

EFFECTS OF OCCUPATIONAL STRESS ON DECISION MAKING STYLE AMONG LAW- ENFORCEMENT OFFICERS

A.ANUSYA, Ph.D Research Scholar(Reg. No: 21213281012001),

Department of Commerce, Women's Christian College, Nagercoil-629001

(Affiliated to ManonmaniamSundaranar University, Abishekapatti, Tirunelveli-627012)

Email : anee9944@gmail.com

Dr. V.CHITRA, Assistant Professor,

Department of Commerce, Women's Christian College, Nagercoil-629001

(Affiliated to ManonmaniamSundaranar University, Abishekapatti, Tirunelveli-627012)

Email: chitra.velappan23@gmail.com

ABSTACT:

In the position of Law-enforcement officers, the work has been considered as a very hard, dangerous and stressful job. Police officers' decisions are frequently not supported by the organisation or the police supervisors. The decision that polices officers make will be reviewed and scrutinized in a variety of situations. Lack of support from co-workers, supervisors and department help is the most common cause of workplace stress and is also one of the worst stressors. Work place stress can lead to a variety of issues, including depression, physical and mental health issues and burnout conditions. The objectives of the studies are i) Impact of occupational stress ii) Problems of decision making. For this study a sample size of 120 were selected and the process resulted in collection of 100 responses completed on all parameters for data analysis and interpretation using convenience sampling method. The finding revealed that impact of occupational stress of police officers may having hyper tension. The study recommended that conduct the programs for stress management, routine health check at work place and administrative measures to reduce the work-related stress.

Keywords: Occupational Stress, Decision Making, Police Department

1.INTRODUCTION

In critical situations, police personnel are frequently required to make an immediate assessment and decision making, these situations can be very stressful, involve decisions that could mean life or death. In such circumstances, the police officers might not even know how to settle and manage the matter. Decision made by individuals are influence by their training and the organisation of the police, but they may also be influenced by the person they are engaging with. When police officers are called out in the middle of the night to attend an event or when they unintentionally get into a highly stressful circumstances while on patrol, even routine tasks can result in anxious emotions.

2. REVIEW OF LITERATURE

Varsha Yadav and Himani Sharma (2021) The purpose of the paper is to investigate the effect of family conflict act as a mediation in the relationship between job satisfaction and perceived support from family- friendly policies and supervisors. Smart PLS software was used to perform partial least square structural equational modelling. The finding support that the policies supporting families as well as supervisor encouragement have a detrimental impact on work-family conflict. Also work -family conflict partially mediates between family friendly policies and job satisfaction as well as between supervisor support and job satisfaction. This study creates values for the employee's responsibility in their family obligations by reducing their work family conflict. Positive outcomes, such as contented workers, are advantages to organisation since they will result in a more effective and content work force.

Kuo-Tai Cheng and Krik Chang (2022) The study shows that the Public Utility Sectors employees experience stress as a result of covid-19 (PUS). Although employees used a variety of stress -coping techniques, the effectiveness such techniques were unknown, which is why the current study was conducted. The data of the research includes employees in PUS companies including power, water, railway and petroleum in Taiwan. The anonymous surveys with ethical guidelines were applied. The findings of the research shows that the gender and education may affect the coping efficacy. The type and nature of the strategies is mattered either improving or decreasing the stress reduction. Employing two strategies does not always reduce stress. The study concluded that managers of human resource utility industries are urged to ask their staffs about these personal issues develop suitable

interventions based on the values. The coping mechanism successfully manage stress including factors.

3. STATEMENT OF THE PROBLEM

In police decision- making factors include individual officer's characteristic, the circumstances of the officer work in, situation of person may influence the decision making. Many decisions must be made under pressure and many circumstances themselves cause stress. As a result, stress and decision-making are intricately linked on both a behavioural and neurological level, meaning that the brain regions that support healthy decision-making are also those that are vulnerable to alternative brought on by stress. So it is essential and need to observe the effects of occupational stress on decision-making style among law enforcement officers.

