



**MANAGING STRESS AT WORKPLACE: A STUDY ON POLICE PERSONNEL  
(WITH REFERENCE TO JAIPUR CITY)**

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**ABSTRACT**

**Introduction:** Stress is usually an occurrence of anxiety and nervous tension sensed by a person. A situation of Stress arises when there is an undesired and unexpected demand from a person and he is supposed to react and adjust according to the nature of demand. Stress however should not necessarily be considered as a negative term as a reasonable amount of Stress is always required for an individual to perform better but it should not take a toll on the person's mind or body. Hence, this study inquires about the various symptoms of Stress which are experienced by the Police Personnel posted in different police stations of Jaipur City. It is quite important to identify these symptoms as working with such an organization is reasonably exhaustive mostly due to the nature of work which a policeman is expected to perform at various intervals of time.

**Method:** In order to carry out this study few objectives were formulated and to achieve these objectives, a questionnaire was prepared and was distributed among the policemen. A total of 103 responses were taken into consideration and the data gathered through them was evaluated to obtain necessary results. The formulated hypothesis for this research was tested by applying ANOVA Test with the help of IBM SPSS v16 Software.

**Results:** It was examined that the work experience of a policeman does not makes any significant difference when it comes to experiencing the trauma caused by Stress. However, symptoms such as Lack of Confidence and Anxiety possess a considerable relation with the work experience of an employee as a positive relation was observed between both of them. Higher the level of work experience of an employee, the better would be the confidence level and that would reduce the level of anxiety.

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**INTRODUCTION**

**Stress**

Our body's way of reacting towards any form of demand or danger is identified as Stress. Stress is an experience of physical or psychological pressure. It is our body's response towards an unwanted challenge or command which requires any reaction or an adjustment. The feeling of threat as sensed by a person occurs as the nervous system discharges certain stress hormones known as cortisol and adrenaline due to which the body rouses to take action in form of emergency. During this, the body feels certain changes which can help a person to enhance his focus such as rise in blood pressure, increase in heart rate, rapid breathing, sharper senses and body becoming sensitive towards everything. At this period of time, a person decides whether he has to fight the situation or flight from the situation. Stress is not a negative term as a moderate amount of stress is always required for a person to learn and grow and to perform better.

However, too much amount of stress can cause damage instead of helping a person. Hence, a person should learn how to deal with stress at different stages of his life. The amount of stress which is short-term and walks away timely is called as Acute Stress. On the other hand, the amount of stress which lingers on a person for an extended period of time is identified as Chronic Stress.

**Symptoms of Stress**

There are various notable symptoms of stress through which a person can make himself or the other person alert and these symptoms can be divided under 4 different categories.

1. Cognitive Symptoms: These symptoms include memory problems, constantly worrying, poor judgement skills, lack in the ability to concentrate upon things, racing thoughts, being anxious and pessimistic, etc.
2. Emotional Symptoms: Emotional symptoms consist of anger, anxiety, depression, feeling of loneliness or isolation, mood-swings and other psychological and emotional issues.
3. Physical Symptoms: These symptoms may include various body pains, digestive issues, dizziness, rapid heart rate, lack of immunity power within the body, etc.

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4. Behavioral Symptoms: Eating disorder, sleep disorder, neglecting responsibilities, procrastinating things, too much use of alcohol, consuming drugs, constantly smoking, nail biting, etc. can be termed as behavioral symptoms of stress.

### **Coping Stress**

It is quite significant to cope up with stress as living with high amount of stress can result in adverse impact on the mind as well as the body of an individual. Moreover, by coping up with stress, a person can become more satisfied and productive. Thus, there are numerous ways through which an individual can learn how to manage stress, few of them are listed below:

- Keeping an optimistic point of view
- By accepting that some things are beyond our control
- By exercising on a regular basis
- Having healthy meal and avoiding junk food
- Learning to effectively manage time
- Taking out time for yourself
- Keeping positive outlook
- Having proper sleep and rest
- Avoiding consumption of alcohol, drugs and cigarettes
- Spending time with close acquaintances

However even if these simple measures becomes unhelpful for a person to cope up with stress, then it is quite significant for him to seek medical or professional aid so that his level of stress can be managed. By seeking professional help, certain negative outcomes of stress can be prevented such as a person under severe depression due to stress becoming a drug-addict or even thinking of quitting his life.

