress, they are unable to

maintain balance between work and personal life. The purpose of the study is identifying occupational stress level, and work life balance among women police personnel who are married. The study found that women police personnel who are married have moderate occupational level and work life balance. The stress level does differ in terms of their age, work experience, working hours, income, number of children, help from husband, etc. The study also found that income, children, and working hours are strong and major predictors of work life balance among them.

Lanjewar et al. (2018) revealed that the job of police has a high degree of stress and a variety of stressful situations that make a negative impact on their performance, and negatively affect their physical and mental health. The aims of the study was to measure the stress level among police personnel, and to ascertain major stress factors among police personnel. Majority of police personnel experienced reported stress. A considerable link was identified between stress level and demographic elements of police personnel like age, family type, and education. There is a need to have better working conditions with modified organizational workload. Regular health check-ups would also make a positive contribution in reduction of stress level at the workplace.

Husain,&Faize (2018) revealed that the job of police is the most stressful job as compared to other occupations all over the world and is dangerous for physical and mental health of police personnel. To deal with terrorism and other hazardous activities, police professionals must be well-trained both psychologically and physically. It is observed that the agencies of law enforcement, along with police and military, are the ones who are at the most risk and threat to their lives. The outcome of the study revealed the same perception, and it is reported that police personnel who work in sensitive conditions experience higher levels of stress, depression, and tension. This work is also forecast to explain to the police department to take necessary steps to help police personnel to reduce their stress level and perform better at their work.

Gajjar (2018) revealed that stress in police force and among police personnel is an interesting topic of research and study among researchers. The job of police force is highly stressful because of the nature of their work where they have to deal with

criminals, theft events, terrorists, etc. They have a lot of pressure in their work for the resolution of such events and catching criminals. The pressure is from politicians, and superiors in the police department. They have to face the challenges related to the risk to their life, and at the same time, they have to take care of the citizens of the country and its property. There are many other factors that can act as a stressor some of the most common of them are long working hours, fewer leaves, denial of leaves, less time with family, changing shifts, work overload, etc. According to some of the reports and studies, there is a shortage of police personnel due to which there is a lot of work pressure on the existing police force personnel that ultimately acts as a stressor. The stress among police personnel is a topic of research and needs to be considered more seriously.

Abou-ElWafa, El-Gilany & Rashed (2017) studied that police personnel experience a high level of stress during their job and even during training periods in the police force. Police personnel goes through a lot of stress due to high work pressure, exposure to violence, and deaths. Many studies have explained about higher stress level impact performance at work and imbalance between work and personal life. Stress also occurs because of long working hours, less time for family, improper eating habits, tough decisions to be taken at a job, less sleep, bad conditions of living, less support from seniors, etc. The stress might also occur because of various organizational elements such as poor communication between colleagues, denial of leaves, pressure from political leaders, negative image among the public, and traumatic events during the job. A Police job is known to be a stressful job as it has a lot of threats to life because of the increasing violence among the public, and the public is demanding efficiency at work by police personnel, honesty at work, and more attention to resolving issues, which ultimately increase the level of stress among police forces. There is a need to resolve the issue of stress among police personnel to improve their performance at work and for that there is a need to have better training and other policies that can help them reduce their stress level on the job.

Dawar & Santosh (2017) found that stressors in police forces have become a major concern at present time. Majority of time people are stressed due to one or the other

reason. Stress due to work, family issues, complications of personal and professional life are very common reasons for stress. From a personal and organization view point little amount of stress is helpful. The study reports that stress develops and promotes inclination of workers towards their work. Thus, it helps in enhancement of the performance and development of positive attitude among workers. There is a hold to have extensive plans and policies that can help in the reduction of stress among police personnel.

Usha & Balan (2016) found that women who are working in the service sector where they have to deal with the public and have to do a lot of interaction with them, face a lot of stress in their life because of everyday activities. Occupations like teachers, doctors, nurses, service sector banks, retail industry, and professionals like police face stress and have to deal with a lot of demands from their customers and common public that cause them stress. The job of police is full of stress and tension as they have an obligation to fulfill towards the nation and its public. They have to deal with the local public, which gives them tension, and police personnel have to go through a lot of demands that have to be fulfilled and work encounters. They also have exposure to death and harm to their body. Stress and tension in the job of police are unlucky, but they cannot be avoided as it is part of their job. Police personnel are considered real heroes by the general public. General public is unaware of the level of stress with which police personnel deal in their everyday life. One widespread problem these days is the occupation stress of police personnel as it spreads a lot of negative impacts on their personal as well as professional life along with the police organization. The problems of the workplace are different from other stressors, like facing issues in balancing work and personal life and the responsibilities of the family.

Naz, Jamshed, & Kazmi (2016) revealed the police force has the huge responsibility of enforcing law and order in the country, which is the biggest responsibility and the major cause of their stress and frustration because of the current situation in the country. This research is carried out by the researcher to ascertain the stressors in police organizations and to explore whether those stressors are making an impact on the personal and professional life of police personnel and how much impact it is making on their

efficiency of being police personnel. The job of police is stressful and difficult, but it cannot be avoided as it is the need of hour because of the stressed condition of the nation. This study would help in identifying the occupational stress and the distress of the family and educate police personnel and make them learn how to overcome such issues and stress during their duty hours.

Kumar & Dhingra (2016) explained the armed forces of police are those who deal with serious issues related to the country and its citizens. They also have to maintain law and order. Armed forces also have to deal with Naxalites, and banditry. They have to deal with the emergencies in the country, controlling the crowd, and related problems. Indian police force also helps in suppressing the outbreaks of students, unrest of labor, breaking of organized crime, communal riots, participating in anti-terrorist operations, etc. Police personnel are not superhuman. Thus they suffer from stress and tension because of the hard work of their job. Much exposure to the indecency of humans, pains, danger, threat to life, changing of shifts, and long duty hours leads to stress, physical and mental illness. Long illness reflects high rates of suicides, a habit of alcohol, divorces in marriages, decreasing satisfaction with jobs, etc.

Gutierrez et al. (2015) mentioned that the stressors related to work are associated with an overload of work, strict supervision by supervisors, failure to achieve the set goals, mismatching between present position and aspirations of career, and poor ventilation. The non-work related issues are the stressors that can be monitored are the performance of children in school for those who are married, injury, health-related issues for those who are single, trust issues among peers, and between husband and wife, high cost of living and education. The participants in the study have varied stress management strategies that are cognitive. The stress management techniques and social support from society are experienced by participants. No significant difference in the techniques of stress management is observed.

Alexopoulos, Palatsidi, Tigani & Darviri (2014) revealed that high levels of stress is associated with an increasing level of risk of reporting sub-optimal satisfaction with job and quality of life. The degree of these relations is different and depends on the age,

gender, and rank at job, focusing on the need for pieces of training related to the management of stress. A high level of perceived stress is associated with low level of job satisfaction. In the same regard, high-rank officers and male respondents in the study reported low levels of job satisfaction.

