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## **Police Officers' Opinion on Their Work**

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### **Abstract**

The aim of this study is to find out the opinion of police officers on their working time, nature of work and working environment. Primary data were obtained from 450 police officers working in Tamil Nadu by adopting stratified random sampling techniques to attain the objective. The police officers' opinion was analysed by comparing the total scores with Neutral score. Besides, 'Z' test was applied to test the significant difference in the mean opinion scores of the different categories of the police officers on their work. The police officers opined that they have no fixed lunch time, long working hours. The majority of the police officers (73.33%) strongly agreed the statement "Stress is inherent in police work". They opined that they aware of risks and hazards of their work environment". It is interesting to note that they find their unpleasant work environment as a challenging task. To cope up with stress, the police officer should adopt any stress management technique as they wish. It is suggested that they should practice Yoga and Meditation even though they have stretched schedule. Apart from this police department should arrange tour or some entertainment activity regularly to relieve the police officer to get relax and refresh themselves from their routine work.

**Keywords:** Work Stress, Police, Police Department.



## 1. Introduction

Work is an integral part of everyday life, as it is our livelihood or career or business. On an average we spent twelve hours daily life and it is the one third of our entire life. The work environment leads to satisfaction, or conversely stresses to the employees. The police officers are not an exception to this. Police officers generally have to deal with complex problem like murder, mugging and robbery. These issues should be handled by the police officers with the constraints of irregular working hours, lack of holidays, hierarchic pressure and pact with anti-social element. In dealing with these issues, police comes across many children and women involved in these activities both as victims and as offender. It demands more patient, courage and tackling techniques from police.

Hence, Policing is considered to be one of the most masculinized occupations of the World. But the opinion of different categories of the police officers regarding working time, nature and environment varies on the basis of gender, experience and designation. In this context it is essential to know the opinion of different categories of the police officers regarding their work in the traditionally male dominated and predominated career like policing. The good opinions of police officers are essential to equip and develop the work force of Tamil Nadu police department.

### Objectives

- To find out the opinion of police officers on their working time, nature of work and working environment.
- To test the significant difference in the means opinion scores of the different categories of the police officers.

## 2. Research methodology

**Source:** Both primary and secondary data were used for the study. The primary data were collected from the Police officers working in Tamil Nadu. The primary data was collected through a Questionnaire. The secondary data was collected from annual records, guidelines, brochures, and evaluation report maintained by the Police Department.

**Sample design:** The researchers have adopted Stratified Random Sampling technique to collect the data.

**Sample size:** The sample respondents consist of 450 Middle Level Police Officers in Tamil Nadu.

## 3. Review related to the study

The National and International review related to this study were reviewed and few of them are given below.

Miller *et al* (2009) were analyzed the predictors of job satisfaction among police officers and found experience, job characteristics, autonomy and appraisal system are the important factors in predicting job satisfaction.

Carlan (2007)<sup>2</sup> found social contribution, pay, adventure, excitement, autonomy, peer respect, and job security has direct positive effect on the job satisfaction among the police constables.

Kanchana et al (2012)<sup>3</sup> found that age, educational qualification, salary, family size and experience are the significant factors influenced the job satisfaction.

Gyamfi (2014)<sup>4</sup> was found that physical environment, role ambiguity, work overload, lack of superior support and coworker support leads to high stress among the police officers and arises out of these factors has positive significant influence on their satisfaction towards their job. The author suggested leadership of Police administration should pay much attention to the psychological and physiological needs of their police officers to improve upon the job satisfaction among the officers.

#### 4. Discussion

**Table 1. Police Officers' Opinion on Working Time**

Statements	SA	A	N	D	SD	Total Score	Rank
I have irregular and unpredictable working hours	13 (2.88)	236 (52.44)	161 (35.77)	21 (4.66)	19 (4.22)	1553	IX
Time pressure to complete work	1 (0.22)	18 (4.00)	16 (3.55)	285 (63.33)	130 (28.88)	1875	IV
The working time schedule is outside the control of the worker	7 (1.55)	30 (6.66)	60 (13.33)	209 (46.44)	144 (32.00)	1803	VII
I am unable to take sufficient breaks	3 (1.00)	42 (9.33)	31 (6.88)	249 (55.33)	125 (27.77)	1896	III
My working time can be flexible	165 (36.66)	202 (44.88)	54 (12.00)	27 (6.00)	2 (0.44)	1851	V
I am pressured to work long hours	3 (1.00)	36 (8.00)	36 (8.00)	157 (34.88)	218 (48.44)	1901	II
Working hour involve distraction	3 (1.00)	55 (12.22)	44 (9.77)	142 (31.55)	206 (45.77)	1843	VI
I work for long hours, on overtime and even on holidays	19 (4.22)	225 (50.00)	183 (40.66)	3 (1.00)	20 (4.44)	1570	VIII
There is no fixed lunch time during heavy working hours	4 (1.00)	23 (5.11)	18 (4.00)	105 (23.33)	300 (66.66)	2024	I

