

A Study on Stress Management in Central Armed Police Forces

Chapter - 4

SOURCES AND LEVEL OF STRESS FOR CAPFs PERSONNEL

4.1 Introduction

Identification of various sources of stress and measurements of level of stress from various sources are immensely important aspects to be studied in stress management. Considering these facts this chapter aims at identifying major sources of stress amongst CAPFs personnel. Further, their level of stress emerged from various sources also measured. The Chapter also observes the various impact of Stress based on personal and organisational behaviour. In doing so various statistical tools namely mean score, exploratory factors analysis, Reliability Test and multiple regression are used. The main objectives of this chapter are to analysis and find out the various sources & Level of Stress among the CAPFs.

4.2 Sources of Stress in Central Armed Police forces

Stress is a kind of disruption of mental health and order. It is a strain of mind, a kind of psychic disorder. Stress is a pressure on the mind. It can also be referred to as an inconvenient environment of life. Stress is cumulative as well as additive. It keeps increasing until a person starts working on it and trying to control it through meditation and other methods, if not treated well it can go up to the state of crisis. Stress is a highly complicated concept, which does not lend itself to a simple definition. Stress does not occur just by simple stressors, but by the way of giving response to stressors. Stress can be considered as a state of mind that shows a certain biochemical response in the human body, and is anticipated by a sense of anxiety, depression, and tension. A human body goes through a series of biochemical variations that might vary in intensity that depends upon severity of stress as well as the time span over which the stress is experienced (Mohan & Arora, 2013).The study has attempted to highlight some of the crucial factors that bring occupational stress among different police forces. Some of the major factors

are lack of control at the workplace, conflicts of role played by them in the team, lack of awareness about the profession, pressure of work and job, unconcerned attitude of the organization. The purpose of this study is to identify some major reasons for the stress of occupations of Indian soldiers and what led them to take drastic steps in their lives. The study observed nine major causes of stress among Indian soldiers that are conflict at work, conflict in roles they play at work, less knowledge about their profession, work load, work pressure, lack of support of colleagues, poor training, ambiguity of roles, ineffective style of leadership (Sharma 2017). Stress is a very common sensation that is being experienced by almost every individual. Stress can be looked upon as real or a constructed threat to biological and biological responses that produce mental tension or biological reaction that might lead to bad health. It is a mental or physical state that pushes the demand for adjustments on a person. Occupational stress is a harmful emotional as well as physical reaction, which occurs if the things required by the job are not fulfilled or match the capabilities of an individual. Occupational stress does not just contribute to the stress of life, but also makes an impact on the health of security personnel. This study has tried to assess the occupational stress of security people. It is observed in the study that occupational stress makes a huge impact on the physical as well as mental health of security guards and also impacts their job performance at the workplace. The study has attempted to measure the depth of occupational stress as well as the burnout that an individual experiences due to stress in their lives. The concern of the wellness of employees at the workplace has increased with the focus that shifts from the challenges faced by employees. Many researches have been conducted to study the occupational challenges faced by security people like stress. Occupational stress in the lives of security personnel has become a topic of discussion worldwide because of the competition. Occupational stress has become a major issue on which the goal of the organization revolves. The study established a considerable association among occupational stress attitudes to work as well as mental well-being of police forces. The study also established that both male as well as female workers at the workplace feel equally that impact of occupational stress on their mental well-being and the professed satisfaction from job, commitment, and obedience at job. Occupational stress led to development of negative results for security personnel. Degradation of general wellbeing and the satisfaction and commitment towards the job has also been found out

as the outcome of workers who experience occupational stress. The outcome of occupational stress is dangerous for an individual, society, as well as for the organization. Higher levels of stress might cause physical and mental illness that would show its effects on job performance (Yadav & Kiran, 2015).

Regardless of the significance of physical activity among police personnel, the work addressed related factors. However, no study was identified to be examining the job stress and mental health with physical activity. In the same context, in association with the outcome of the study it says that mental distress and job stress are connected with each other and with the lower level of physical activity in relaxation. Regardless, commanding the requirement to involve in activity that led to good physical fitness. The explanatory variables on the other hand are associated with the higher range of occupational physical activities. The outcome of the research work shows that the stress from the job and the ranks that are given to workers are linked with the higher level of occupational physical activities. Furthermore, stress from job and mental distresses are connected with lower range of physical activities in exercises and sports. In the context of the military, importance is given more to physical activities and the psychosocial environment, and both of these are associated with health. These identifications of the study offers inputs to institutional policies that direct the identification of mental distress at the early stage and improves the work relations, and create a friendly environment that is favourable for the worker (Martins & Lopes, 2013). Stress in an individual's life is inescapable and encounters many shapes and sizes. To be in the state of a leisure and peaceful life might seem to be an unachievable goal. A worker or police personnel face a lot of challenges and do not get a peacetime, they face harmful mental effects, and physical effects while serving in wars. Long separation period from family and friends, threats to their life, physical danger, and possibility of losing a close friend during wars makes the environment of Armed Forces challenging and difficult and ultimately leads to stress. The likelihood of modern conflicts is more, and the way such conflicts are compensated is more unbalanced in comparison to the situations in wars in earlier eras. The Navy has their own unique set of stressors. Naval operations across the whole range of conflicts uncover naval officers to multiple stressors. Such stressors might lead to different negative effects on the mental health moments for the navy personnel and for their families. Increasing deployment demands other stressful

transformations in naval suits also, like increased number and passion of training, planning sessions, and inspections of equipment all these things increase the workload and ultimately stress. Naval personnel face both combat and non-combat stress because of their profession and the nature of deployment. As a tool the stress continuum model has been used for the identification of stress reactions, and its level. By using this tool and model the stress and its reactions can be identified at the early stage and can be prevented from getting evolved to the stress related disorders. Therefore, a large number of people would be available for operational duties that enhance operational effectiveness (Khanna et. al., 2022).

4.3 Factors affecting Occupational stress

1. Nature of job: Monotonous and boring, lack of variety, tedious, unfriendly, unpleasant, and aversive jobs.
2. Workload: The level of work is too much or too little, the doing of work under deadlines.
3. Working hours: Strict work schedule, long working hours, poor system of shifts, and their timings.
4. Effect and Participation in decision making: Less involvement in decision-making, and restrained decision-making
5. Development of career, grades in job, and pay: Insecurity of job, less opportunities of promotion, low level of work esteem, biased evaluation of performance.
6. Responsibilities in the organization: unclear and contradicting roles within the same job, accountability for people, constantly dealing with them and their difficulties.
7. Communal relationships: Insufficiencies, uncaring or uncooperative management, corrupt relations with colleagues, discrimination and forcefulness, isolated or private work, no arranged procedures to deal with criticisms.
8. Ambiance of the organization: Bad communication and leadership, poor transparency.
9. Domestic and Career Boundaries: Pressure from home and work, family problems, lack of domestic support.

The level of stress faced by CISF is unique in comparison to other armed forces as the Central Industrial security force has the responsibility of providing security in the most stressful and terrible situations. There are very few studies that focus on the population facing stress by the security forces. Thus, dissimilar to other forces, Central Industrial security forces do not have any fixed pattern of work, and they have to be ready for dangerous work and unexpected emergencies. The conclusion of all such pressure keeps increasing every day. This particular stress caused by daily living and working situations might lead to numerous mental health issues ultimately leading to changes in job performance and life's quality (Rao et. al.) The environment where The Indian Air forces operates is dynamic, and also has a lot of challenges. The armed forces are becoming very complicated in terms of technology and operation, and the level of stress is also increasing on a daily basis. As per the reports of the Ministry of Defence, the changed Indian scenario and the commitments of environment and operational committees have put huge demands for adjustments on uniformed services. Sufficient evidence is provided by the paper suggesting that workplace stress is unavoidable and has to be faced by the workers. The bad impact made by stress is it forces them to resign from their job or military organization. These effects possibly carry a price to individuals, the organization, and the society as well. Some remedial measures are recommended to relieve the stress level of armed force personnel and to create a stress-free environment at the workplace, all these measures must be considered by Indian police forces. The implementation of these measures would help in the promotion of a friendly working environment, and a stress-free environment at the workplace, and would also promote high morale among personnel in the police force. The seriousness of unstable and disturbed behaviour of police force personnel because of high work pressure and havoc among co-workers that result in surging impact on other soldiers (Sivasubramanian & Rajendran, 2017).