Joseph & Nagarajamurthy (2014) stated that stress is such a bad thing that can damage a person and their organization. However, stress in life is unavoidable, but it can be treated to avoid its impact on life. Stress is present in all occupations to all ages, gender, status of life, educational background, or role played by an individual in their occupation. In the profession of police, stress is unavoidable. Continuous stress left untreated reduces the potentiality of police personnel, their effectiveness, and their efficiency at work. Stressed or depressed police personnel are a threat to themselves, their co-workers, their organization, offenders, as well as to the public. The study also revealed that the pressure of the political department, less time to spend with the family, negative image of the public, less salary and other rewards inculcate the stress among police personnel. It is also found that stress is more common among young and educated police personnel, those who are posted in urban cities, or the ones who have less work experience. The study recommends a planned policy for the reformation of the police department and managerial changes in the policies.

Kaur, Chodagiri & Reddi (2013) revealed that the job of police is considered to be the most challenging job as compared to other jobs in India. Police personnel face a lot of challenges and burnouts during their duty because of work pressure and long duty hours. Police personnel deal with angry mobs, controlling traffic, providing security to VIPs and politicians, unrest in public, etc. While doing and helping in all such activities police personnel face challenges and stress and that makes an impact on their physical and mental health, and if not handled properly it can lead to permanent illness.

Sundaram & Kumaran (2012) stated that because of less time to spend with the family and themselves, lack of rewards and recognition, finding criminals leaving free, visiting court, dealing with public and media, challenges in meeting deadlines, lack of opportunities and promotions are some of the common and major reasons of stress and

depression among police personnel. The study also found that the gender, age, religion, years of experience, marital status and income of personnel also make a significant impact on the level of stress of police personnel.

2.3 Review of Literature related to “Impact of stress on physical and mental health”

Singh, Gupta, & Mishra (2022) stated that the professions of police are full of stress and tension. The coping strategies of stress and social support help police personnel manage their stress. Uncertain stress, belongingness, and support of appraisal are identified as the strongest forecasters of mental health among police personnel. Along with all these things, support of society, support of belongingness, appraisal support, and active coping strategies are some of the significant forecasts of mental health of police personnel. Police personnel at almost every level experience occupational stress due to which they suffer mental and physical health issues. Thus, corrective measures must be developed and applied to deal with the issues and stress faced by police personnel.

Raj, Ashifa, Aliyev, & Godfrey (2021) found that burnout means mental and physical illness that occurs by extra stress or workload at the workplace. Furthermore, it can also be defined as a mental disorder due to anxiety, fatigue, depression, etc. Burnouts are known as crises and long-term illnesses in professional and personal life. One of the major findings of the study is that most of the participants were suffering from feelings of anxiety, depression, and stress, they are lacking satisfaction from their job and their conditions. The outcome of the study has implications for plans and policies seeking the prevention of stress and burnout among female police personnel.

Singh (2020) revealed about the negative impact of occupation stress with the wellbeing and mental health of police force personnel that also makes a bad impact on the quality of work they perform. High levels of stress lead to less satisfaction from a job. The findings of the study show that police force personnel are more stressed after the pandemic period because they worked very hard during the pandemic, but salary got

reduced because of pandemic impact. It is also found that during the pandemic police prevented a wash of their depression, concentration at work, impressive attitude as they faced dual responsibility, one towards the society and another towards their family, which in turn made a negative impact on their personality and behaviour. Unhealthy behaviour was created by occupational stress that impacts mental as well as physical fitness of police force personnel. Vital role is played by occupational stress in the development of mental and physical health.

Chandra & Sageetha (2020) explained that stress can be referred to as the feeling of dissatisfaction that an individual feels in some situation and it impacts the behaviour of an individual. The producer of stress makes a physiological impact on the body of an individual. There are various reasons behind the occurrence of stress in any person. The reasons can be internal or external. Internal factors are those that proclaim stress to people must be avoided as it leads to dissatisfaction with job, which ultimately leads to absenteeism and turnover from job. This study reveals a clear idea with regards to varied stressors faced by female police personnel, the long-time stress also leads to depression that can be reduced by yoga and meditation.

Uma & Anandhi (2020) found that police personnel experiencing higher levels of stress have reported high chances of physical and mental illness along with psychological issues that make a bad impact on their performance on the job. This study was conducted by the author to examine the factors related to stress among women police personnel in the workplace. After the analysis of the data, it can be concluded that the working environment needs to be improved in the police department. For female police personnel, it is necessary to have proper toilets, changing and restrooms along with other basic amenities as all these things make an impact on their performance at work. The power of police includes authorized usage of force. Stress among police personnel is an unlucky condition but it is unavoidable in the occupation of police and makes a negative impact on police personnel and the organization.

Sharma (2019) examined that long hours of duty, high work pressure, less time to spend with the family, exposure to risk, and threat to life are some of the major

causes of stress experienced by police force personnel. High level of stress at work results in poor mental health like headache, depression, isolation, mental disorder, anxiety, and tendency to suicide. Police personnel suffering from stress or depression need to go through counselling that could help them to find out the root cause of the stress and help their personnel come out of the stress and live a happy life. Due to stress police personnel deal with the psychological issues and to deal with it is recommended to undergo organized counselling sessions from time to time. There is a need to set up counselling centres in the office of the police force to deal with the stress-related problems of police personnel and to give them psychological support and for their betterment. The counselling centres set up in office must be as per the standards, and trained professionals for counselling sessions must be hired.

Purba&Demou (2019) found that the risk of mental and physical health issues becomes high due to occupational stress at work. Poor mental health of police personnel is harmful for the society as well as for the police department. Stress negatively impacts professionalism, effectiveness of the organization, and safety of the public. The impact of occupational stress on mental wellbeing of police personnel is documented, no systematic investigation was done on the impact of organizational stressors. The evidence from the study recommends that because of the extent to which organizational culture of the police department and its practices can create stressors, proper strategies must be developed to reduce stress levels among police personnel.

Xavier (2019) found the difference in burnout and the coping styles of stress between men and women police personnel. Looking at the awareness of the lesser number of women police personnel, it can be stated that women police personnel can make use of more approach coping mechanisms. In future studies, there is a need to include more women participants. Women participants in the study show using both the approaches and avoidance coping in comparison to men police personnel. It can be concluded that women police personnel because of the nature of police work are more stressed by emotion-based strategies of coping with stress that lead to burnout, instead of using problem-based mechanisms of coping with stress.

Kavitha & Gayathri (2018) stated that a police force is a constituted body of people who are empowered by the state to enforce laws, protection of state property, and limit civil disorder. The power of police force includes the authorized usage of law. Stress among police force personnel is often considered unlucky but it is a part of their work. The stress-related problem leads to negative impact on people and on police departments as well. Police personnel experiencing high levels of stress reports higher incidence of physical and mental issues and mental problems that also impact their work performance. Occupation of police is considered the most stressful job and has a lot of exposure to risk and threat. Female workers are increasing every day in the police force in the past few decades. The outcome of the study shows that the life of women police personnel is full of negative impacts because of negative comments from the public, fewer holidays, working at night, overtime working, less time for family and children, etc. Although the number of women police personnel has increased over time they are still facing a lot of issues related to increased stress at work. The result of the study reveals that women police workers usually face more difficulties at work as compared to male personnel. As female police personnel must handle job and family both they suffer more stress and complexities and also work for the enforcement of laws. It is the responsibility of the police department to organize counselling and training programs to help personnel learn to deal with the stress-related issues in their life both personal and professional.