### **LITERATURE REVIEW**

According to Preston (2019) stress among job is necessary in order to learn and grow but within a modest amount. In case if the stress among job puts a negative impact on the person's mind as well as body, it is said to be harmful and the person should seek measures to overcome it. Therefore, an individual should try to understand the dynamics of job stress along with determining the stressors and their individual outcomes on his body and mind. This will help the person to evaluate the stressors accurately and he will be able to cope with them as well as will be able to direct these stressors in a positive way so that they can yield productivity. Therefore, having moderate level of job stress along with having an understanding of it is quite significant for an employee to learn and grow.

Scott (2019) analysed that there are certain easy ways through which an employee can cope up with stress at his workplace. Just by starting off the morning with a positive attitude can help a person to get rid of stress at the workplace. By being clear on the requirements that are expected by the employer from an employee, stress can be easily overcome as over-expectations and ambiguous requirements results in having uncertain responsibilities and work in order to meet the expectations. Scott (2019) further examined that dealing with unavoidable conflicts at the workplace can also help in dealing with stress as sometimes conflicts are truly hard to escape no matter how much an individual try to stay away from them. Planning things in advance and staying organized helps a person in being more competent along with decreasing stress. Avoiding multitasking and making yourself comfortable at the workplace can help in eliminating distractions that can cause

stress. Other than these going for a little walk during lunch hours, preventing oneself in becoming a perfectionist and listening to the favourite music while way back home can also help an individual in dealing with stress effortlessly.

In the views of Ragesh and Tharayil (2017) issues related to occupational stress among police personnel are not properly addressed as they continue to remain unchanged. The problems which a policeman faces such as long duty hours, less pay, lack of family time, etc are not given much importance by the senior officials due to whom it becomes stressful for them to work under such circumstances. This causes ill-effect on their mind and body and their overall productivity declines not only at the workplace but also at their respective personal lives. Being a civil servant, a policeman plays a very important role in the improvement of the nation. However, one cannot be held responsible if his own needs remain unfulfilled. Thus, it is equally important to address the issues and problems which a policeman faces in order to have more proficient, strong as well as stress-free police force.

In the analysis of Hussung (2015) most of the employees find their respective jobs to be very stressful and feel that the work is more and the pay is less. Along with this, job uncertainties lead them towards occupational stress which discourages them. Many times, the skills and capabilities of the employee do not even match with the job requirements which create stress among them a lot. However, the employee has to do it for the sake being employed so that he can have a decent living in the society and can bear the responsibilities and basic expenses of his family. Though, it also helps the employee to gain knowledge of new things and skills and become competent to survive various hardships of life.

According to Bano (2011) job of a policeman is a kind of job that unintentionally attracts stress and due to this, they work constantly under a lot of pressure and anxiety. Some of the frequent negative effects of stress upon policemen include depression, fatigue, agitation, lack of concentration, etc. Working with these stress outcomes and under extreme conditions turn their actions capricious and they are perceived as rude and ill-mannered. Hence, keeping in mind the complexities attached to their job, general public should try to help a policeman by mutual cooperation and support as his job is to protect and safeguard public. Moreover, in order to eradicate stress among a policeman, regular training and counselling programmes should be organized so that they can cope with their anxiety levels.

### **Objectives and Hypothesis**

The objectives of this study are as follows:

- To gain an insight about stress causing symptoms and stress coping strategies
- To assess the level of stress among police personnel
- To examine various symptoms of stress among police personnel having different work experience
- On the basis of the above stated objectives, the hypothesis of this study is as below:

**H<sub>0</sub>:** There is no significant difference in the stress causing symptoms among police personnel having different level of work experience.