Because of the changes or event stress can be triggered among soldiers of the army and police forces. In a study, researchers conducted field trips to learn about soldiers, and officers. It is not mandatory that all the factors as discussed in the study would cause stress to an individual. It is possible that it can be a single factor or number of factors that would depend upon the personality features of a person that make them

react to stress. The study has made efforts to identify factors that might be responsible for initiating stress reactions among police workers because of the typical working environment, restrictions that are imposed on them, compulsions during their service period. The study found the most considerable parameter of stress associated problems in soldiers. Welfare, encouragement, and intensity of stress in the service of soldiers towards their nation have close association and mutual interdependence. A police man whose social, personal, professional, and financial requirements are met properly are found to be satisfied in their life and are motivated to work for their country. The operational environment is sheltered with association to facets of job satisfactions, condition of living that would include payment, and allowance, leaves, and promotions, food needs, posting and job durations, communication, colleagues, seniors and juniors. Regarding the domestic environment, the factors playing considerable role in performance with restraints of organizational climate have been studied. The domestic factors that are considered at the time of interaction with the police officers, the effect of which bears importance in discharging duties by army people are domestic problems like housing issues, education of their children, problems in marriage, medical issues of family members, financial issues, leaves, etc. (Dixit, 2011). Occupational stress has a relationship with the poor psychological health as evaluated by General Health Perceived social support was influential in the decrease of occupational stress level among police personnel (Pawar et. al., 2012). The support of society and family members is a very essential element for the maintenance of mental health in a positive manner. The practice of police personnel living in barracks all away from their friends and families might be bestowed with, with the exception of emergency conditions. A small number of personnel can live in barracks to give response to emergency situations and others can live with their family at that time. This practice can be rotated from time to time or as per the situation and requirement. Personnel living in barracks feel loneliness, get depressed easily, get addicted to alcohol, and keep worrying about their family all the time. This type of stress is mainly among those who are in their middle-age and get worried about their children, their higher studies, whose daughters are in their twenties, and need to get married soon. Police personnel easily fall victimised of mental disorders in high numbers, and once they get stricken, it becomes difficult to bring them out of it. Obesity, hypertension, diabetes, and arthritis are some of the

assumed proportions of epidemic. Habitually, higher levels of stress from job are behind all such illnesses or disorders. Excess eating is caused by an uncertain lifestyle that causes obesity. The major reason behind it is the unfixed timing of eating. Sometimes people overeat because of anxiety and hunger. They start eating whatever food they see without thinking about the result. Some overeat because of the high level of stress or depression. Eating in a comfortable manner relieves people from stress, loneliness, and doesn't let them get fat.

4.4 Sources of stress in CAPFs

Security and holiness of the country has been threatened by terrorists and cruel people from time to time and again and again in the past and to defend it Indian Army and Police force should be physically and mentally fit and strong. But there is no one who can avoid stress in their lives. Apart from prompting several ill-habits of lifestyle, hormonal dis-balance, childlessness, chronic diseases, stress has been the reasons of stress and cause of committing suicides among police force personnel. Occupational stress is associated with the work demands that create pressure and challenges in their capability to perform work in the company. There might be many factors that can influence an individual as well as the company.

More attention needs to be given on all such factors and their consequences on the workers and the workplace.

Mental disorder, boredom from job, mental intentions were found as major reasons for occupational stress.

Lack of positivism and awareness are also other reasons for poor health of mind, headaches, anxiety, and other symptoms of mental illness.

Furthermore, factors of apathy and slowness like uninteresting professions, low willpower and dissatisfaction from job were found making strong contributions towards their construct.

A significant role is played by the Indian Army for the nation and for that army personnel have good mental, physical, and emotional health. As the plans and policies are designed by the rank officers and they are executed by PBOR category, there is a

significant amount of unavoidable stress. It is important to recognize, control, and transform negative stress into a positive one (Vattoly & Jose, 2019). One of the main factors is increasing the level of distressing stress in police force recruits as an optimal coping strategy related with emotional reaction to difficulties. On the one hand, this is steady with usually acknowledged understanding of that strategy as non-constructive, it is reinforced by highly masculinized professionals that is featured by undeclared ban on strong emotional expression. The association between emotionally oriented coping strategies and painful stress can be enhanced when other strategies of coping stress are uncontrolled. It is essential to note that the elements that make this effect strong or weak are different among police personnel who are serving in different branches of the army force. Therefore, a number of usual patterns can be found like the usage of emotionally oriented coping by drafts, and task oriented coping strategies along with social support of the society are related with an increase in depressing stress, and refusal of it and using unfriendly methods or forceful actions in relation with its flagging. Task oriented coping and social support, different from old-fashioned understanding as positive and optimum ways of dealing with stress makes contribution towards the strengthening of military service depressing effects on personnel (Ulyanova, Pravdina, & Maximets, 2020).

In a study it is observed by researchers that there are some of the major factors that make an impact on the life of army personnel. Satisfaction from life and job has a direct connection with the organization, Income of an individual, family, and friends, occupation, economic condition of the family, and family relationships. Looking at personnel of CAPF, there are many factors that are responsible for bringing negative happenings in life. Harsh and cruel working conditions and environment, expectation of zero error work, hard punishments, availability of less resources for living, low level of emotional support, long time separation from family, and many more. As compared to CAPF, personnel of the Indian Army get many benefits from the government. With an organized set up Indian Army personnel get timely pay and promotions, regular salary increments, pension schemes, facility of accommodation, etc. After the casualty, they get the status of "Shaheed " and their family also get financial support from the government. The consent of peace time posting of Army personnel gives them a good time for rest. After two field trips they get leaves to meet and spend time with their

family. On the contrary, CAPF and paramilitary forces face hard working conditions, chopped life, long and difficult work environment, disharmony in marriage, constant threat to life (Singh & Audichya, 2018). Workplace stress is very common these days and is unavoidable as stress is certain in today's competitive environment. However, stress is intrinsic in uniform services. Many studies have been conducted on police force personnel in different parts of the world along with India, and the reports reveal that the working conditions and other factors have increased the stress level among police force personnel. A study was conducted in which the reasons for dissatisfaction among police personnel were identified, which were high level of workload, long working hours, rejection of leaves, bad treatment by superiors and colleagues, and bad living conditions. A considerable amount of awareness of stress is shown by many studies along with the problems that are associated with it that impact personnel of police forces (Kapoor & Karmarkar, 2014). Stress can be categorized in two parts, acute stress, and chronic stress. Acute stress is one that comes suddenly, the degree of its severity is higher, and it is generally found in the environment of job during wards or the time facing some personal tragedy or calamities. Chronic stress is deceptive, severity is moderate and found in the environment of job in the form of frequent job transfers, no promotions, issues related to family or as a result of single parent. Stress can be of any type, but its avoidance is not the way, but the correct way is its management in proper manner that would also improve the job performance.

The outcome of the interviews and discussion with the senior Inspectors and Sub-Inspectors revealed some factors that can help in treating the stress of police personnel. As analysed by thematic analysis, there can be several types of stressors. All such types are associated with the community, organization, and work. The winds of transformations, changes in work roles, plans, and policies, procedures, expectations make the job more complicated, and with high demands. Today's competitive work environment is making side effects on the work life of people and causing them a lot of stress. Work stress has been defined differently by different researchers in the past decades. Many studies revealed that stress is caused by the hard work culture and different other factors related to work instead of physical hazards that are involved in the work police forces. One of the major factors that cause stress to police personnel is the round the clock duty that they have to fulfil, they do not have time to spend with

their family, do not get enough time to take rest, they also have negative interaction with other police personnel, they have poor equipment, no rewards and recognition, lot many cases to deal with at the same time, harassment, etc. One of the most common stressors that is observed during the survey is the workload that police personnel face and deal with during their duty.

Inspectors and Sub-Inspectors both spoke about their work duty and the amount of workload that they have to deal with and have to perform as per their job. They have to follow the instructions of their superiors, maintain law and order, duty of court and the visits, deal, and handle emergency situations. They also stated that they have to do a lot of work in very less time. They also stated that juggling such a competitive task is another major reason for stress. They mentioned that there is a lack of work division due to which it becomes difficult to handle and manage the work at the same time due to shortage of manpower, which ultimately leads to work stress and makes them feel overburdened. All such discussions prove that overload of work is another cause of stress among police personnel. This factor of stress impacts the personal life of the personnel as well, as there is a high demand of giving first priority to the work instead of the family and personal life. The findings of the study also reveal that long working hours is also considered as a stressor as the working hours are not fixed, they have to work until they close the case, and police personnel have to be alert throughout the day during duty. The result of continuous stress can be harmful for the body as well as mind, and can stop and make effects on the development. It also impacts the burnout and low level of engagement of police force personnel. It might also cause work deficiency that may be a heavy charge in the police force and its organization. Hence, this study has identified various stressors in the life of police force personnel like load of work at the workplace, long and unfixed working hours, insecurity of job, less participation in decision making activities, less and unsatisfactory compensation and rewards, biased practices, inadequate tools and equipment, poor image in the eyes of public, criticizing role played by public and media, less time to spend with family, etc. (Vaijyanthee&Kamalanabhan, 2014).

Policing is considered as the most stressful job. Dealing with hard and demanding situations of the society, long working hours, management of conflicts of nation, improper resources to proper work, legal pressure, and poor image in the mind

of public are found to be some of the major factors responsible for the stress of police personnel. The image of police personnel has been made negative in the mind of the public highly by the Bollywood movies as they represent police personnel as cruel, the one who always take bribes, who do not have capabilities of doing their work properly and accurately, they have links with criminals, mafias, and work under political pressure. A considerable amount of complete strength of CAPF personnel is thus splayed either on internal security, or are assigned with the border security roles. The CAPF always supports state police in times of trouble. Many times, it is considered that CAPFs personnel are government employees as other departments (Choudhury, 2019).