Manghani&Peddawad (2017) studied that maintaining law and order in the society is one of the biggest responsibilities of police personnel. They serve their duty for the country and its citizens. They continuously face pressure and difficulties in their work as ensuring safety and security of the country and its citizens is a tough task to do. Owing to such difficult and strict working conditions police personnel face stress and tension in their daily life. Therefore, it becomes important to take care of police force personnel by developing effective stress coping strategies for their better performance at work and for their motivation. Because of the nature of their job police personnel develop illness both physical as well as mental. Having good physical and mental health is essential for police personnel to carry on their job. It is the responsibility of the

government to take effective measures for the improvement of safety and improve living standards of police force personnel as it is beneficial for the country in the end.

Allam (2017) explained that the police force is considered an important pillar of the nation and state which are responsible to protect its citizens, and their properties, maintenance of law and order, and controlling crime in society. In doing all such activities for society police personnel go through a lot of stress and explore risks and threats, this is the reason why the police profession is the most stressful occupation. An attempt was made by this study to explore some of the major factors that contribute to the stress-creating elements for police personnel and how they impact their performance. In short, stress at the workplace causes a lot of issues that hamper the work efficiency of police personnel and make it difficult for them to focus on their work which usually leads to physical and mental illness. To help police personnel concentrate on their work and improve their job performance there is a need to keep them away from such illnesses. It is the responsibility of the management and police department to provide them with the facilities of counselling and treatments to help them cope with the stressful life. More research has to be conducted to find out major reasons for stress by conducting a survey and understanding the viewpoint and their experience that causes stress and depression.

Ragesh et al. (2016) explained that occupational stress and related mental and physical illness are not dealt with properly in the India police department by giving proper importance. An increasing level of stress at the workplace of Indian police personnel is an alarming situation and needs to be addressed as soon as possible for better health of police personnel and their improved performance at work. The stress at work makes a direct impact on mental as well as physical health of police personnel resulting in absenteeism from job and poor performance at work. The reaction of all such issues makes impacts on resolution of crimes and its prevention as the capability of police personnel gets down and affected. Police departments must have proper plans and policies to deal with the stressful life of personnel and help them reduce their stress level in their personal and professional life both. Regular check-ups of health, stress management programs, administrative solutions for the reduction of stress at work, and

special consideration is given to female police personnel along with the young ones are some of the measures that should be taken by police departments to help them reduce the stress level.

Xavier & Prabhakar (2016) revealed the strong agreement among police administration that police personnel under their command are impacted by their daily exposure to miseries, trauma, pain, and stress. There needs to be enough awareness and understanding about the stress and trauma that is experienced by police personnel in their day-to-day life while dealing with crimes and other negative activities. Issues faced by police personnel in their daily activities as highly visible agents of the justice system involve moral dilemmas, different challenges, stress, and frustration from their job among them. Dealing with constant stress and life-threatening events leads to becoming burnout. It is analysed by the study that organizational and administrative stressors are contributing more to burnout as compared to the nature of the job. Thus, it is recommended by the study that police departments must take serious steps that can help in the reduction of their stress level.

Savitha & Leeson (2016) stated that stress triggers varied conditions like psychological illness, leads to heart diseases and can have a negative impact on personal, social, and family life of a person. It dwells creatively and personal efficacy of life in general satisfaction and becomes obvious in our everyday lives. Occupation of police is considered the most stressful job as compared to other jobs. The job and responsibility of the police force is to safeguard our nation and its citizens, and to take up the responsibility of enforcing the law and order in society. Police forces investigate crimes and their roots. They face many challenges like encountering criminals and thieves. As police personnel face challenges and stressful life, it is the responsibility of the police department to maintain a peaceful working environment to be efficient at the work, police personnel need to have a peaceful work environment both at their home and office. Police departments must have effective plans and policies that can help police personnel in the reduction of their stress level.

Abdollahi (2014) revealed that the stress in police force has been the subject of discussion for the past many decades. The prodigious and indecisive nature of the topic makes the task of hypothesizing this topic more difficult to conclude something. The study reveals that there are different types of stressors and their impact on police personnel. Moreover, physical and mental well-being gets affected by stress.

Oweke, Muola&Ngumi (2014) found that stress is a global challenge that impacts the well-being of a person, particularly those who work in the human sector like teachers, police, health care providers, media professionals, etc. Study observed that stress is a silent killer that makes a strong impact on physical and mental well-being of a person. The findings of the study reveal that gender of police personnel influences the level of occupational stress. It is recommended by the study that the service commission of police must develop special and effective plans and policies for the management of stress among police personnel and help them understand the ways to deal with everyday stressful activities of their job. It can be concluded from the study that there is a significant impact of gender on the stress level of occupational stress. The study must be simulated with the huge representation of women police personnel and must be conducted in other countries as well.

Joseph &Nagarajamurthy (2014) revealed that police personnel are exposed to risks and different other challenges during their duty hours that lead to physical and mental stress. The high demand from the department and public, exposure to threat and risk to their life, long duty hours and physical harm results in an increased level of stress. In the long run, such stressful life can become serious issues for health. It is unfortunate to know that most of the officers at upper-level attempt to hide their stress from others as they do not want to lose trust of others, their colleagues, they do not want to be known as physically or mentally weak or to be the one who cannot handle work pressure or responsibilities. Not treating the stress would make them more unwell and develop situations of risks and converting it into other health-related issues and impacting their performance at work.

2.4 Review of Literature related to “Stress of women police personnel”

Pinki, Panchal & Pal (2021) found in the study that women police personnel were facing a high level of occupational stress and operational stress as compared to men police personnel. Study revealed that the gender of police personnel influenced burnout and occupational stress among them. It is recommended by the study that the police department must develop some plans and policies for stress management to guide the induction, operation, and counselling of police personnel so that they can perform their duty more effectively. The policymakers of police departments might have better ideas and suggestions that would help police personnel reduce their stress level.

Ruwan, Shinkut, Ishaya (2020) revealed that the bad condition of working of police personnel is responsible for different types of occupational stress that they experience, and that could be accountable for the pressure upon police, mainly commercial drivers as they have to fulfil needs of their families. Such a situation that could be destined in all situations has now become an everyday event because police personnel are found to be collecting illegal money on roads without any shame. The accommodation facility provided to police personnel during duty is not adequate. In most cases barracks are almost broken-down because of neglect and low maintenance. The outcome of the study shows that women police personnel were experiencing more stress as compared to men personnel. Junior police personnel were more stressed as compared to those who have more work experience.

Banurekha, Saranya, Sachin & Praveen (2020) found out about the work related to police force and how it makes an impact on their personal and professional life. The role played by the police force is challenging and full of stress and tension. The females working in the police force and their other different departments have to face many challenges as they have to handle their work as well as family and children. Occupational stress among female police personnel is an unlucky thing but it is an unavoidable part of their job. However, it can be controlled and reduced through different methods. Female police personnel face different issues related to their job in the police force, gender biasness, lacking influence in their work-related activities,

stress due to work overload, and long working hours, they get very less time to spend with their family and are unable to take good care of their family and children. The level of stress can increase because of the rise in tension, strain, and work pressure. Stress leads to mental as well as physical illness that also impacts poor performance at work.

