



**ORIGINAL RESEARCH PAPER**

**Management**

**EMOTIONAL INTELLIGENCE AND OCCUPATIONAL STRESS OF WOMEN POLICE PERSONNEL IN COIMBATORE CITY**

**KEY WORDS:** occupational stress, emotional intelligence, stressors

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**ABSTRACT**

The word "stress" is defined by the Oxford Dictionary as "a state of affairs involving demand on physical or mental energy". In medical parlance "stress" is defined as a perturbation of the body's homeostasis. Extreme stress conditions are detrimental to human health. But in moderation stress is normal and in many cases, proves useful. This paper discusses the emotional intelligence level of the women police officers and the factors that lead to occupational and organisational stress and the methods of coping up with the employees stress in the work place.

**INTRODUCTION:**

Women in policing have had an important political, social, economic, and psychological impact. The nature of the police work involves patrols, investigations, traffic, accidents attendance, scene of crime and internal disturbance such as riots. Job stress is one of the most common afflictions among police personnel.. Female police officers have been assumed to have greater commitment to public service, more calming and reassuring demeanours, and less violent encounters with citizens (Bell 1982), and others have recently argued (Martin 1991) that the inclusion of women in policing is particularly relevant to the current emphasis on community policing.

**NEED FOR THE STUDY:**

In India, the presence of stress among police is felt but it is not well recognised and investigated. Media often reports of police ruthlessness and disorderliness but does not admit about the intrinsic stress in police work. It was also testified that in Delhi alone, at least five Delhi police officers commit suicide every year owing to work related stress. Stress among lower level officials is even more severe. Crime statistics reveal that number of suicides among police personnel is increasing over the years. Thus, the present study makes an attempt to investigate the nature of stress experienced by the police personnel and methods of overcoming them.

**OBJECTIVES:**

The following are the objectives framed:

- To study the socio economic profile of the women police in Coimbatore city.
- To identify the stressors causing stress among the women police employees
- To assess the emotional intelligence level of the women police.
- To propose managerial interventions to handle the stress among police personnel.

**REVIEW OF LITERATURE:**

As emotional intelligence is one way to reduce stress it has included in the study, emotional intelligence refers to an ability to recognize the meanings of emotions and their relationships to reason and problem solving on the basis of them. (*Daneshwari Onkari And Sunandaitagi*). Occupational stress is defined as the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope (WHO, 2003). For example, in Australia majority (74.7%) of people were satisfied with the services provided by police in the year 2010-2011 and 2011-2012 (Australian Federal Police, 2013).

**RESEARCH METHODOLOGY**

There are eleven women police stations in Coimbatore and out of this five police stations were chosen randomly and 75 employees are selected based on the convenience of the researcher. The study is descriptive in nature and the data for the research is collected through interview schedule and responses obtained are marked on a five point scale.

Findings shows that 45% of the respondents belong to the age

group of 30-39, 28% of the respondents belong to 40-49 age group, 16% of respondents were from 20-29 age group and 11% of respondents are from 50 – 59 age group. With regard to the educational qualification, 57% of the respondents are under graduates, 27% are qualified with high school level and 16% of respondents are post graduates. Among the sample respondents, 48% are hindus, 39% are Christians and 13% are Muslims. 71% of the respondents are married and 21% are not married. With regard to the place of residence, 39% of the respondents reside in the suburban areas. 37% reside in the urban areas and 24% are from the rural areas. Tenure of service is one criterion that determines the emotional intelligence level and occupational stress of the respondents. Among the 75 sample respondents, 36% have 6-10years of service, 25% have 11-15 years of service and 24% have less than 5 years of service. With respect to the type of family, 72% are from the nuclear family and 28% are from the joint family. In the case of type of position holding, 43% of the respondents are constables, 17% of respondents are L/CPL.

**Table :1 Emotional Intelligence Level Of The Sample Respondents**

Factors	SA	Agree	Neutral	Disagree	Strongly disagree
Conscientiousness	45(60%)	20 (27%)	10 (13 %)	0	0
Intuitiveness	30 (40%)	25 (33%)	9(12%)	8(11%)	3 (4%)
Influence	14(19%)	17( 23%)	12 (16%)	9(12%)	23 (31%)
Interpersonal sensitivity	26 (35%)	17(23%)	18 (24%)	13(17 %)	1(1%)
Motivation	24(32%)	25(33%)	19(25%)	7(10%)	0
Emotional resilience	12(16%)	17(23%)	19(25%)	24(32 %)	3(4%)
Self awareness	24 (32%)	29(39%)	12(16%)	2(3%)	8(11%)
Emotional intelligence	24(32%)	22(29%)	12(16%)	10(13 %)	7(10%)

Table1 measures the level of emotional intelligence level exhibited by the women police officers. It is found from the study that 60% of the respondents are supportive to the statement that they are conscientiousness in their work which means that they show enough care and attention in their work related aspects. 40% of the respondents have intuitive view towards their work. 31% of the people say that they do not exhibit authority and power over their work. Interpersonal sensitivity is found to be good among the employees as 35% say that there is good understanding among the people in the working environment. A good number of respondents (65%) say they are highly motivated in their job. Emotional resilience is found to be less among the respondents. Only 39% of the respondents say they can adapt to the stressful situations. Responsiveness and consciousness of the people is good with 71% agreeing to it. Emotional intelligence is found to be excellent with 61% showing a favourable response to it.

**Table 2: Factors Affecting Occupational Stress**

S No	Factors affecting occupational stress	Mean scores(n= 75)
1.	Negative Public image	18.90
2.	Increased incidence of stressful events and daily hassles	22.65
3.	Inadequate housing / Security of the family	16.45
4.	Irregular working hours	21.76
5.	Inadequate provisions for children education	15.23
6.	Inconsistent policies regarding evaluation and transfer	14.56
7.	Insufficient personal time	19.78
8.	Lack of encouragement from higher male officers	21.32
9.	Lack of recognition for good work	17.56
10.	Lack of opportunity for advancement	15.88
11.	Work over load	23.55
12.	Inadequate salary	18.78
13.	Lack of holidays	17.45
14.	Delayed promotions	13.46

To study the factors affecting the occupational stress of the employees, mean scores of eleven factors are considered. Table 2 shows that work overload is found to be the most prominent factors ( mean= 23.55), followed by increased incidence of stressful events and daily hassles, irregular working hours, lack of encouragement from higher male officers, insufficient personal time, negative public image, inadequate salary, lack of holidays, inadequate housing, security of the family, lack of opportunity for advancement, inadequate provision for children’s education, inadequate policies regarding evaluation and transfer and delayed promotions are the various affecting the occupational stress of the employees

**STRATEGIES TO COPE UP WITH THE STRESS**

With respect to the strategies adopted to cope up with the stress, 57% of the respondents say they watch movies to get rid of the stress. 55.5% of them talk with the co workers, 42% prefer peer counselling and talking with family/relative friends, 35% take time off from work, 31% discuss with supervisors. It sometimes lead to over eating to get relieved from the stress. A considerable number of respondents (28%) seek professional guidance and counselling from trained practitioners.

**CONCLUSION:**

This present study also suggested that perception about the work and practice must be changed by providing good work climate and developed departmental policy that will reduce the stress level. And police department must offer counselling for the police constables and giving chance to them for future scope. The study suggests to regularly organizing the training programs, counselling and medical check-ups for stress management of women police constables. Decreasing working hours and flexi working time will lead to the extension of personal time of female police constables. Adequate salary and definite norms should be prescribed for deviations from police station duties

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