**METHODOLOGY**

**Population Sampling**

The population under this study is the police officials posted in the police stations of Jaipur city. An overall data of 103 policemen including both male and female was generated and analysed for this research. The responses of various policemen working at the post of constable, head constable, inspector, sub-inspector, assistant sub-inspector, etc. were collected. The policemen were chosen with the help of convenience sampling method. Those who were ready to fill the questionnaire at their free will were approached and their answers were examined so that results can be produced for the study.

**Data Collection**

The information for this study was gathered with the help of primary along with secondary data sources. The sources of data collection were reliable and consistent. The primary basis for the gathering of information was done by developing a structured questionnaire. 150 questionnaires were distributed among various police personnel working in different police stations of Jaipur City out of which 109 were received back. Out of 109 questionnaires, 103 were selected as they were filled appropriately for the study. The secondary data collection sources for this study consists of several national as well as international journals, articles that are accessible on the web, books and the facts which is available on the official website of Rajasthan Police. A theoretical framework for this research was prepared by the means of secondary data which further assisted in establishing the outline of this study.

**Research Instrument**

The primary research instrument for this study was a well-developed questionnaire constructed with the help of reviewing the accessible literature. The questionnaire was outlined in such a manner that the respondents just had to verify their stage with the help of given choices towards the way of the factors or the symptoms mentioned. This was supported through Likert scale which ranged as Never, Rarely, Sometimes, Mostly and Always. Unfinished questionnaires were discarded and just those questionnaires which were entirely filled by the police personnel were taken into consideration for the study so that exact results can be attained. The fully filled questionnaires were observed for further analysis with the assistance of IBM SPSS Software.

**Data Processing and Analysis**

The data which was collected by way of a structured and self-developed questionnaire was assessed with the help of IBM SPSS v16 software. This software helped in generating a variety of tables that showed the degree of significance and percentage of responses on each of the question asked. In the same way, in order to examine the hypothesis of this study, one-way ANOVA test was applied on the factors and symptoms of stress. The symptoms which were included in the analysis were Bad temper, Restlessness, Lack of Confidence, Confusion, Negative Thoughts, Nervousness, Mood-swings and Anxiety.

**ANALYSIS AND INTERPRETATION**

**Table 1** Graphical Representation of the responses on the symptoms of Stress as experienced by the respondents (in %)

Variable	Always	Mostly	Sometimes	Rarely	Never
Bad Temper	3.9	19.4	56.3	11.7	8.7
Restlessness	3.9	15.5	44.7	20.4	15.5
Lack of Confidence	5.8	7.8	28.2	12.6	45.6
Confusion	8.7	7.8	45.6	19.4	18.4
Negative Thoughts	3.9	5.8	31.1	14.6	44.7
Nervousness	1.9	9.7	40.8	17.5	30.1
Mood-swings	2.9	10.7	34.0	32.0	20.4
Anxiety	3.9	12.6	39.8	23.3	20.4

As of the above table it can be inferred that maximum number of responses feel that Bad Temper sometimes create a lot of stress among them. It was further noted that Confusion and Restlessness also serve as major symptoms that cause stress among the Police Personnel. An additional note from the table which can be made is that though Lack of Confidence and Anxiety creates Stress, but it is not as much as the other symptoms that create stress among the Police Personnel.

**Reliability Analysis**

The reliability of the collected data was checked using SPSS v16 software and the result is as under:

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.799	.797	8

Since the Cronbach's Alpha score of the measured data of 103 responses is above 0.70, the data collected for this study can be regarded as consistent and reliable for the research.