Vivek et al. (2019) stated that occupational stress among police personnel is considered to be the most hazardous health issue in the modern workplace. Women in the police are found to have higher levels of stress in the country and experience more stress as compared to men in the police force. The objective of this study was to evaluate the level of occupational stress among women police personnel in terms of organizational and occupational stress as well as to find out the reasons for those stress. Higher levels of occupational stress needs to be reduced as early as possible.

Kumar (2017) explained that the study was conducted to address the concerns of female personnel in the police force. Model of ergonomic design intervention like implementation of convenience facilities to be offered to stressed and depressed police personnel. It is agreed that such a model would help female police personnel to cope with their stress at work, and can be influenced to get changed in near future. The author has conducted research with a small sample size because the police force in Karnataka is working to develop the number of police officers with the help of the state government the demand for the issues related to female police work will be increased. This work shows the urgent need that represents a female police workforce in transition to achieve the purpose of gender equality as well as equal opportunities at work. The success rate of combining female workforce into male dominated professions is dependent upon the attention given to the needs that are introduced by female personnel as well as the government support.

Roy, Kumar & Krishna (2016) found after the survey that the job of the police is full of stress because of the work pressure and long working hours. Police forces have both males and females working, and it has been observed that it is a male dominating department. However, more females are joining the police force. In the police force, female police personnel face a lot of stress because of their minority status

in the department. Problems related to a high level of stress are faced by female police personnel due to exposure to personal risks, violence, and everyday involvement in different events that have risk to life. Study was conducted to explore perceived psychological stress and the issues related to gender among female police personnel, and the purpose of the study is to observe the relationship between perceived psychological stress and the issues related to gender. Another purpose of the study is to examine the inequalities faced by female police personnel in the police force. The issues related to gender are mainly because of their minority status in the department as found in the study. With the tense organizational structure of the police department, it offers challenges as well as opportunities to its force for the prevention of stress from work. Though it is not easy to evaluate the efficiency and effectiveness of the stress prevention program, these programs have to deliver the best way to deal with stressful situations at work.

Maran, Varetto, Zedda & Ieraci (2015) revealed the findings of the study, which shows that stress level was found to be more among women police personnel in comparison to men who are working in the same role and rank. The study would help police departments to find out the ways in which they can help their police employees in limiting stressors. Understanding the stress of police more deeply would give departments an opportunity to provide a better working environment, better training facilities, stress management courses, etc. Stress management courses would help the staff in increasing their stress coping abilities in stressful and depressed situations of their life. There are some common stress management programs like "self-efficacy enhancement programs" and "trauma-focused cognitive behavioral therapy." The outcome of the study suggests that suggested training courses and the support of the department have shown positive impact. Customized training programs and other support programs can be used and are considered to be effective tools in stress management among police personnel.

Mohanraj & Natesan (2015) Revealed that women working in police forces are very common these days in India in comparison to other developed nations. Indian police force introduced women police personnel in law enforcement as a response to

violence in society, more women-related cases like rape, child abuse, divorces, female violence, and crime against women, and for better protection for women in the society. A dual role is played by Indian women, one is related to their personal and family life, and other is in the police force. It is observed that women in the police force face a lot of issues and stress because of the changing shift hours, workload, and long work of duty, less support from the family and society, poor relationships between family and colleagues. Stress at work leads to less satisfaction from work.

2.5 Review of Literature related to “Causes of stress in Central Armed Police Forces”

Singh, Gupta, & Mishra (2022) stated that the professions of police are full of stress and tension. The coping strategies of stress and social support help police personnel manage their stress. Uncertain stress, belongingness, and support of appraisal are identified as the strongest forecasters of mental health among police personnel. Along with all these things, support of society, support of belongingness, appraisal support, and active coping strategies are some of the significant forecasts of mental health of police personnel. Police personnel at almost every level experience occupational stress, due to which they suffer mental and physical health issues. Thus, corrective measures must be developed and applied to deal with the issues and stress faced by police personnel.

Rabbing, Bjorkelo, Fostervold, Stromme & Lau (2022) opined that one of the best ways to measure the level of stress is to investigate police stressors like acute or chronic stressors, everyday difficulties, or dangerous events for police forces. Another way is to ask participants to give a rating to their perception towards stress. This way contributes towards the understanding of general and individual elements that are related with perceived stress that might not necessarily be specific to the occupation of police. One more method of measuring stress level is to analyse the occurrence of reactions and results like distress and strain, like as the influence on cognitive capacity, taking of risk, withdrawal, anger, and anxiety, physical and mental illness.

Hazari & Manas (2021) revealed that because of lack of proper training most of the police force personnel face stress at the workplace because of less understanding and knowledge of their work. Thus, it is the duty of the police department to provide proper training to police personnel to make them work properly and effectively as that would ultimately reduce their stress level and make them perform well at work.

Krishnamurthy & Sharma (2021) studied that police force has a lot of stress and related mental illness among police personnel because of the difficult tasks associated with the job of police. For development many environmental forces are responsible. It is very important to keep measuring the stress level and the implementation of stress coping strategies for the maintenance of health of police personnel. It can be concluded by the study that depression and stress level was observed among police personnel, which they were trying to manage with different stress coping methods. However, it is found that pulmonary function was normal as compared to predictive value, and precautionary measures must be adopted by police forces for the betterment of their health. Police forces experience a lot of stress, some level of depression and for that proper stress coping methods must be adapted, and policies must be developed for the reduction of stress, depression, etc.

Mann & Rawat (2021) explained that police personnel are exposed to risks and threats to their life that ultimately lead to stress in their daily life and make a strong impact on their personal and professional life. Stress in the occupation of police is full of complications given the factors that result in stress among police personnel. The author has ascertained several stressors among police personnel. The main purpose of this work is to determine the major factors that make an impact on police personnel. It is not easy to evaluate the stress that is experienced by police personnel in their duty as they are not attributed to a single factor. In a sense, stress in police force is complicated in its structure and there are different other factors that contribute in different ways to the experienced stress. Stressors can be categorized into interpersonal. Intrapersonal, related to the job and family life. If all such stressors are ignored, it could lead to mental and physical disorder and other health challenges among police personnel. All such stress and challenges can have a bad impact on family life as well. Interventions can

assist police personnel in the management of the stress they experience. There is a need to motivate police personnel to keep a positive attitude towards their job and keep meditating to cope with the stress. Interventions like stress management training based on mindfulness, increased level of self-awareness, other motivational training, etc.

Edwards, Eaton-Stull & Kuehn (2020) found in a survey that respondents of the study are experiencing stress in different areas like stress coping strategies, relationship between society and police, and spending a lot of years in the enforcement of law. The perspective of respondents regarding their requirements and recommendations for the needed actions contributes to the data-driven policy suggestions with reference to the reduction of symptoms as well as prevention approach towards stress. The response of the department of police is dependent upon the examination of the origin of stress which can be operational or organizational, and its probable intervention like aiding flexibility or elimination of stressors. Operational stressors are those that occur at the workplace like while responding to calls that come for help, shooting activities, etc.

Tshababa, Mutanana&Senderayi (2019) revealed that stress in any job could be categorized into four types, which are psychological, cognitive, physical, and behavioural. The occupational stress experienced by police personnel is not objective, but its nature is subjective. The five common contributors to stress, as identified in the study, are type of personality, management behaviour, interpersonal relationships, and organizational culture. To cope with the stress at the workplace, the associated emotion has to be managed and lessened to bring rest and relief to an individual. The increasing rate of burnouts among police personnel is symptomatic of them facing long-term stress. Police personnel who might feel stressed can reach their superiors and talk about the causes and stress and take their help that might help them in reduction of stress and carry out their duties in a much better way.