4.5 Stress and Personal behaviour in CAPFs

Work-life balance is a concept, which is becoming more and more important in the rapidly changing lifestyle and work environment. Long working hours, and a strict environment are making a bad impact on the lifestyle of an individual and giving them a lot of job stress as well, and that is ultimately making an impact on physical and mental health. The balance between work and personal life has become an important area of research and discussion for human resource management, attention of the government in public sector jobs. Professionals and researchers are trying to provide effective measures and ways to deal with such stress, and the ways to improve the morale of employees, the ways to retain them for a long time, and are working to provide ways them a better working environment for peace and comfort that would help them to maintain work-life balance. The time has changed and now along with men, women are also earning money for themselves and their families to have a better and secured future. Women today are sharing the responsibility of family and society. Modern women have shown and proved their presence in almost every field. Starting from sports, politics, engineering, army, police force, medical, academics, cinema, and have made a significant contribution in the development of the nation. Women working in the police force are giving their best and working towards the safety of the society and nation. Working in an armed force proves out to be a life sustaining income for any woman but it also puts a lot of pressure on them on a daily basis that impacts their personal and professional life. Work life of every individual has changed in the past few decades that have caused a lot of stress related to work and occupation and making it difficult for them to maintain work-life balance particularly in armed and police forces.

Work-life balance among women workers is observed as an important domain of study for researchers. The purpose of this part of the study is to examine the level of work-life balance and the impact of stress on personal behaviour of an individual working in police forces. The result of the study reveals that there is a moderate level of job stress among police personnel. The correlation analyses observed in the study shows a strong positive association between job stress and work-life balance of police personnel. Therefore, a change in one variable can be used to make change in another one (Kalpna & Malhotra, 2019). In another study, the model of structural equation on occupational stress among police personnel revealed that the environment at the workplace and the frustration from discomfort are forecasters of job stress. The perception level of obstacles of police personnel has attained the lowest mean value that indicates that the perception obstacles have less influence on stress related to job. The outcome of the study suggests more studies to be conducted to come up with strategies empirically for the reduction in more negative perception among police personnel and society. Furthermore, it is suggested by studies that directors in police force, high rank officers, city, and regional directors must come up and design special plans and program to address issues related to occupational stress of police personnel that would help in the support of global community in order to have a higher level of commitment towards the work for community services. The supervisors, chiefs, and other higher rank officers must work together to reduce the stress at the workplace. The study observed a clear connection between the stress, anger, and pressure at the workplace, the findings also shows the tension due to job, anxiety, and dissatisfaction from job makes a direct effect on the physical as well as mental health of workers. The performance of an employee and administration effectiveness relies on the enjoyment, job satisfaction, fulfilment, and health of the workforce. Disappointment in life is the feeling of an individual in everyday life, and this feeling can be a good one, pleasure, enjoyment, unpleasant, dissatisfaction, anxiety, etc. all these feelings can lead to poor performance at work, and inefficiency at work. In another study it is proved that the police work force is facing a lot of pressure at work due to which they feel dissatisfied with their work and sometimes they also disobey their seniors and supervisors. This creates unnecessary unpleasant environments and feelings of sadness among them. The environment of stress at work tends to connect weakness to the worst effects that creates problems for

those who would otherwise not have yet experienced it. It would thus have a bad impact on the part of law enforcement agencies that can lead to a low job performance level. Workers who are working in high levels of job stress steadily evidently have a higher level of mental illness. Workers who are emotionally and mentally distressed are more likely to make mistakes and decision errors that can cost their lives or destroy or cause harm to expensive and valuable weapons during a mission in a police or military mission. The results say that the high level of stress among police or military workforce can impact job performance and national interests can be compromised. In today's technological era, the fast-paced war area of the 21st century, the battle fields leave very little margin of error. The police workforce needs to perform at their best efficiency and are not allowed to get distracted from work and take any kind of stress that would result in emotional issues. This study is the starting of observing the stress related issues in police forces. There is a need to identify the sources of occupational stress among police force personnel and to study the ways in which such stress can be reduced as it directly impacts the morale and mental health of an individual (Pflanz, 2002).

Job related stress in the police and military forces increases the risk of mental health and illness. Poor mental health of police personnel has a bad impact on their personal behaviour and ultimately poor performance at job and adverse impact on family and personal relationships. The effect of job stress on the mental wellbeing of police personnel is well documented but not yet investigated properly and not investigated if done on organizational stressor. Poor mental health leads to long-term incapability at work and absence due to sickness. The rise in mental health issues among police personnel in the past few decades has prompted, and has increased the interest of public, and academic interest, and has increased the interest of researchers to study more about it. Researchers are focusing on the environment at the workplace and the reasons that are causing mental illness among the police workforce. Fundamental to the work of police stress is experienced on a daily basis. Continuous exposure to people who are suffering from stress and mental illness is threatening others as well and making an impact on their health as well. There is a need for people to have control on their emotions, they should understand the unsatisfying nature of police force, their responsibility of being a police personnel, and most important their responsibility of protecting the society and its citizens. All these daily activities of the police workforce

are scrutinized on a daily basis because of the social and political expectations that are put on the police profession. CAPFs personnel jobs involve interaction with the civil population, CAPF personnel are generally expected to show feelings as part of their job, which is considered to be a type of emotional work. The study reviews the association between organizational stressors and mental health of police personnel; it also provides evidence on the connection between organizational stressors and stress related to jobs, depression, and burnout. The organizational stressors that show considerable association with the mental health results considered included poor support from colleagues, superiors, and the organization. The job of police demands pressures, long working hours, and a strict work environment. The evidence from the study suggests that because of the extent to which the organizational culture of police force and its practices create stressors, strategies that help personnel to deal with the stress and the way they treat each other promotes the support to seek and treat mental health issues, and provide with the best coping strategies. There is also the need to identify the stress at the basic level so that it can be treated at the earliest stage in an effective manner. However, there is still lack of proper evidence that surrounds many other organizational stressors and particular mental health results and particularly there is lack of proof in the effectiveness of proactive and reactive strategies for the reduction of job stress within the police force. The base of evidence must be enhanced with the help of more longitudinal studies, including unexplored factors like interpersonal issues and demands of emotions. In this field advancement can lead to improvement in mental health of occupational groups and alongside result in advantages for police organization and public.

4.6 Impact of Stress on Personal Behaviour

Stress related to job makes a significant impact on personal behaviour as predicted in occupational burnout such that increasing level of job stress would lead to increased occupational burnout. Gender weakened the impact of job stress on occupational burnout in such a manner that stress related to job tender ends in a high level of occupational burnout in women as compared to men police workers. In the same way, marital status weakened the association between the stress from jobs and occupational burnout in such way that police workers who were married are found to be

having high level of occupational burnout in the presence of job stress as compared to the single people (Ogungbamila&Fajemirokun, 2016). Occupational stress can also be defined as emotional reactions that can occur at the time when any worker perceives an imbalance between the demands of work and the capability they hold and resources to meet such demand. An important role is played by the police force in the maintenance of law and order, and rules and regulations of the society. While doing the duty, they get a lot of stress related to physical and mental, anxiety, etc. An increase is seen in crime and violence. An increase in the burden of law enforcement agencies has also been observed. Police servicing is one of the law enforcement agencies that directly and indirectly experience and handle minor as well as major crime cases or situations. Versatile roles are performed by police personnel and also have the responsibility of maintaining law and order in the community. In performing their duties they go through different health -related issues both mental and physical such as stress, depression, and anxiety. In a study while comparing the stress level between men and women, women scored more when talking about the level of stress. The outcome of the studies shows that men experience less issues related to occupational stress as compared to female police personnel. The overall finding of the study states that male police personnel manage their stress in a better way as compared to female police personnel (Pinki, Panchal, & Pal, 2020).

There are certainties of police forces that stress related issues like violence, aggression that can lead to erosion of support or distrust of the public. Therefore, the stress among police personnel has implications for both safety and public health. It is suggested to the police department to have a continuous practice of improving the environment of work for police personnel and also find out new ways of providing them with stress management activities. Many of the progressive police departments have accepted and supported such suggestions and approach and are actively participating in such innovative strategies for the benefit of their police personnel like providing counsellors, motivating personnel to attend counselling sessions, structural and administrative transformation, addition of diversity programs, stress management program, etc. as all such activities would help police personnel to deal and manage the occupational stress at the workplace. The police department needs to re-evaluate their plans and policies for the recruitment of personnel in the academy ensuring they get the