4. OBJECTIVES OF THE STUDY:

The following Objectives are,

- i. To establish the impact of occupational stress level of police officers at the time of decision making.
- ii. To find out the problems of decision making in the department.

5. RESEARCH METHODOLOGY

The research study includes both primary and secondary data.

- a) The primary data was collected from women police officers in kanniyakumari district. The data was collected from using a structured questionnaire.
- b) The secondary data was collected from available journals, e- books, articles, research reports and other published materials pertaining to women police.

5.1. Sample design

The area of the study is at Kanniyakumari District. For this study a sample size of 120 were selected and the process resulted in collection of 100 responses completes on all parameters for data analysis and interpretation using convenience sampling method. Information were collected from friends in police and neighbour's and also special attention and all the respondents are located in Kanniyakumari District.

6. TOOLS FOR ANALYSIS:

The analysis of the paper were Percentage analysis, Garret Ranking and T test

7. DATA ANALYSIS AND INTREPRETATION

Demographic factors are individual's characteristics that are used to assess information about respondents in a certain population. Following are the demographic variables of the women police in percentage analysis.

Table 1
Demographic variables

S. L	Particulars		Respondents (Percentage)
1.	Gender	Male	69(69%)
		Female	31(31%)
		Total	100
2.	Age	Below 30	35(35%)
		30-40	40(40%)
		Above 40	25(25%)
		Total	100
3.	Marital status	Married	72(72%)
		Unmarried	28(28%)
		Total	100
4.	Designation	Inspector	3(3%)
		Sub inspector	7(7%)
		Constables	42(42%)
		Others	48(48%)
		Total	100
5.	Experiencing	Below 10 years	35(35%)
		10 -20 years	20(20%)
		20- 30 years	25(25%)
		Above 30years	20(20%)
		Total	100

Source: Primary Data

The above study shows that, 69% majority of the respondents are male, 40% most of the police officers in the department are above age of 30-40. In marital status basis 72% of majority of the respondents are married, and 48% majority of the police officers are working as others sub department works (writer, communicator, etc). 30% majority of the police officers are having 20 to 30 years of working experience.

7.1 Occupational stress level of Police officers

The following table shows that impact of Occupational stress of police officers,

Table 2
Occupational stress level of police officers

S. L	Level of Stress	Garret score	Ranking
1.	Memory failure	43.34	VII
2.	Create impatience	53.12	II
3.	Work absenteeism	45.28	V
4.	Difficult to think logically	44.43	VI
5.	Irritability	50.10	III
6.	Hyper tension	55.16	I
7.	Physiological problems (cardiac, Asthma)	48.33	IV

Source: Primary Data

From the above table shows that the highest rank score is that in impact of occupational stress is hyper tension the mean score is 55.16 and the second highest impact is create impatience the mean score is 53.12. Third impact of occupational stress shows that irritability the mean score is 50.10 and the fourth impact is on physiological problems the mean score is for physiological problem is 48.33. Their least problem is memory failure and the mean score is 43.34.

7.2 Problems of Decision- Making

The below table indicates the problems of Decision making in the organisation. the result of the gender-wise analysis of the respondent's problems about decision making in the following table using „t“ test.

Ho = There is no significant difference between Gender and problems of decision making in police officers.