Claudia et al. (2019) found that perception of stress of police force personnel, frequency of stressful events, and features of their work makes a contribution towards the quality of their sleep. The outcome of the study shows that higher stress levels are

associated with the poor sleep quality after controlling gender, age, smoking behaviour, etc. Just work overload considerably modified the relationship between severity of stress and poor sleep quality. Furthermore, exposure to higher levels of stress was also independently and positively related to poor sleep quality. Sleep promotion regimes and stress coping strategies would help police force officers reduce workload load and have better sleep habits.

Furmeen& Reddy (2019) stated that everyone in society expects and likes to live in a peaceful and safe society. However, there are none or very few of them who think about the hard-working conditions of our police force and the risks and stress they take to provide a safe and secure society for the citizens of the country. Police personnel have to face dangerous work conditions that have a negative impact on their physical and mental health and risk their lives. The outcome of the study confirms that police personnel are stressed and depressed due to the demanding nature of their job. The obligation towards work drains all their energy, and thus not getting sufficient quality time to spend with their family and even themselves. Such a situation, in the long run, has a bad impact on their personal and professional life. Negative impact is made on the health of police employees if they are dissatisfied with their job or are pressured by superiors at work. Better and effective stress coping methods help them in the reduction of stress at the workplace. The job of police is difficult to handle and fulfil thus known to be stressful where stress cannot be avoided as it is the nature of the job. It is difficult to make the police department a stress free place to work, but a few easy steps can be taken to make it stress-free for its employees. Reduction in the workload and stress would help police personnel in giving more time to themselves and their family. Some of the common methods of stress reduction or stress coping methods are yoga, meditation, training programs, counselling by experts etc. These methods must be adopted by police personnel on a regular basis for better health and better performance at work.

Loganathan, Govindarajan, & Felix (2019) stated that stress refers to physiological reactions to mental and physical demands. Stress has a negative impact on the performance and wellness of workers. Police forces are an essential part of an

important occupation and they are very much exposed to different types of risks and stay in stressful life. An attempt has been made by the study to explore factors related to occupational stress that is experienced by police personnel. The occupation of police is energetic, determined, and dangerous and they face a lot of stress because of the hard-working conditions. The outcome of this part of the study can be utilized to frame up the measures that can help in the reduction of occupational stress among police personnel.

Makhawukana, Mushwana, Govender & Nel (2018) stated that stress level and improper stress coping methods is one of the biggest and most serious issues in the profession of police. Organization causes a lot of stress among police personnel because of the lack of managerial support and lack of training about how to deal with the stress. The capability of coping with stress is impacted by demographic variables like age, rank, marital status, years of experience, etc. Adaptive as well as maladaptive coping methods are used by police personnel for the management of their stress at work. There are common organizational stressors for which the police department must provide intervention to reduce such stress as it ultimately impacts their performance at work, as well as the department. The study observed that most of the participants in the study were using stress coping strategies like problem-focused coping methods, which shows that most of them were handling stressors in a positive way.

Zulkafaly, Kamaruddin & Md. Hassan (2017) stated that police personnel while carrying out their everyday activities experience a lot of stress and tension that ultimately impact their professional and personal life. There are many types of stress coping strategies that are used by police personnel like behavioural coping strategies, cognitive coping strategies, and social support groups like close family members and friends as all of them help in dealing with the stress from job. There are many studies conducted suggesting ways of coping with stress at the workplace. However, no clear classification was given of stress coping strategies. The study conducted by the author concludes that the category of stress coping strategies in police force might vary as behavioural, cognitive, emotional, and social support. The author has also attempted to categorize stress coping strategies on the basis of four other categories. Cognitive

coping strategies include two parts: active and communal coping strategies. Different terms are combined by research given to alike coping strategies into one single category that is reappraisal coping strategy, active coping strategy, and problem focused coping strategy. Adaptive coping strategies are combined with other healthy and positive methods for behavioural coping strategies.

Jyotishna (2017) studied that over the years stress has been defined in many ways. Stress has also been termed as provocation, or a response or combination of both between a person and the environment where they live. In the present, almost every person is facing occupational stress, which keeps on increasing every day in every organization and job. It is found to be a universal phenomenon that hinders the performance at work, impacts health, along with the general well-being in almost every organization. Logged with greater responsibility towards the nation and its citizens, the job of police invites more involvement of its personnel to achieve the motives of the police department on different events that give rise to occupational stress. Occupation of police is known for its high demands and stress that makes a negative impact on health, performance, as well as interpersonal association among police personnel. Stress at work also impacts and makes restrictions on professional growth on police personnel. Therefore, there is an urgent need to resolve the issue of occupational stress by police makers along with the society.

Kurup, Lasar & Nisanth (2017) revealed that stress makes a bad impact on the professional settings. The occupation of police is found to be the most stressful one and they suffer from high levels of stress and depression because of the difficulties they deal with in their job. Police, army, traffic police, constables all work very hard and face a lot of challenges in their work every day. They are responsible for the enforcement of law and order in their society, they have to deal with criminals, they have to maintain discipline in the society, they control traffic, etc. There are many hard and difficult conditions where they must deal with the general public, which causes a lot of tension and stress. It has been suggested by researchers and other experts to have some effective stress coping strategies for the benefit of police departments and their employees that would help them to concentrate on their work and maintain work life balance as well.

Rao & Singh (2017) stated that long shift hours, irregular working time, and high demands from the job and superiors are some of the common causes of stress and depression among police personnel. Stress from work has a negative impact on psychological and mental health of workers in police departments. However, at the same time, what type of coping strategies they are adopting to reduce their stress level is essential to know and understand. In today's stressful life, almost every individual is facing some kind of stress and is using different coping strategies. The level of stress and its coping style is different for every individual and for every other job. Some of the professions are found to be hectic and demanding, like army, police, doctors, etc. The job of police is known for its criticality and dangerous working conditions as they must serve 24x7, taking care of the rules and regulations, enforcing law and order, and smooth functioning of society. High demands of the job put its personnel under high pressure and stress. However, to avoid and reduce such stress, there are different stress coping strategies and methods available and are adopted by police personnel. Keeping it in mind, this study was conducted to examine the association between the stress from job and distinct stress coping methods. The outcome of the study revealed that because of the poor working environment, lack of organizational support, and impact of stress on the health of police personnel, they are unable to focus on their work, and that is having negative effects.

Bora, Chatterjee, Rani, & Chakrabarti (2016) explained about the satisfaction level and well-being of women police personnel. Most of the participants in the study have the opinion that the majority of women police personnel experience occupational stress related to their work, and stress specific to womanhood. Proper stress management strategies must be adopted by the department to deal with stress related issues among women police. One of the major concerns identified was the hygiene related issues at the workplace. Some remedial attempts were suggested to improve the condition and should be implemented by higher authorities for the up gradation of women police stations. Along with the physical and mental health of police personnel that would help them to perform their duty more efficiently and effectively, more stress coping strategies must be developed.