best training that is needed to meet every day police related challenges of duty. Being exposed to critical incidents, discrimination at the workplace, less cooperation among peers, dissatisfaction from jobs leads to stress at the workplace. A significant association can be found with work stress with the negative results that also include abuse by partners and depression. Police personnel that rely on the negative methods of coping with stress have reported high levels of perceived work stress and bad outcomes related to physical and mental health of police workers. The outcome of another study states that for improving the efforts taken for reduction in stress among police personnel more effective strategies need to be developed. The most beneficial interventions will be that would address stressors that can be modified and promote effective strategies of coping stress of work (Gershon, Barocas, Canton, Li & Vlahov, 2008). One of the most discussed topics in the society, and lay press is the stress among police personnel that often lead to concern for the military and police personnel. Apparent increase in the rates of suicide, stress related issues due to job pressure, illness, living from the family has received attention of the law and policy makers. The response of police personnel for the mentioned issues stated that all such issues can be overstated or misinterpreted by common people. Many measures and methods have been implemented for soldiers and police personnel to deal with the job related stress for physical and mental health and for good performance at job. It is also important to evaluate such measures and to check if they are effective in coping with the stress of personnel both personal and occupational. Military and police force personnel are considered to be public servants who do the most responsible work of taking care of the society and are exposed to high risks of life and deal with a lot of stress in their everyday life. Dissimilar to other professions, police force personnel have a lot of stress in their profession and have to manage and deal with it while doing their duty. Majority of time, such occupational stress leads to negative results and has a negative impact on the health of police personnel. Stress also makes a bad impact and weakens the family, personal and work life of people and makes the situation more vulnerable. Looking at the broader perspective, if a high number of police force personnel are going through a stressful life it can impact on the security of the nation, and put it at risk. Therefore, it is important to keep measuring the stress level and help personnel in its management (Shaik, 2022). The performance of police personnel can get affected due to stress and anxiety at the

workplace. Thus, it needs to be observed on a timely basis through human performance literature. The less understood are: (a) particular nature of performance reduction for example possibility of different impacts on shooting performances versus impact on accuracy of taking decisions, and (b) the psychological elements supporting weakened performance across different operations. More research needs to be conducted to untie the combined impact of stress and anxiety on the performance of police personnel. It needs to be noted that till date there is no evidence available that police personnel are less inclined to the impacts of stress in comparison to other citizens of the nation. Latest research suggests that intrusions for the reduction of stress among personnel as a part of a flexibility training might be proved effective. Higher levels of stress can lead to mental illness and bad impact on memory that would reflect on performance of personnel. However, an active response role might reduce such effects on the health as well as performance. One study has made an attempt to examine the direct effect of police personnel role on memory. Anxiety and stress can lead to difficulty in recalling the incidents. Researches that have assessed the police personnel performance in reality. Researchers have also stated that memory is the operational witness that is exposed to errors and the lapse of relevant and important information. Therefore, the examiners of accounts that are provided by police personnel following the stressful or real incidents must be aware that the memory of personnel might be lessened for details if the incident and that mistake might not necessarily display a cautious try to cover up or repel guilt. Officers in police forces make frequent responses to the progressing, energetic, and possibly dangerous instances. Controversial and challenging nature of such responses, it has become important to understand the impact of stress on the performance for the trainers, legal professionals, investigators, and the makers of the policies. Though proper training and management programs would help in balancing the decline in the performance, police personnel are also exposed to weakening, possibly more so as a function of added mental load related to giving response and resolving a particular incident. However, more research needs to be conducted to unpack the virtual importance of major factors that affect the performance. Future research needs increased partnership between end-users and researchers ensuring that the queries asked and methods applied can make a meaningful contribution that would understand the performance of police (Hope, 2016).

4.7 Data Analysis & Interpretation

Table 4.1 Gender of the respondents

Gender	Frequency	Percentage
Male	352	88
Female	48	12
Total	400	100%

Table 4.1 is showing the gender of the respondents. Total 400 respondents were considered for the study survey in which 88% are male and 12% are female.

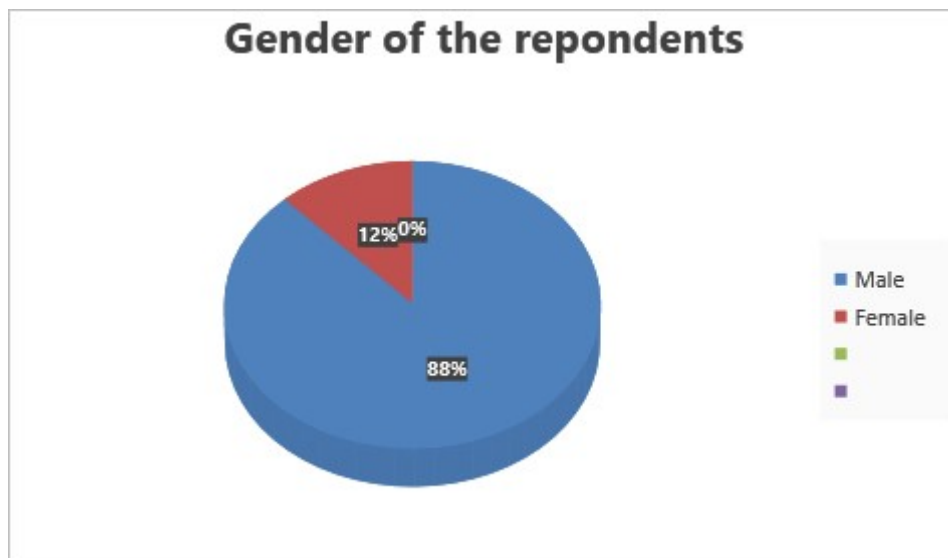


Figure 4.1 Gender of the respondents

Table 4.2 Age of the respondents

Age	Frequency	Percentage
Below 30 years	103	25.8
31-40 years	117	29.3
41-50 years	109	27.3
Above 50 years	71	17.8
Total	400	100

Table 4.2 is showing the age of the respondents in which it is found that 25.8% of the respondents are below 30 years of age, 29.3% are from 31-40 years, 27.3% belong to age group of 41-50 years and rest 17.8% are above 50 years of age.

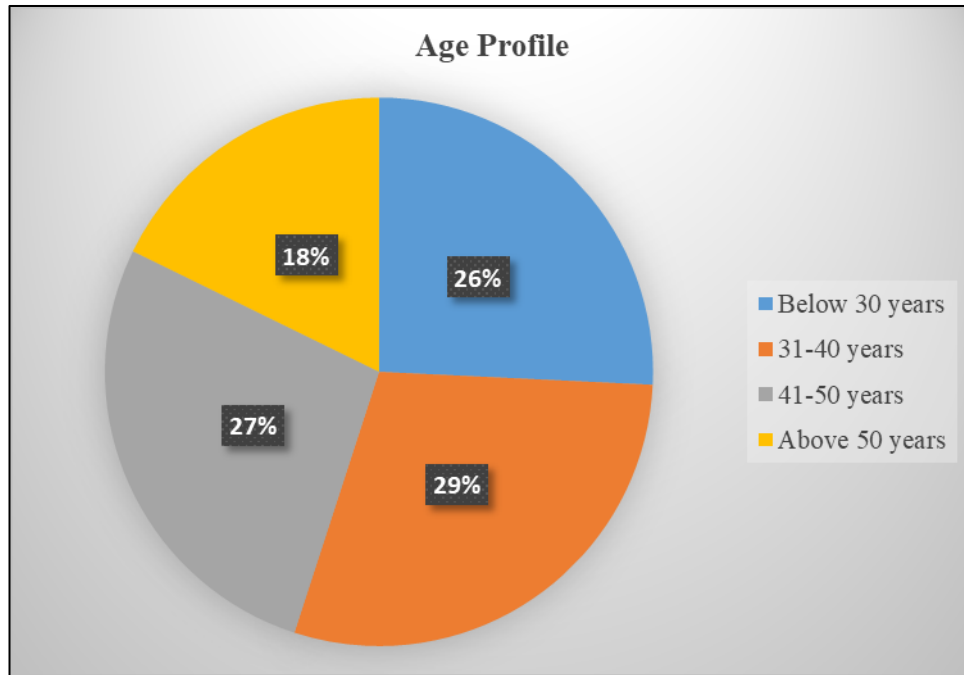


Figure 4.2 Age Profile

Table 4.3 Educational level of the respondents

Educational level	Frequency	Percentage
High School	134	33.5
Higher Secondary	179	44.7
Graduate and above	87	21.8
Total	400	100

Table 4.3 above shows the educational level of the respondents. It is observed from the table that 33.5% of people that are surveyed in present study have done their High

School, 44.7% have studied till Higher Secondary and rest 21.8% are graduate and above.

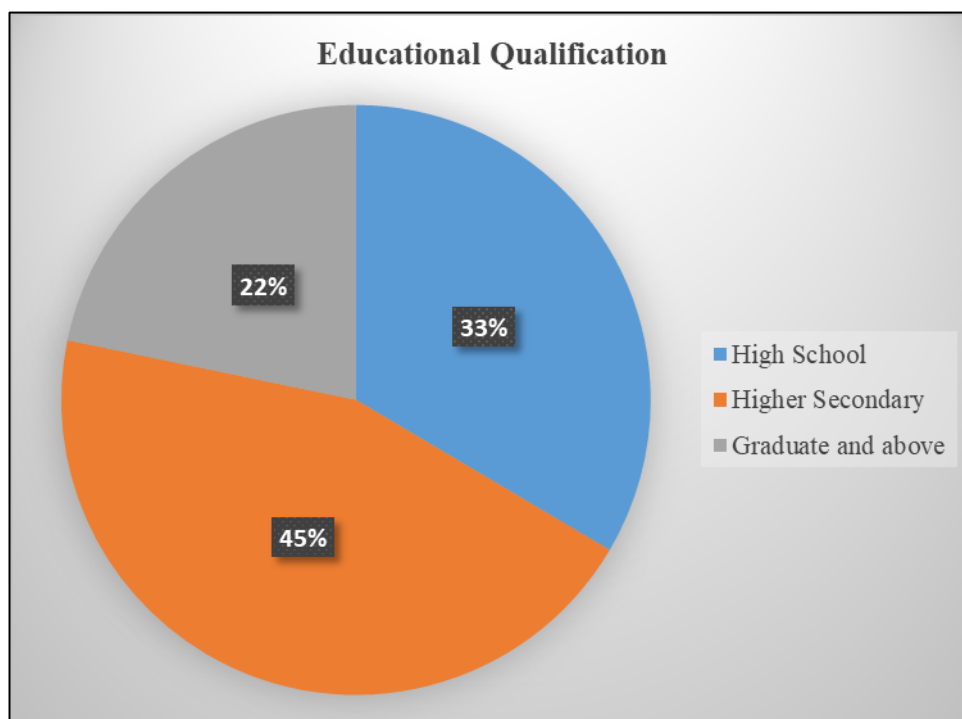


Figure4.3 Educational Level

Table 4.4 Position &Rank of the respondents

Position Rank	Frequency	Percentage
Police Inspector	32	8
Sub-Inspector	43	10.75
Assistant Sub-Inspector	38	9.5
Head Constable	84	21
Constable	203	50.75
Total	400	100

Table 4.4 above is showing the position Rank of the respondents. It is observed from the table that 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 rest 50.75% are posted at other designation under CAPF.