Source: Primary Data (Figures in Parentheses are Percentages). Neutral Score:  $450 \times 3 = 1350$

It is clear from the Table 1 the highest score is given to the statement "There is no fixed lunch time during heavy working hours". The second rank is given to the statement "I am pressured to work long hours". The third rank is given to the statement "I am unable to take sufficient breaks". The fourth rank is given to the statement "Time pressure to complete work". The fifth rank is given to the statement "My working time can be flexible". The sixth rank is given to the statement "Working hours involves distractions". The seventh rank is given to the statement "The working time schedule is outside the control of the worker". The eighth rank is given to the statement "I work for long hours, on overtime and even on holidays". The last rank is given to the statement "I have irregular and unpredictable working hours". Only 52.44 per cent and 2.88 per cent of the police officers strongly agreed and agreed the statement because the first rank is given to the statement there is no fixed lunch time during heavy working hours.

It is clear from the Table 1 that the police officers agreed that they have unpredictable long working hours without sufficient breaks, lunch time. Besides their working hour involve distraction and outside the control. It is proved by the total scores. All the total scores are above the neutral value (1350). The means, standard deviations and 'Z' values of different categories of the police officers regarding their working time are given in Table 2.

**Table 2. "Z" Test on Opinions Scores of Police Officers on Working Time**

Factors	Categories	N	Mean	SD	Z
<b>Gender</b>	Male	376	16.5	2.99	0.62
	Female	74	16.83	4.23	
<b>Designation</b>	Gazetted Officers	45	16.91	2.78	0.74
	Non- Gazetted Officers	405	16.53	3.28	
<b>Experience</b>	Senior Police Officers	258	17.10	2.97	4.04*
	Super Senior Police Officers	192	15.85	3.43	

Source: Primary Data. \*Z Value is significant at 5% level

It is inferred from the Table 2 that the mean opinion score (16.83) of the female police officers regarding working time is slightly higher than their counterparts (16.51). But, the results of "Z" test reveals that (0.62) there is no significant difference in the mean opinion scores of male and female police officers regarding the working time. It indicates that, irrespective of the gender the police officers have the same opinion on working time.

There is a minor variation in the mean opinion scores of the gazetted officers (16.91) and the non-gazetted officers (16.53). The computed "Z" value of 0.74 indicates that there is no significant difference between the mean opinion scores of the gazetted officers and non-gazetted officers.

Further, the Table 2 shows that the mean opinion score of the senior police officers (17.10) is more than that of those super senior police officers (15.85). The “Z” value of 4.04 shows that there is a significant difference in the mean values of these two groups.

### Nature of Work

Police officers work involves prevention, detection and investigation of criminal activity. They are assigned specific task or geographic area on an assigned shift. The natures of work have a direct bearing on stress. Hence, police officer's opinion on nature of work analyses in Table 3.