Kandre (2016) found that job-related stress or occupational stress occurs when the demand of the job does not match with their knowledge, understanding of the work and the experience that is needed for the completion of the job. This part of the study explains that occupational stress occurs when an individual does not get quality time to spend with their family when they are unable to deal with uneasy situations at work, when they are unable to handle criminals, or unable to cope up with the difficult situations, when they are unable to complete the work before the deadline, lack of opportunity in their job, less salary and rewards, etc. This study has empirically analyzed that gender, age, job experience, marital status, residing place have some level of association with the level of stress among police personnel in the police force. It is suggested by the study that regular counselling, training, medical, and health check-ups must be conducted especially for women police personnel for their better physical and mental health as the disorder of health impacts their performance at work. It is observed that work environment is the biggest reason for stress among women police personnel as the bad working environment and job conditions makes it difficult for them to deal with hard working conditions and to maintain work life balance. The study found two types of work environment, internal and external, internal work environment includes those factors that are associated with the organizational culture, and the climate of the organization. The management style of the organization, less sleeping time, poor relationships with peers and superiors, less rewards and recognitions, excessive workload, improper shift timings, night shifts for female police personnel, etc. are found to be the most common type of stressors for police personnel.

Pastwa-Wojciechowska & Piotrowski (2016) found that occupational or job-related stress is present among police personnel consistently as they do social services for the nation and its citizens. The job of police force is the most dangerous and stressful because of its toughness and difficulties that are involved in daily activities. Police personnel at almost every level are exposed to stress and depression because of the work load and strain involved in the functioning of the organization, and it is unavoidable because of the risk involved in the job. The occupation of police personnel is fundamentally associated with higher exposure to dangerous events. Negative impact

is made by the huge number of events that occur and are handled by police personnel who are insufficient and not fully trained for such events. It even creates a threat to their life, their family, and loved ones, and even for the police department. There are different forms of stress coping strategies that can be adopted by police personnel. Using such adaptive methods, the occupational stress can be reduced to some extent. It is unfortunate to know that usage of alcohol is the most common type of stress coping strategy adapted by police personnel that carry negative impact results like impact on work performance or bad condition or quality of family.

Tripathy & Kar (2016) explained that stress is a part of everyday life, and it cannot be avoided but can be dealt with in a better way to get it reduced to some level. Stress reaching a higher level makes a bad impact on personal as well as professional life. It has a poor impact on physical as well as mental wellbeing of an individual. Stress is a reaction of a body and that is called stressors. Due to stress, our body gear up and tries to respond to the situation to save itself. Once the cause gets removed the body returns to its normal condition. Occupational stress or work stress is a challenge for workers and their employer as well. Employers need to monitor the causes of stress and the problems caused by such stress to their employees. A good employer is one who takes responsibility for helping their employees reduce the stress level and the one who develops stress coping strategies and organizes stress management programs. Employers must have proper strategies, plans, and policies to deal with the situations that cause stress to their employees.

Onkari&Itagi (2016) found positive as well as significant association between occupational stress and the period of duty, and the distance between the working place and residence, all these things increase the stress at work. A negative and significant association is also observed between the size of family, and occupational stress which indicates that a higher size family decreases the level of stress. No significant association was found between education, age, work experience, marital status, satisfaction from work, occupational stress, and socio-economic status. There are some reasons for stress in the police force. There is a threat to the safety and health of police

personnel, boredom from job, need for alertness and energy, and handling of guns, police have to be alert even during off-duty.

Manubhai & Vaghela (2016) revealed two categories of stress distress, and eustress. Eustress is a positive and good stress, on the contrary distress is the reaction of stress to the events being negative stress. Disorders related to stress include a broader array of conditions that include mental disorders like depression, nervousness, emotional strain like tension, dissatisfaction, fatigue, aggression, memory problem, abuses, concentration problem, etc. All such stress led to poor performance at work, high cases of absenteeism, less productivity at work, injury, etc. For the social wellbeing of the society, the police department is the most important occupation or department as they have the responsibility of keeping the public safe and secured. All day police professionals do hard work and restless jobs. They do not get many leaves or weekend holidays. They even have to work harder and seriously on festivals or holidays for the safety of the nation and its citizens due to which they do not get enough or sufficient time to spend with their family that leads to depression and dissatisfaction from the job.

Kara, Sunger&Kapti (2015) found that police occupation is the most dangerous, tough, difficult and challenging job as compared to other ones as it is a threat to one's life. The study found various reasons for stress in the job of police, and it became essential for the police department to identify such stressors and work on it to get it removed for the reduction in stress level of police personnel. The stress in life impacts professional and personal life, which needs to be stressful to perform well at work and live a peaceful personal life.

Saha, Sahu, Paul, & Ghose (2014) studied that police personnel in police forces must round the clock serving the country and its citizens doing a lot of investigations to resolve issues and criminal activities. Police forces have to prepare themselves properly to give proper response to unfortunate and uncertain events that happen in society. The findings of the study show that the job of police is highly demanding and full of stress. The findings of the study give higher ratings for stressors like contact with criminals, boring duty, less modern system, lack of resources, less

chances of promotion, bribery, work load, negative image in public. All such issues must be resolved urgently by the management of police organizations for betterment of the police force and its personnel. Proper stress coping strategies must be adopted by the organization and should be promoted among police personnel that would help them to deal with stress in a better manner.

Garbarino, Cuomo, Chiorri&Magnavita (2013) revealed the relationship between job distress conditions and the presence of self-reported symptoms of mental health. In some particular police organizations while controlling socio-demographic, occupational, and personality variables maintaining law and order in society makes police personnel get exposed to a lot of stress and other psychological risk elements. The findings of the study recommend that occupational stress plays an important role in developing mental health issues among police personnel. The occurrence of symptoms of mental health issues in the police force has been evaluated as low, and cannot be ignored in depression cases. Since special and sensitive tasks are needed to be performed by police force personnel, and for that, they need to have good mental and physical health, and for that the government must take effective steps.

2.6 Review of Literature related to “Measures to prevent stress in the Police Forces”

Boyanagari, Boyanagari, Shankar, &Ayyanar (2022) studied that police personnel are essential to a group of occupations in any country and deal with a lot of stress and difficult working conditions for the safety of the country and its citizens along with the responsibility of enforcement of law. Stress prevention programs by government and other researchers are trying to ascertain the stress level among Indian police personnel. Before stress gets chronic there are various tailor-made measures and courses that can help personnel to reduce their stress levels like stress relieving camps, meditation and yoga sessions, and various other methods of dealing with stress and depression. All such measures must be organized by the police department to help police personnel as per their age, gender, role, and work type. There is a need to teach police personnel to understand and use the power of communication and influence.

There is a need to encourage motivation and feedback for an improved working environment in the police force.

Galanis, Fragkou &Katsoulas (2021) stated that to reduce the level of stress and to maintain healthy life there is a need to have regular monitoring and regular assessment of health like blood pressure, sugar, diabetes, weights, etc. Early identification of high levels of risk would help in preventing the chances of other diseases like mental disorders, thoughts of suicides, change in behaviour, etc.