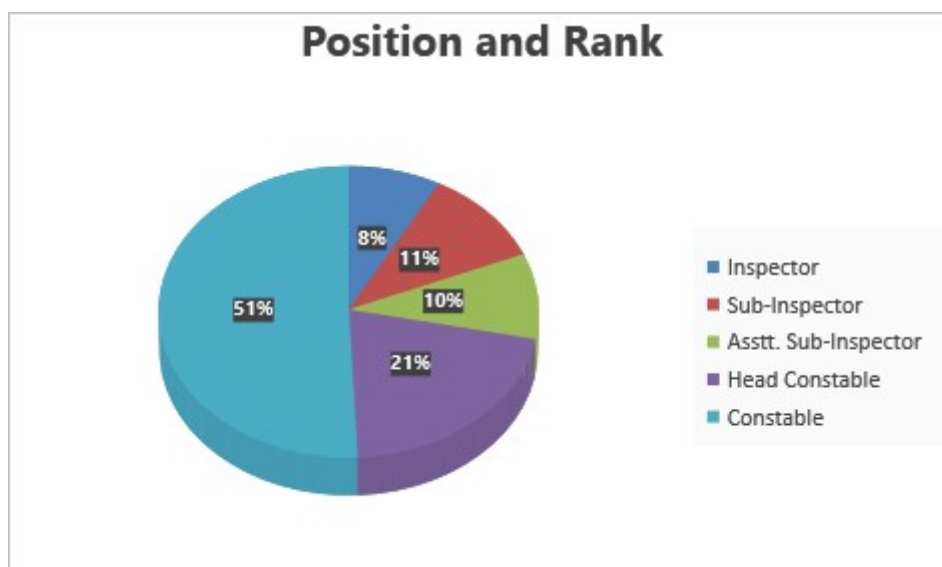


Figure 4.4 Position & Rank

Table 4.5 Number of years in CAPF

Number of years in CAPF	Frequency	Percentage
Less than 10 years	231	57.8
More than 10 years	169	42.2
Total	400	100

Table...4.5 is showing number of years the respondents are working in CAPF. It is found that in total 400 respondents 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.

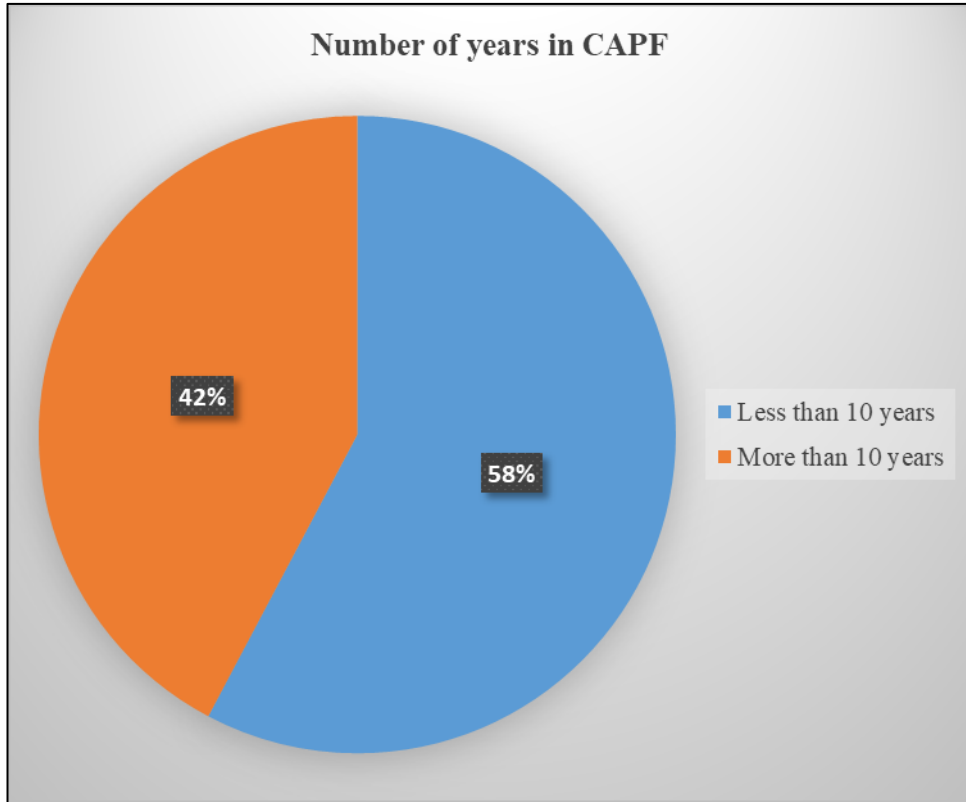


Figure 4.5Number of years in CAPF

Table 4.6Marital Status of the respondents

Marital Status	Frequency	Percentage
Married	244	61
Unmarried	153	38.25
Others (Separated/ Widow)	3	0.75
Total	400	100

Table 4.6 is showing the marital status of the people surveyed for present study in which it is found that in total 400 respondents 61% are married, 38.25% are unmarried and rest 0.75% are Others including separated and widows.

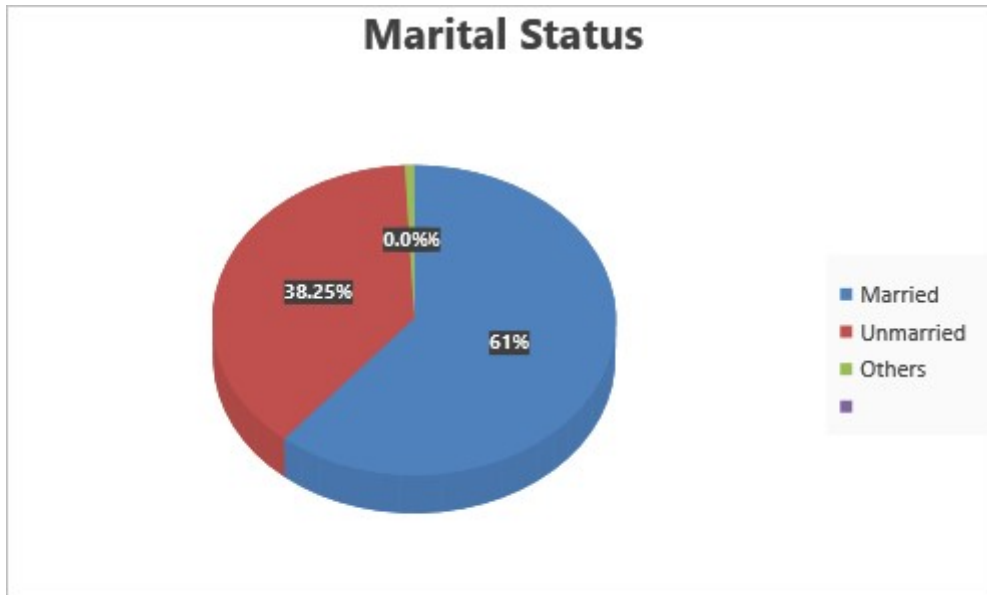


Figure 4.6 Marital Status

Q4.1 To find out the sources of stress in the CAPF Personnel.

Table 4.7 KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.900
Bartlett's Test of Sphericity	Approx. Chi-Square	6821.753
	Df	253
	Sig.	.000

KMO is 0.900 in the Table 4.7, which means that the sample size for Factor Analysis is adequate and the “Bartlett’s Test of Sphericity” is also significant, which means that there is sufficient relation among variables to lead them for Factor Analysis.