Table 3**Problems of decision making**

S.NO	PROBLEMS	MEAN SCORE		T- STATISTICS	P-VALUE
		MALE	FEMALE		
1.	Inadequate medical cover	3.15	3.6	2.181	.032
2.	Too much of paper work	4.11	4.48	3.213	.002
3.	Leadership of workplace is not inspiring	2.71	2.21	2.217	.029
4.	Involvement of political parties	2.50	2.05	2.092	.039
5.	Problem of sound decision during the course of work	2.65	2.97	1.270	.208
6.	Dealing with emergencies	4.30	3.62	4.173	.000
7.	Not having enough time to rest and relax	3.41	2.78	2.507	.015
8.	Non ability to work with the colleagues	3.28	1.91	4.316	.000

Source: Primary Data****Significant at five percent level***

From the table, it is seen that among male police officers, problems in decision making is high of the variable is, “Dealing with emergencies”, “Too much of paper work”, “Not having enough time to rest and relax”, since they have the highest mean scores of 4.30, 4.11 and 3.41 respectively. They have the lowest problem in decision making for the variable, “Involvement of political parties”, since it has the lowest mean score of 2.50 respectively.

It is observed that female police officers have the highest for the variables, “Too much of paper work”. “Dealing with emergencies”, “Inadequate medical cover”, since they

have the highest mean score of 4.48, 3.62 and 3.6 respectively. They have the lowest problem in decision making for the variable, “Non ability to work with the colleagues”.

Regarding the problems in decision making on the basis of gender a significant difference have been identified in the case of seven variables namely, Inadequate medical cover, Too much of paper work, Leadership of workplace is not inspiring, Involvement of political parties, Dealing with emergencies, Not having enough time to rest and relax, Non ability to work with the colleagues. Only one variable is not significant difference that is Problem of sound decision during the course of work.

8. FINDINGS

- Majority of the respondents were males, and on the basis of age group majority of the respondents are in 30-40 years and the basis of marital status most of the police officers are married.
- On the basis of designation most of the officers are work as other departmental works and in the basis of experiencing most the officers having 20-30 years of experiencing.
- In the basis of impact of occupational stress majority of the respondents faces the Hyper tension problem the mean score is 55.16.
- There is a significant difference between the gender and problems of decision making. Since, the p- value is less than 0.05 per cent, Hence, the null hypothesis is rejected.

9. SUGGESTIONS:

- Conduct the programs for stress management, routine health check at work place and administrative measures to reduce the work-related stress.
- At the time of decision-making situations, the physical and mental health issues are higher, which needs immediate attention from the relevant authorities.
- It is imperative to make structural modifications and stress- reduction programmes on the basis of gender specification are also recommended and the paper work must be modified by the organisation.

10. CONCLUSION:

Occupational stress in decision making among officers is due to the contact with public directly and their engagement in both crime investigation and maintaining law and order. The occupational stress creates hyper tension for these officials. At the time of

emergency situation, they need to take decisions immediately and too much of paper work creates problems in decision making. The research work recommends that work flexibility and reasonable time for completion of tasks should be given to the officers which will reduce stress and may create ideas to make a clear decision. For the future research employee workload and lack of career competencies are the variables that need to be investigated.

11. REFERENCES:

- Harma, V. Y. (2021). Family-friendly policies, supervisor support and job satisfaction: mediating effect of work- family conflict. *Vilakshan - XIMB Journal of Management*. ISSN: 0973-1954. DOI 10.1108/XJM-02-2021-0050
- Kuo-Tai Cheng, K. C. (2022). The efficacy of stress coping strategies in Taiwan's public utilities during the COVID-19 Pandemic. *Journal of Utilities Policy* 79. <https://doi.org/10.1016/j.jup.2022.101431>
- Shahzad Hassan, Ahmad Raza, Hasnat Ahmad. "Relationship between self-efficacy and job performance with moderating role of age: A study of police stations in Lahore." *Institute of Business Administration Karachi* 17.1 (2022): 25-42. DOI: 10.54784/1990-6587.1424 <https://ir.iba.edu.pk/businessreview/vol17/iss1/2>
- L. Lokesh, Swati Patra & S. Venkatesan. "Job Satisfaction among Police Personnel: A Socio-Demographic Study." *GLOBAL JOURNAL OF INTERDISCIPLINARY SOCIAL SCIENCES* 5.4 (2016): 56-62 **ISSN: 2319-8834** <https://www.researchgate.net/publication/308199390>