**Testing of Hypothesis**

The below table demonstrates the applications and results of One-Way ANOVA Test on various symptoms of Stress experienced by the respondents:

		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
Bad Temper	Between Groups	5.527	3	1.842	2.326	.079
	Within Groups	78.434	99	.792		
	Total	83.961	102			
Restlessness	Between Groups	3.335	3	1.112	1.043	.377
	Within Groups	105.500	99	1.066		
	Total	108.835	102			
Lack of Confidence	Between Groups	14.770	3	4.923	3.367	.022
	Within Groups	144.745	99	1.462		
	Total	159.515	102			
Confusion	Between Groups	4.722	3	1.574	1.243	.298
	Within Groups	125.336	99	1.266		
	Total	130.058	102			
Negative Thoughts	Between Groups	7.013	3	2.338	1.780	.156
	Within Groups	130.016	99	1.313		
	Total	137.029	102			
Nervousness	Between Groups	1.121	3	.374	.317	.813
	Within Groups	116.587	99	1.178		
	Total	117.709	102			
Mood-swings	Between Groups	7.253	3	2.418	2.391	.073
	Within Groups	100.087	99	1.011		
	Total	107.340	102			
Anxiety	Between Groups	10.113	3	3.371	3.112	.030
	Within Groups	107.227	99	1.083		
	Total	117.340	102			

With the help of the table above, it can be seen that except for Lack of Confidence and Anxiety, all the other significant values are higher than 0.05. As a result, the Null Hypothesis

for the study is Accepted which means that there is no significant difference in the stress causing symptoms among police personnel having different level of work experience. However, for the symptoms like Lack of Confidence and Anxiety, it is noted that Null Hypothesis is Rejected. This implies that with the growing experience, the level of stress becomes manageable as the level of anxiety reduces and the confidence to perform various tasks at the workplace considerably increases.

## **FINDINGS AND DISCUSSION**

Through the results of One-Way ANOVA Test on the various symptoms of Stress experienced by the respondents, it was examined that irrespective of the working experience that an employee holds, he gets affected by Stress at various stages during his work life. Stress is an uninvited behaviour in the job that leads to dissatisfaction among employees and it also negatively impacts their motivation level which leads to decline in productivity of the organization.

However, the results of the study also showed that Lack of Confidence and Anxiety level in some way becomes manageable with the rising working experience of an employee. This can be rationalized through the obvious fact that with the increasing work experience of an employee, his adaptability to adjust within diverse situations gets increased as well and his thought process also becomes a bit flexible. Yet, regardless of the work experience which an individual hold, Stress sometimes takes a heavy toll on their work and life.

Sometimes because of the nature of work, a person experiences Stress and it creates nervousness which further leads to a feeling of restlessness and confusion. The work attitude of such an individual becomes negative and a bad temper is expected because of his frequent mood-swings. This lead towards a sense of discontentment within the employee that severely impacts his level of performance which reduces notably. As performance decreases, he becomes more agitated due to which his quality of work life as well as his personal life suffers and becomes unpleasant.

## **CONCLUSION**

The research was carried out in order to examine and analyse the various symptoms of Stress as faced by the Police Personnel working in different police stations of Jaipur City. It was examined that the work experience of a policeman does not makes any significant difference when it comes to experiencing the trauma caused by Stress. However, symptoms such as Lack of Confidence and Anxiety possess a considerable relation with the work experience of an employee as a positive relation was observed between both of them. Higher the level of work experience of an employee, the better would be the confidence level and that would reduce the level of anxiety as caused by Stress at the workplace.

Stress is the most frequent and necessary subject of study for management practitioners in the organization. It is a crucial topic of discussion among researchers because different individuals react to stress differently. Despite of having numerous literature studies to review which suggests various measures to deal and cope up with stress, it is not sometimes that easy for an employee to manage and survive Stress. At times, the person is not even able to identify the symptoms of

stress by himself and gets trapped in the chaos that stress creates in his work and life. All the warning signs of Stress although being different, lead towards the same path which is dissatisfaction among an employee. Dissatisfaction is caused because an employee assumes that he is not able to give the output which is desired out of him at his workplace. This induces stress within him which further deteriorates his performance in the organization. The performance of the employee, expectations at work and stress are significantly related to each other. Therefore, it is important for both the organization as well as an employee to keep an eye on the various symptoms of Stress and to spot them as early as possible. Through this, Stress will get prevented at a premature stage and neither the productivity of the employee nor the performance of the organization will get effected.

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