**Table 3. Police Officers' Opinion on Nature of Work**

Statements	SA	A	N	D	SD	Total Score	Rank
Stress inherent in police work	330 (73.33)	14 (3.11)	30 (6.66)	72 (16.00)	4 (1.00)	2060	I
I have to do some work unwillingly due to certain group/ political pressure	13 (2.88)	21 (4.66)	28 (6.22)	162 (36.00)	226 (50.22)	1917	II
Some assignments are quite risky and complicated	2 (0.44)	49 (10.88)	57 (12.66)	191 (42.44)	151 (33.55)	1790	III
The working conditions is conducive to learn and reach perfection	120 (26.66)	184 (40.88)	73 (16.22)	65 (14.44)	8 (1.77)	1693	VII
The working condition encourages involve in accomplishing the job	150 (33.33)	150 (33.33)	63 (14.00)	75(16.66)	12 (2.66)	1701	VI
Rare opportunities for job enrichment, job rotation, job enlargement	23 (5.11)	181 (40.22)	50 (11.11)	141 (31.33)	55 (12.22)	1374	XI
Getting witness is very difficult	3 (1.00)	217 (48.22)	188 (41.77)	10 (2.22)	35 (7.77)	1502	IX
Inability to resolve and close many communal problems	30 (6.66)	125 (27.77)	59 (13.11)	186 (41.33)	50 (11.11)	1451	X
The consequences of work is serious	30 (6.66)	85 (18.88)	27 (6.00)	146 (32.44)	162 (36.00)	1675	VIII
I am placed at remote places for banthopast which is denied of basic amenities	11 (2.44)	92 (20.44)	31 (6.88)	123 (27.33)	193 (42.88)	1745	V
Personal stresses typically affect members of this profession	10 (2.22)	83 (18.44)	33 (7.33)	109 (24.22)	215 (47.77)	1786	IV

Source: Primary Data (Figures in Parentheses are Percentages). Neutral Score:  $450 \times 3 = 1350$

It is clear from the Table 3 that the highest score is given to the statement “Stress inherent in police work”. The second rank is given to the statement “I have to do some work unwillingly due to certain group/political pressure”. The third rank is given to the statement “Some assignments

are quite risky and complicated". The fourth rank is given to the statement "Personal stresses typically affect members of this profession". The fifth rank is given to the statement "I am placed at remote places for banthopast which is denied of basic amenities".

The sixth rank is given to the statement "The working condition encourages involve in accomplishing the job". The seventh rank is given to the statement "The working condition is conducive to learn and reach perfection". The eighth rank is given to the statement "The consequence of work is serious". The ninth rank is given to the statement "Getting witness is very difficult". The tenth rank is given to the statement "Inability to resolve and close many communal problems". The last rank is given to the statement "Rare opportunities for job enrichment, job rotation, and job enlargement". Only 40.22% and 5.11% of the police officers have strongly disagreed and disagreed the statement.

It is clear from the Table 3 that the police officers opined that "Stress is inherent in police work". It is proved by the total scores. All the total scores are above the neutral value (1350). 'Z' test is applied to find whether there is any significant difference in the mean opinion scores of the different categories of the police officers on nature of work. The police officers mean opinion scores on the basis of Gender, Designation and Experience are given in the Table 4 along with "Z" values.

**Table 4. "Z" Test on Opinions Scores of Police Officers on Nature of Work**

Factors	Categories	N	Mean	SD	Z
<b>Gender</b>	Male	376	23.92	3.79	1.32
	Female	74	24.76	5.20	
<b>Designation</b>	Gazetted Officers	45	21.30	3.54	3.72*
	Non- Gazetted Officers	405	24.36	4.01	
<b>Experience</b>	Senior Police Officers	258	23.65	3.68	2.41*
	Super Senior Police Officers	192	24.61	4.49	

Source: Primary Data. \*Z Value is significant at 5% level

It is inferred from the Table 4 that the mean opinion score of the female police officers is slightly higher (24.76) than the male police officers (23.92). The result of "Z" test shows that there is no significant difference between the mean opinion scores between the male and female police officers regarding the nature of work. The study reveals that irrespective of gender the police officers have same opinion on nature of work.

Non-Gazetted officers mean opinion score (24.36) is greater than the Gazetted officers mean opinion score (21.30). The computed "Z" value (3.72) proves that there is a significant difference between the means of the opinion scores of the Gazetted officers and Non-Gazetted officers.

The super senior police officers and senior police officers have scored the mean opinion scores of 24.61 and 23.65 respectively. The computed “Z” value of 2.41 proves that there is a significant difference in the mean opinion scores of the super senior police officers regarding the nature of work.

### Working Environment

Police department is one of the important departments for societal wellbeing. Police have to work round the clock to keep public safe. Throughout the day they are doing a restless job. They don't have weekend holiday and occasional holiday. In fact, on those days they have to work even harder in the name of banthopast which leads to frustration. Table 5 shows that the police officers' opinion on working environment.