Table 4.8 Total Variance Explained

Component	Initial Eigenvalues			Rotation Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	8.901	38.700	38.700	3.932	17.094	17.094
2	2.551	11.091	49.791	3.692	16.051	33.145
3	2.007	8.726	58.517	3.629	15.778	48.923
4	1.847	8.032	66.550	2.858	12.427	61.350
5	1.380	6.002	72.551	2.576	11.201	72.551
6	.844	3.670	76.221			
7	.690	2.998	79.220			
8	.596	2.590	81.810			
9	.526	2.288	84.098			
10	.469	2.040	86.137			
11	.439	1.910	88.047			
12	.396	1.722	89.769			
13	.366	1.593	91.362			
14	.339	1.472	92.835			
15	.309	1.344	94.178			
16	.256	1.113	95.291			
17	.229	.997	96.288			
18	.202	.880	97.168			
19	.180	.780	97.949			
20	.138	.602	98.551			
21	.130	.567	99.118			
22	.114	.496	99.614			
23	.089	.386	100.000			

The “principal component analysis” method was applied to extract the factors and it was found that 23 variables form 5 Factors, based on the Eigenvalues (>1). The factors

explained the variance of 17.094%, 16.051%, 15.778%, 12.427% and 11.201% respectively. The total variance explained is 72.551%, which is sufficient for the requirements of Factor Analysis (Table 4.8).

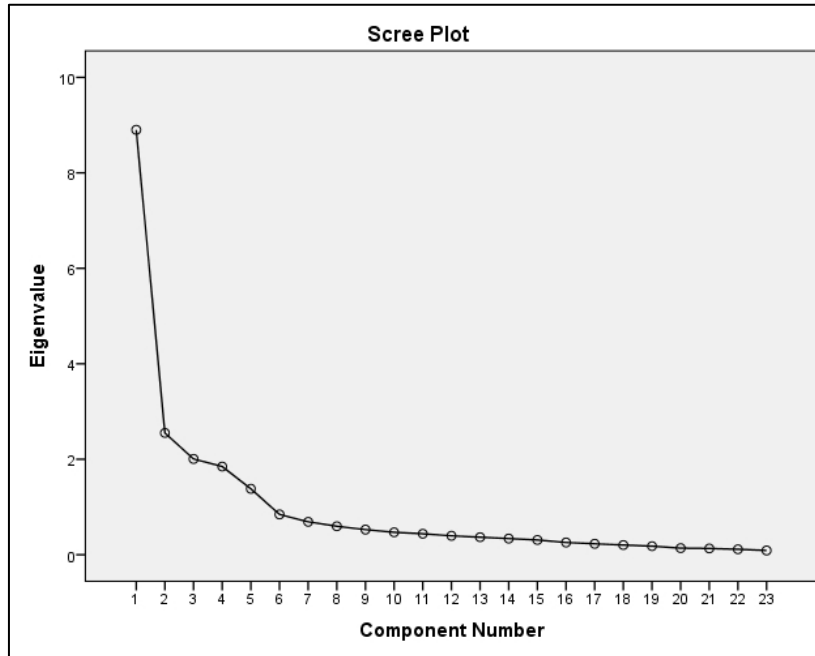


Figure 4.7 Scree Plot

Figure 4.7 is the graphical presentation of the Eigenvalues obtained from the Table 4.8 “Total Variance Explained.” The figure shows an elbow at 5 components. Hence portrays that total 5 Factors have been extracted.

Table 4.9 Factors and Associated Variables

S. No.	Statements	Factor Loading	Factor Reliability
	Work Overload		.952
1.	I am always overburdened with number of tasks	.849	
2.	I am not able to meet the deadlines	.845	
3.	My work is never ending	.818	
4.	I am not able to prioritise my work	.788	
5.	While working on one task, I think about pending	.758	

	one		
	Long Working Hours		.891
6.	There are no fixed working hours	.871	
7.	I don't get time to sleep	.870	
8.	I am always in guilt of not giving time to my family	.867	
9.	Long working hours make me physically / mentally stressed	.767	
10.	My leave is not easily granted	.649	
	Job Insecurity		.893
11.	I am always having strong feeling that my job is not secured	.819	
12.	There is lack of trust in system	.817	
13.	I face system politics and blame games	.804	
14.	Senior officials use their power against each other	.746	
15.	Power plays a major role in CAPFs	.744	
	Lack of Participation in Decision Making		.852
16.	I face lack of participation in decision making process	.807	
17.	I am not heard by the seniors	.806	
18.	I am not asked and consult for my duty and work	.764	
19.	I am not able to express and question in decision making	.761	
	Lack of Fairness at Workplace		.784
20.	I face partial practice in the department	.783	
21.	There is unequal distribution of duty and task	.748	
22.	Favouritism and nepotism are followed in transfers and promotions	.747	
23.	Transparency is not there at my workplace	.724	

Development of the factors

Work Overload is the first factor which includes 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. Second factor is called 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. Third factor is Job Insecurity which consists of variables such as I am always having a strong feeling that my job is not secured, there is 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 is the 4th factor and the associated variables 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. Last and the 5th factor is named as Lack of Fairness at Workplace which includes 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 my workplace.

Construct wise Reliability

The reliability of the factors was computed with the help of the “Cronbach’s Alpha”. The values of reliability for 5 constructs named as Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace were found 0.952, 0.891, 0.893, 0.852 and 0.784 from construct 1 to 5 respectively. The criteria minimum value of “Cronbach’s” Alpha (>0.7) was fulfilled.

Reliability Statistics

Cronbach's Alpha	N of Items
.920	23

The reliability of the factors was computed with the help of the “Cronbach’s Alpha”. The value of reliability for 5 constructs that includes a total 23 numbers of items is 0.920. The criteria minimum value of “Cronbach’s” Alpha (>0.7) was fulfilled.

Multiple Regression Analysis

Table 4.10 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.794 ^a	.630	.626	.55744
a. Predictors: (Constant), Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace				

In this study, to measure the impact of all 5 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”, multiple regressions were applied. The model explained 63% of the variance with R Square value 0.630.

Table 4.11 ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	208.678	5	41.736	134.310	.000 ^b
	Residual	122.432	394	.311		
	Total	331.110	399			
DV: Overall level of stress of CAPFs Personnel						
b. Predictors: (Constant), Work Overload, Long Working Hours, Job Insecurity, Lack of Participation in Decision and Making Lack of Fairness at Workplace						

Table 4.11 shows whether the IDVs have significant impact on the DVs. The significance value is less than 0.05 (0.000), which reflects that one or more of the IDVs significantly influences the DV.

Table 4.12 Coefficients

“Model”	“Unstandardized Coefficients”		“Standardized Coefficients”	“t”	“Sig.”
	“B”	“Std. Error”	“Beta”		
(Constant)	3.665	.028		131.494	.000
Work Overload	.113	.028	.124	4.038	.000
Long Working Hours	.063	.028	.069	2.262	.024
Job Insecurity	.051	.028	.056	1.837	.067
Lack of Participation in Decision Making	.084	.028	.092	3.003	.003
Lack of Fairness at Workplace	.705	.028	.774	25.253	.000

DV: Overall level of stress of CAPFs Personnel

Table 4.12 shows that all the factors namely Work Overload, Long Working Hours, Lack of Participation in Decision and Making 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 variables.

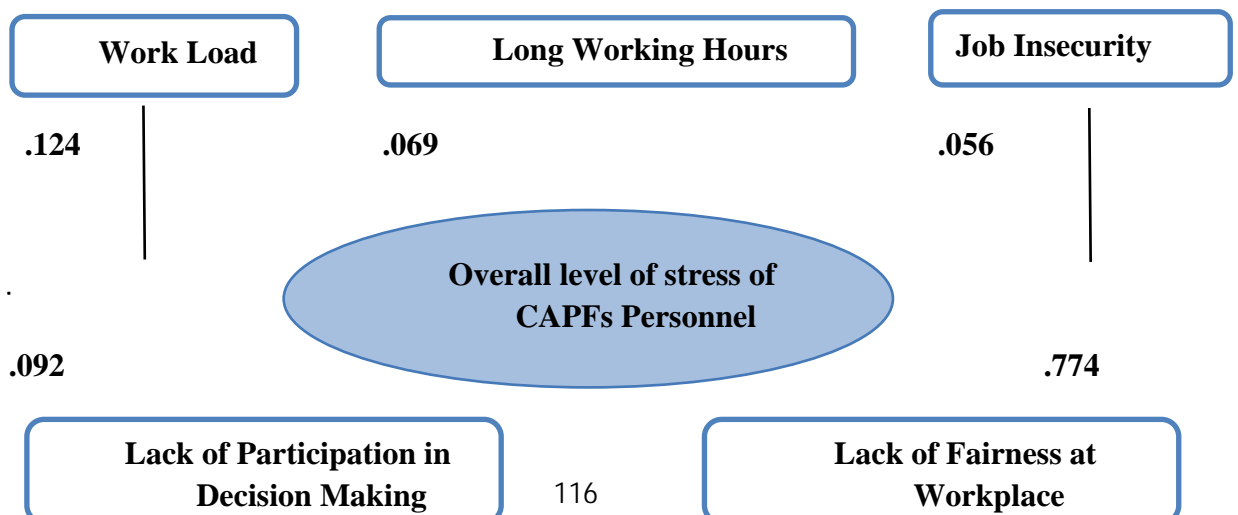


Figure 4.8 Overall level of stress of CAPFs personnel

Factor wise mean values of the variables

Table 4.13 Work Load

S. No.	Work Overload	Mean Values
1.	I am always overburdened with number of tasks	3.91
2.	I am not able to meet the deadlines	3.95
3.	My work is never ending	3.97
4.	I am not able to prioritise my work	3.93
5.	While working on one task, I think about pending one	4.02

Table above is showing the mean value of the variables associated with the factor Work Load which is the source of stress in the CAPF Personnel. The respondent says While working on one task, I think about pending one with highest mean value 4.02 followed by My work is never ending with mean value 3.97, 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 number of tasks.