Shunmugasundaram, Viyano, JohnslinSujitha& Radha (2021) stated that police force and its personnel handle criminals, massive crowds, responsible for the safety of celebrities, politicians, and even the public. They deal with tough situations while doing their job as it is a part of their work. They also must deal with the pressure from the media and public, they are worried about the bad image in the mind of the public and work hard to improve it. They must face death situations, injuries, and many other threatening situations as a part of their job that causes them stress, and as sometimes they serve their duty staying away from their family it becomes difficult for them to deal with such stress. The findings of the study reveal that police personnel are stressed because of different reasons but it is necessary to have some effective stress coping strategies to reduce stress level to improve their work performance and improve their personal lives that got impacted because of stress at work.

Boovaragasamy et al. (2021) found that during the pandemic period police force did a lot of hard work during lockdown to control the spread of infection. The time when a large number of people were working from home, it was the police force who were working and taking care of citizens outside their home for their safety and well-being, taking risks by staying out of their home. The objective of the study was to explore police personnel perception towards the pandemic, and the factors that influence stress and their stress coping abilities during pandemic period. The contribution was made by this study towards our understanding about how police personnel were perceiving and coping up with the stress during such situations. Different coping strategies were adopted by police personnel either trained or they learnt from their

experience. If verified and assessed the coping methods are used, the situations of occupational stress can get reduced. Justifying the duty in terms of hours of duty or the days can be done. Getting refreshments ready along with the allowance can also help in reducing the stress. The department can keep them motivated by providing them regular updates of meetings. Thus, such measures must be taken to help police personnel reduce the stress level.

Nameirakpam et al. (2021) stated that during the pandemic period police personnel faced many challenges and difficulties in maintenance of law and order in the society. Police personnel were directly or indirectly involved in giving response to pandemics due to which they were at high risk of getting infected by the virus. During pandemic police was working for long hours, multiple shifts, they even did not have proper protective equipment, had limitation to social and personal life, and did not get enough time to spend with their family and friends because of the high demand from their duty of police, which make them drained mentally and physically. Holistic support is needed for the well-being of police personnel. Suggestions like mock drill activities for emergency situations, improved living and working conditions, and support from the public must be provided to police personnel to make them more efficient and effective. Support group therapy, regular health check-ups, mock drills must be conducted as a stress management program.

Mudanur, Ramdurg, Kori, Patil &Chaukimath (2020) found that in the present time the stress caused by work is out of control. The occupation of police is difficult and full of hard work due to which they face a lot of challenges. Higher levels of pressure, depression, and anxiety are being noted among police personnel. This study is an attempt to know such issues faced by police people. As compared to other occupations the amount of stress, depression, and anxiety is higher among police personnel. It is suggested that the police department must organize stress management programs as it is highly needed to reduce the stress level in the police force. High levels of stress and depression might cause significant impact in mental as well as physical health that also make a bad impact on work performance. Proper stress management policies must be developed to help police personnel identify the exact reason for stress

and deal with it in an appropriate manner. Society must help in improving the image of police personnel in front of the society as it will help a lot in reducing the stress and amount of depression.

Grover, Sahoo, Dua, Mehra, & Nehra (2020) stated about the conditions of police and general public during the pandemic period as that period was full of stress and it was difficult to control the general public to stay at home. Police force was working 24/7. It is suggested by the author to develop and maintain certain rules and regulations that can regulate the duty hours of police personnel so that they can get enough time to take rest and maintain their health and can also get time to spend with their family that would give peace to their mind. Necessary steps must be taken by the government to reduce the effects of pandemic on police personnel by organizing stress management programs and by evaluating the level of stress with which police personnel deal during their duty hours.

Ryu, Yang & Choi (2020) explained that the job of police is known to be the most stressful job as compared to other jobs. The study has attempted to examine the level of stress among police personnel, stress coping styles, and individual well-being, also including impact and satisfaction from life. The study has also attempted to explore inter-association of such factors determining the stress-coping strategies that influence the individual well-being of police personnel. Important mediating elements for stress and individual well-being, particularly positive impact, are respondent's problem-solving and assistance pursuit coping style. The findings of the study should be re-checked while making plans and policies and implementation of strategies by concentrating on the mental and physical health of police personnel. The findings of the study might be helpful for the foundation of the development of an occupational stress intervention program that would help in increasing stress-coping activities and performance appraisal. Stress intervention programs must be developed within police departments for the enhancement of work productivity and performance at regional, state as well as national levels, and it will also help in reducing the stress level among police personnel.

Edwards, Eaton-Stull & Kuehn (2020) found in a survey that respondents of the study are experiencing stress in different areas like stress coping strategies, relationship between society and police, and spending a lot of years in the enforcement of law. The perspective of respondents regarding their requirements and recommendations for the needed actions contributes to the data-driven policy suggestions with reference to the reduction of symptoms as well as prevention approach towards stress. The response of the department of police is dependent upon the examination of the origin of stress which can be operational or organizational, and its probable intervention like aiding flexibility or elimination of stressors. Operational stressors are those that occur at the workplace like while responding to calls that come for help, shooting activities, etc.

Sefotho & Seema (2020) opined that all police personnel must go through counselling sessions as that would help them to overcome their stress and make them learn how to balance their personal and professional life. Police personnel these days understand the need and usefulness of counselling sessions as they help them identify and understand the causes of stress and make them understand the ways in which they can reduce the stress, for example, through meditation, yoga, exercise, etc. Counselling is also important for the benefit of their mental health and peace. However, they are also reticent to the usage of the services because of the lack of privacy in life. Education and understanding in life about counselling and how it would help them would help in enhancing workplace counselling services and how it can be utilized in a much better way. The fear of lack of confidentiality breach and the lack of counselling space was one of the major concerns for police personnel as part of their training.

John-Akinola, Ajayi, & Oluwasanu (2020) revealed that strategies to cope up with the stress at the workplace of police force are training and teaching methods, proper explanation of the work, easy coping mechanism, and effective strategies can help police personnel both male and female to cope up with the stress and depressed life at the personal and professional front. In association with the job-related factors, police personnel are allotted particular shift timings and they have to do their work as per the assigned timings and shift regardless of any special occasion or holiday or personal

condition. Furthermore, it is the responsibility of the counselling unit to help police personnel manage and reduce their stress with effective stress management activities and policies along with providing them a well-resourced and trained environment to cope up with the stress. Police department must allot proper annual and casual leaves to police personnel to take proper rest and peaceful time looking at the toughness of their job. Furthermore, the department must provide required equipment for effective functioning of the job as it would reduce burden from health and stress among police personnel.

Kaushal & Jalan (2020) revealed some of the major stressor in police force that makes a high impact on the stress level of police personnel, stressors like inadequacy of resources, inter-role distance, and role overload. Study suggests that to control the stress level it is vital for organizations to keep addressing social requirements of their employees and help them maintain work-life balance. Work policies that are family friendly must be developed by police and other legal authorities that can help in the enhancement of productivity of police personnel. There is a need to enhance the technology along with the strength and skills of police personnel for better performance at work. For improved efficiency the present resources and infrastructure needs to be updated. With the assistance of restructuring and re-engineering some of the non-core functions of the department can be outsourced as it would help in reducing the unnecessary workload from police workers. It will help in reducing stress levels and concentrating on critical tasks such as maintenance of law and order in society, safety of citizens, law enforcement in society, detecting and preventing illegal and criminal activities, etc.