**Table 5. Police Officers Opinion on Working Environment**

Statements	SA	A	N	D	SD	Total Score	Rank
I am aware of the risks and hazards of my work environment	33 (7.33)	19 (4.22)	32 (7.11)	129 (28.66)	237 (52.66)	1868	I
Over crowded work environment or work isolation	6 (1.33)	97 (21.55)	66 (14.66)	183 (40.66)	98 (21.77)	1620	IV
Critical incidents from shootings to mass disasters	17 (3.77)	67 (14.88)	45 (10.00)	173 (38.44)	148 (32.88)	1718	III
I find my work environment unpleasant, but it is challenging	14 (3.11)	78 (17.33)	47 (10.44)	136 (30.22)	175 (38.88)	1730	II

Source: Primary Data. (Figures in Parentheses are Percentages). Neutral Score:  $450 \times 3 = 1350$

It is clear from the Table 5 the highest score is given to the statement “I am aware of the risks and hazards of my work environment”. The second rank is given to the statement “I find my work environment unpleasant”. The third rank is given to the statement “Critical incidents from shootings to mass disasters”. The last rank is given to the statement “Over crowded work environment or work isolation”. The work environment of police officers is complicated and critical. But the police officers felt that it is challenging. It is proved by highest score (1730). The means, standard deviations and ‘Z’ values of the police officers regarding their work environment are given in Table 6.

**Table 6. "Z" Test on Opinions Scores of Police Officers on Work Environment**

Factors	Categories	N	Mean	SD	Z
<b>Gender</b>	Male	376	8.47	2.73	1.18
	Female	74	9.08	4.27	
<b>Designation</b>	Gazetted Officers	45	7.30	2.28	3.78*
	Non- Gazetted Officers	405	8.71	3.09	
<b>Experience</b>	Senior Police Officers	258	8.15	2.78	3.41*
	Super Senior Police Officers	192	9.15	3.28	

Source: Primary Data. \*Z Value is significant at 5% level.

It is inferred from the Table 6 that the mean opinion score of female police officers is slightly higher than (9.08) the male police officers (8.47). The "Z" value of (1.18) indicates that there is no significant difference between the mean scores of male and female police officers regarding the work environment.

The Non-Gazetted officers of mean score 7.30 is greater than the Gazetted officers means score 8.71. The "Z" value 3.78 shows that there is a significant difference between the mean scores of Gazetted officers and Non-Gazetted officers regarding the work environment.

The super senior police officers have better mean opinion score (8.15) than their counterparts (9.15). The "Z" value of (3.41) indicates that there is a significant difference between the mean opinion scores of the super senior police officers regarding the working environment.

## 6. Findings

### Working Hours

Police officers agreed that they had unpredictable long working hours without sufficient breaks and lunch time. Besides their working hour is out off their control and involve distraction. "Z" test proved that irrespective of the gender and designation police officers had satisfied opinion on working time. But the police officers' opinion about working time varies on the basis of experience.



### **Nature of Work**

Police officers agreed that the stress is inherent in police work. 'Z' test proved that irrespective of the gender police officers had satisfied opinion on nature of work. The police officers with different designation and experience had different opinion on nature of work.

### **Working Environment**

Working environment of police officers is complicated and critical. But the police officers felt that it is challenging. 'Z' test proved that irrespective of the gender police officer had satisfied opinion on work environment. The police officers with different designation and experience had different opinion on work environment.

Police is considered one of the major stressed occupations because of the major stressed occupations because of the irregular working hours, lack of holidays, hierarchic pressure and deal with anti-social element.

### **7. Suggestions**

1. The basic amenities should be provided when the police officers are placed at remote areas for banthopast.
2. To cope up with stress, the police officer should adopt any stress management technique as they wish.
3. It is suggested that they should practice yoga and Meditation even though they have stretched schedule.
4. The Tamil Nadu police department should arrange tour or some entertainment activity regularly to relieve the police officer to get relax and refresh themselves from their routine work.

### **8. Conclusion**

Job stress present in all sorts of jobs. Stress among the police officials is common across all the police force of the world. The result of the study also proved that the majority of the police officers (73.33%) strongly agreed that "Stress is inherent in police work". "Prevention is better than cure" based on these idioms the police officers should understand the difficult situation they should be well preferred to face the situation. Many choose this job, ignoring the levels of stress, due to the immense love and respect towards the job. Thus, by overcoming the various types of stress, one would not only make a better career, but also contribute to make a better nation.

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