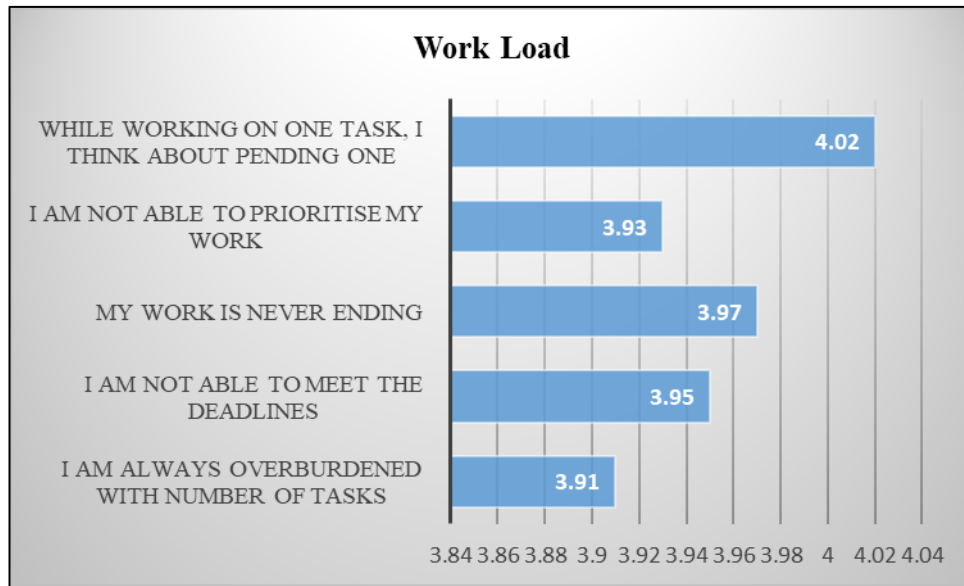


Figure 4.9 Work Load

Table 4.14 Long Working Hours

S. No.	Long Working Hours	Mean Value
1.	There are no fixed working hours	3.84
2.	I don't get time to sleep	3.80
3.	I am always in guilt of not giving time to my family	3.95
4.	Long working hours make me physically and mentally stressed	3.87
5.	My leave is not easily granted	3.48

Table above is showing the mean value of the variables associated with the factor Long Working Hours which is the source of stress in the CAPF Personnel. The respondent says I am always in guilt of not giving time to my family with highest mean value 3.95 followed by Long working hours make me physically and mentally stressed with mean value 3.87, There are no fixed working hours (3.84), I don't get time to sleep (3.80) and My leave is not easily granted with lowest mean value 3.48.

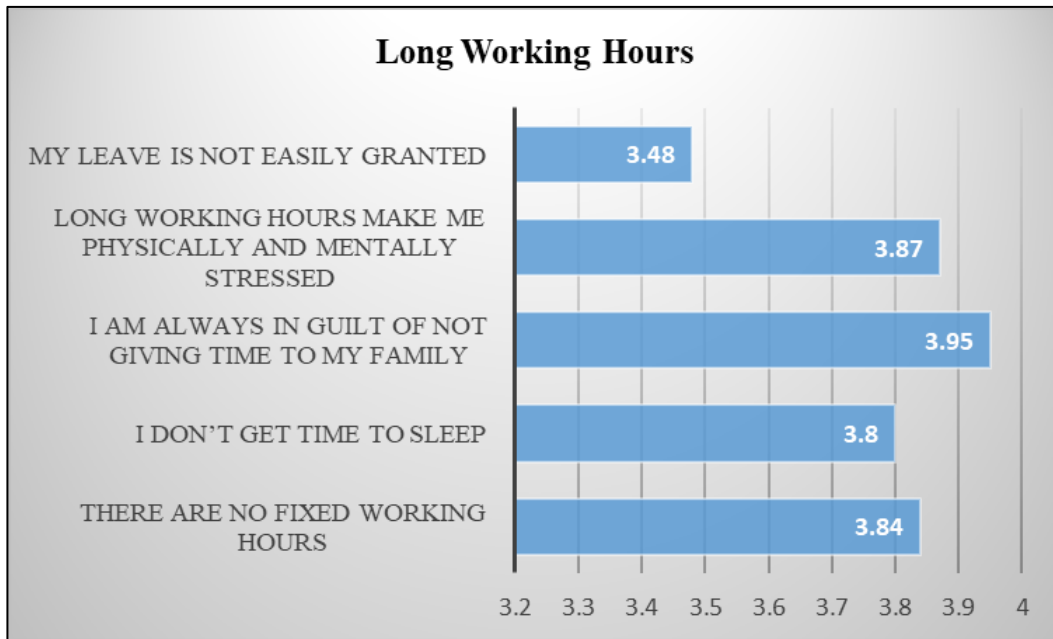


Figure 4.10 Long Working Hours

Table 4.15 Job Insecurity

S. No.	Job Insecurity	Mean Value
1.	I am always having strong feeling that my job is not secured	3.35
2.	There is lack of trust in system	3.51
3.	I face system politics and blame games	3.64
4.	Senior officials use their power against each other	3.66
5.	Power plays a major role in CAPFs	3.58

Table above is showing the mean value of the variables associated with the factor Job Insecurity which is the source of stress in the CAPF Personnel. The respondent says that Senior officials use their power against each other with highest mean value 3.66 followed by I face system politics and blame games with mean value 3.64, Power plays

a major role in CAPFs (3.58), There is lack of trust in system (3.51) and I am always having strong feeling that my job is not secured with lowest mean value 3.35.

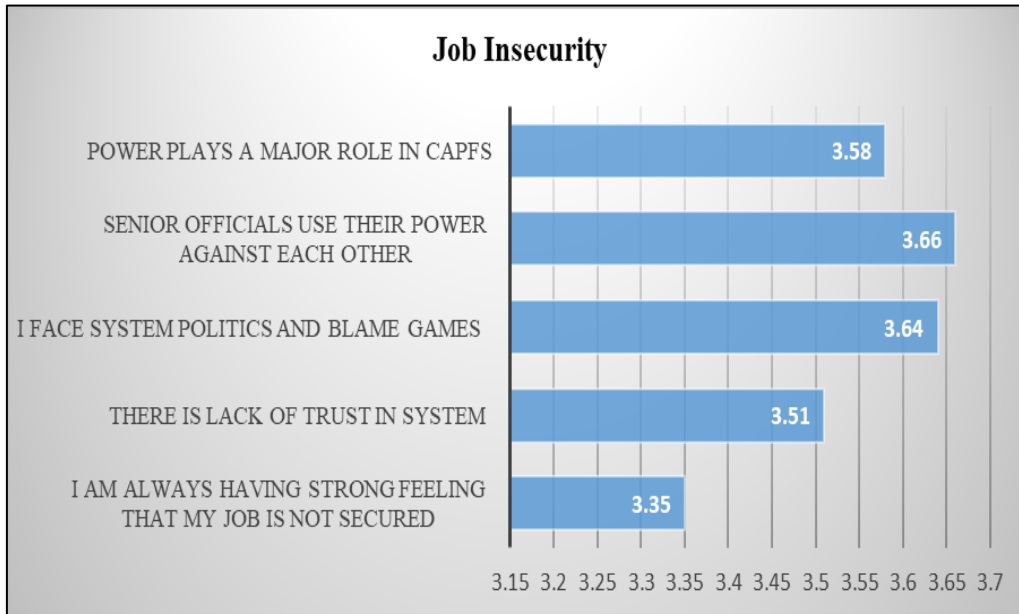


Figure 4.11 Job Insecurity

Table 4.16 Lack of Participation in Decision Making

S. No.	Lack of Participation in Decision Making	Mean Value
1.	I face lack of participation in decision making process	3.80
2.	I am not heard by the seniors	3.52
3.	I am not asked and consult for my duty and work	3.56
4.	I am not able to express and question in decision making	3.66

Table above is showing the mean value of the variables associated with the factor Lack of Participation in Decision Making which is the source of stress in the CAPF Personnel. The respondent says that I face lack of participation in decision making process with highest mean value 3.80 followed by I am not able to express and question

in decision making with mean value 3.66, I am not asked and consult for my duty and work (3.56) and I am not heard by the seniors with lowest mean value 3.52.