Raju, Kumari & Tiwari (2020) mentioned that globally, the job of police is considered the most stressful job as they deal with stressful situations and go through a lot of hard work dealing with the situations that cause threats to their life. They have long duty hours, changing shifts, and disturbance in personal and professional life are some of the major stressors among police personnel. There are distinctly related elements that are related to stress, such as faulty eating habits and changing work hours. There needs to be regular counselling and stress management activities for the reduction

of stress. The level of stress among police personnel is high due to their working conditions. There should be compulsory health check-ups for good physical and mental health.

Abraham, George, Joshy & Mundodan (2019) studied occupational stress among police force officers, which was found to be extensive but somehow neglected because of various negative consequences on police workers and its department. The police force has high demands from their job and has constant risk to life, work uncertainty, encounters, political pressures, violence, and even deaths during uncertain events. Modification in the system like sharing of work, allotting the work equally and as per the capabilities could help in reducing the stress from the job. Training in stress management must be given to police personnel to enhance their work skills. A holistic approach to stress reduction among police personnel must consider organizational and operational stressors. Institutional commitment must be there providing stress management training that should be given at regular intervals that would help in improving competitiveness, natural cooperation, passion, creativity, and enhancement of stress coping skills.

Allison et al. (2019) revealed that the chronic exposure to stress might show depressive symptoms to police personnel. The study attempts to evaluate the relationship between stress of police and depressive symptoms they show. Stress is experienced by police personnel on a routine basis because of the threat to life that they experience from their work, political and organizational work pressure, less support from peers, etc. Active stress coping strategies, and commitment and control dimensions of toughness might be feasible protective elements that reduce the impact of occupational stress and other symptoms of depression in the enforcement of law. Training related to stress coping measures might help young police personnel in the management of stress in a more effective manner. While toughness is a personality feature and can be proved helpful for police personnel in becoming accustomed with the concept with respect to police personnel. The examination of the impact of possible protective elements overtime in a study of stress among police personnel would help in the development of knowledge.

Qureshi, Lambert, & Frank (2019) studied that tasks of police organizations are varied, they have a lot of varied duties to perform, and that they face a lot of stress and tension. Some of the previous studies have shown that stressors at job make a negative impact on job involvement that in turn has positive association to several other beneficial results. The job of police is highly demanding and to reduce the demand and the stress caused by it, it is the duty of police agencies to make it little easy to help reduce the stressors. The efforts taken by the department in reducing demands and stress at the workplace would help in improving the work environment and benefit personnel and department as well. It is the responsibility of police agencies and policy developing departments to make the working environment comfortable and positive as it will also help in improving the productivity of police personnel and increase their level of job satisfaction.

Sobana, & Sethilkumar (2018) stated that almost every job is expected to have some kind and level of stress. Employees starting from the bottom level have less stress as compared to those who are at the top level. There need to be policies that need to be implemented to empower employees that would help them to give better performance. Employers must provide a stress-free work environment as it would help them in the reduction of stress at the workplace. Stress at a moderate level increases the effort, creativity of employees gets stimulated, and it also motivates their diligence towards the work. High levels of stress can break down the physical and mental health systems of an individual. As stress is a part of the everyday life of almost every person it cannot be avoided but can be dealt with in a better manner. Dealing with it properly can reduce the negative energy and reactions of stress. As the duty and job of police personnel are the most stressful jobs, it is the responsibility of the police department to develop such policies that could help in providing a better working environment to police personnel and help them have a peaceful and stressfree life even at the workplace and in their personal life.

Rajeswari & Chalam (2018) stated that stress among human beings is very common and is experienced by everyone at some point of time in their life in one or the other way, it sometimes reinforces an individual for the achievement of their goals and

some other to damage and harm their lives. Stress is considered unavoidable in nature. At present, almost every organization is trying to manage and control the stress level of their employees to run their business or organization in an efficient manner. Most service sectors are people oriented. Employees in the service sector are more stressed and depressed from their jobs as they have to deal with diverse people. One such occupation is the police department whose people are the most stressed from their job as they must deal with the public and are responsible for the enforcement of law in society. It is suggested that police personnel, to reduce their level of stress, must perform yoga and meditation as these are the best two ways of reducing stress and having a peaceful mind. The negative distress kills positive thoughts and vibes of a person. Therefore, it is necessary to reduce stress with the help of yoga and meditation.

Majumdar, Dutta & Banerjee (2016) stated that to avoid such situations the study suggests that police personnel must be granted autonomy, empowerment, positive working environment, respect, and self-esteem, improved conditions of living, scope of interaction with friends and family members. It is recommended that police personnel must have the opportunities of teamwork, leadership, communication, etc. Police personnel must be allotted minority or non-minority recognitions and rewards, improvements in infrastructure, etc. There is a need for the authority to promote employer branding and instruct pride for their work. Because of the limitations of organizational structure and presence of tough hierarchy, the depressed police personnel at lower rank do not have enough capability to express their personal issues to their supervisors. Similarly, superiors and officers at higher rank are also under pressure from politicians, ministry, and various other forces. As an outcome, they are not able to give sympathy to their juniors. If such a situation keeps on going, the distance between superiors and their juniors grows.

Ranta (2012) stated that an essential role is played by the police force for the country and society. They take care of the citizens of the country to keep them free from all the harmful events and maintain peace and order. While doing all such things they experience a lot of stress and tension, and to stay healthy and stressed they must follow certain measures like yoga, meditation, exercise, etc. The police department must have proper plans that can help police personnel in reducing their stress as it will also help

the organization with the improved performance of police performance. Police personnel who are stressed and depressed are a threat to themselves, their peers, family, as well as society. They must go through proper counselling and mental treatment for good health.

2.7 RESEARCH GAPS AND PROBLEM FORMULATION

It is found from literature of previous studies that limited research work is done on Stress Management in Central Armed Police Forces. The researcher has found that work related to the topic “A Study on Stress Management in Central Armed Police Forces” have not been carried out much till date and the previous studies has not focussed on sources, level, influence and consequences of stress in CAPFs and suggestions to control the stress in CAPFs. This is the reason why it is appropriate for the researcher to conduct this study. The previous studies have been carried out with limited factors and there are only few studies that include the constructs which have been considered in this study. Overall, the major gap in the existing literature pertains to the focus on different factors related to sources of stress in CAPFs and suggestions to control the stress in CAPFs along with the consequences of stress in CAPFs. In this study the sources of stress in the CAPF Personnel have been investigated along with their current level of stress. Also, the study examines the nature of the influence of stress on the personal behaviour of the CAPF Personnel along with the consequences of stress on taking decisions by the CAPF Personnel with regard to professional development. This research fills all the above gaps by studying relevant number of constructs related to topic:

“A Study on Stress Management in Central Armed Police Forces”

2.8 Conclusion:

This chapter study the previous reviews of related literature on stress and stress management aspects to find out the research gap and problem formulation of the study. Though there have been many studies on stress management in the extant literature. However, there are very few studies that comprehensively explain the impact of stress

on CAPF personnel. There is a common perception that who is in government job and designated power has no stress, however, there have been many evidences of stress related issues to the extent like suicides and fratricides of personnel who serve in the Central Armed Police Forces due to high level of stress. The studies conducted in the past lack a holistic approach of investigation to the causes and impact of stress on CAPFs personnel personal and professional life.

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