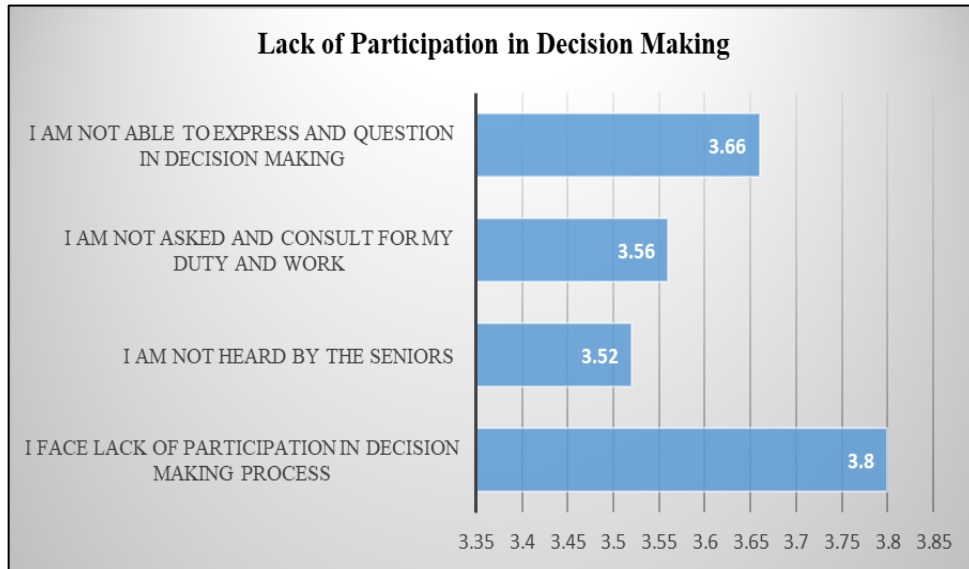


Figure 4.12 Lack of Participation in Decision Making

Table 4.17 Lack of Fairness at Workplace

S. No.	Lack of Fairness at Workplace	Mean Value
1.	I face partial practice in the department	3.65
2.	There is unequal distribution of duty and task	3.64
3.	Favouritism and nepotism are followed in transfers and promotions	3.79
4.	Transparency is not there at my workplace	3.77

Table 4.17 is showing the mean value of the variables associated with the factor Lack of Fairness at Workplace which is the source of stress in the CAPF Personnel. The respondent says that Favouritism and nepotism are followed in transfers and promotions

with highest mean value 3.79 followed by Transparency is not there at my workplace with mean value 3.77, I face partial practice in the department (3.65) and There is unequal distribution of duty and task with lowest mean value 3.64.

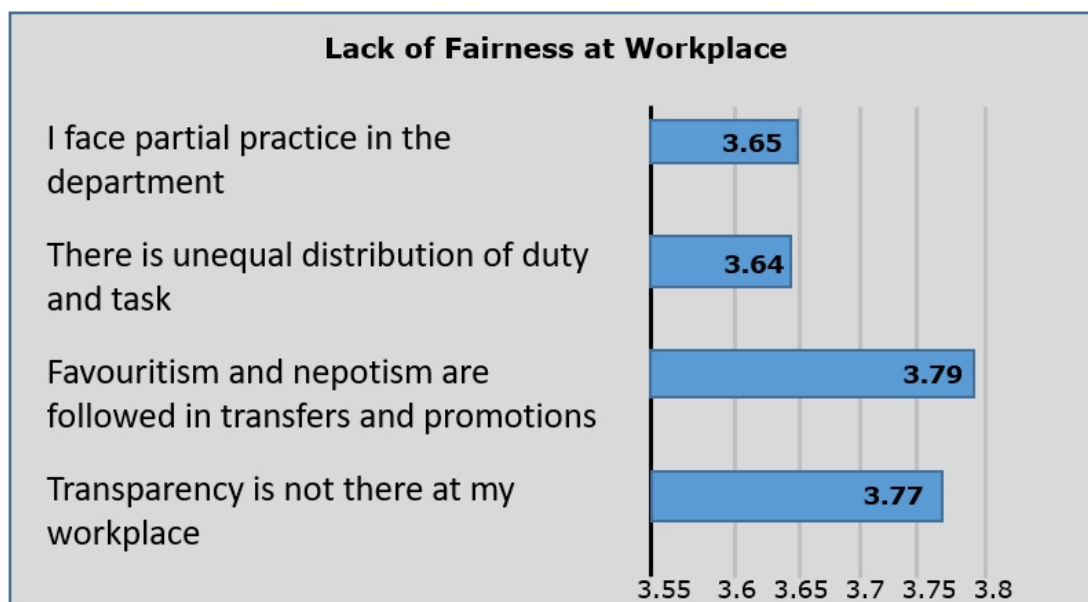


Figure 4.13 Lack of Fairness at Workplace

Q. 4.2 Level of Stress CAPFs Personnel

Table 4.18 Level of Stress in CAPFs Personnel

Level of Stress	Frequency	Percent
Very Low Stress	25	6.3
Low Stress	163	40.7
Moderate stress	132	33.0
High Stress	72	18
Very High Stress	8	2
Total	400	100%

Table 4.18 above shows the level of stress in CAPF personnel. It is found that 18% of the respondents are having high level stress, 33.0% of them goes through moderate level stress, 2% of the CAPF personnel are under very high-level stress, 40.7% with low level stress and rest 6.3% in very low-level stress.

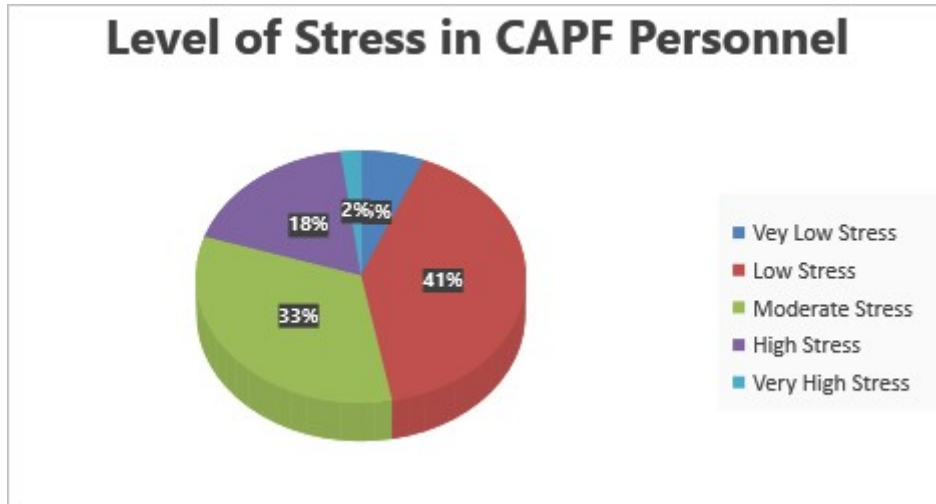


Figure 4.14 Level of Stress in CAPF Personnel

Table 4.19 Level of Stress in CAPF Personnel

Variable	Mean
Level of Stress of CAPFs Personnel	3.66

Table 4.19 is showing a mean value which is 3.66 of level of stress in CAPF Personnel.

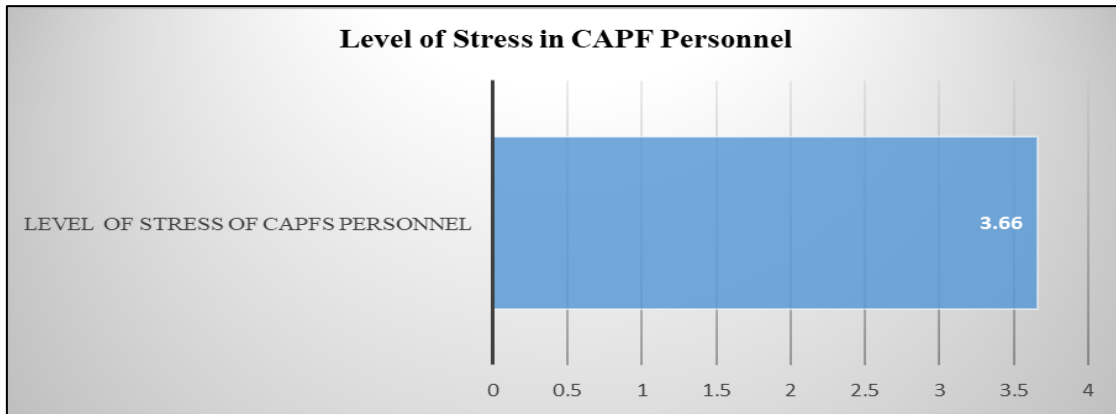


Figure 4.15 Level of Stress in CAPF Personnel

4.8 Test of Hypothesis

The testing the hypothesis, observation, explanation and feedback of the respondents against questionnaire analysis null hypothesis No. 1 There is no significant relationship between various demographic variable and level of stress amongst CAPFs Personnel is rejected and alternative hypothesis no 1 there is a significant relationship between the demographic variable and level of stress amongst CAPFs personnel is accepted. In support of accepting alternative hypothesis KMO is 0.900 in the table 4.7 which means that the sample size for factor analysis is adequate and the “Bartlett’s Test of Sphericity” is also significant which means that there is sufficient relation among variable to lead them for Factor Analysis.

4.9 Conclusion

This chapter highlights the theoretical aspects of sources of stress in Armed Forces, factors affecting occupational stress and personal behaviour in CAPF and also analyse the demographic profile of the respondent by using pie-charts and KMO and Bartlett’s test. Sources of stress in CAPF personnel is significant related among the variables lead for factor analysis and highlights the five factors, work overload, long working hours, job insecurity, lack of participation in decision making and lack of fairness at workplace.

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