

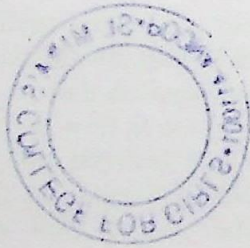
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EDITORIAL SUBMISSION

The journal pays homage to the departed and prays for the well-being of mankind. The pandemic is ongoing, providing unbearable human tragedies along with courageous opportunities. I believe in the spirit of survival and optimism to taking life further by holding hands and carrying on. The editorial board and the contributors have carried on the baton.

This issue of Indian Journal of Psychology (2021) includes 31 papers of some of the authors who have shown the appreciable enterprising and persevering efforts. The papers show a variety of concerns and solutions. We share a few awards received by some of us to bring another glimpse of achievement and recognition. I put on record my appreciation for Mr. Anish Goba, director Mondeo Dr. Shruti Shourie, Dr. Guneet Inder Jit Kaur, Ms. Medhavi Gugnani, for their painstaking support. I thank Mr. Ankush and Mr. Mohd Mustafa for their help.

The best part will be played by the valuable readers who will be in a position to encourage, appreciate and comment.

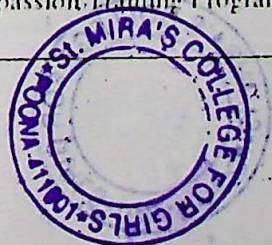
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QUALITY OF LIFE AMONG POLICE PERSONNEL: THE ROLE OF OCCUPATIONAL STRESS AND JOB SATISFACTION

Shekhar Nikhil¹ and Jaya Rajagopalan²

ABSTRACT

Police work is regarded as a high-risk, high-stress career, resulting in excessive levels of pressure and detrimental effects on physical and psychological wellbeing. The present research analysed occupational stress, job satisfaction, and quality of life indicators amongst the police workforce in India. The research included a sample of police constables (n = 100, mean age = 30 years, civil and traffic police) from the Mysore region. The tools used were the Job Satisfaction Survey (Spector, 1994), WHOQOL-BREF, and the Operational Police Stress Questionnaire (McCreary & Thompson, 2006).

The findings stated that quality of life was negatively associated with occupational stress and correlated positively with job satisfaction. The results indicated that the perception of the quality of life was affected by age, years of service, rank, marital status, the occurrence of an illness, and delay in promotions. The recommendation of Baron and Kenny (1986) was followed to perform the mediational study. The findings found that job satisfaction mediated the relationship between occupational stress and quality of life.

The current findings strengthened the need to undertake reforms to enhance human capital in the police workforce, by taking measures to improve job satisfaction. Implications for future research are discussed, where the focus should not be limited to demographic correlates but should emphasise the complex interplay between stress, physical and psychological well-being, and work satisfaction.

One of the most difficult occupations of public service institutions globally is the police profession (Hammad et al, 2012). The police career is potentially dangerous and volatile, for many reasons, like unprecedented fatalities. The nature of role expectations and role description from the police force influences their wellbeing and quality of life (Naz & Gavin, 2013).

The exact origins of the term "quality of life" are rooted in "life satisfaction" and "well-being" concepts (Lawton, 1991). As defined by researchers and clinicians, the term "Quality of life" (QOL) refers to a wide range of domains, which include states of psychological distress or well-being, self-esteem and sense of accomplishment, stress, anxiety, capacity to perform cognitively, culturally, sexually and emotionally, perceived health and the ability to perform daily activities, including self-maintenance and self-care" (Stewart & King, 1994).

One of the most comprehensive definitions of QOL is the one given by World Health Organisation (WHO). The World Health Organization Quality of Life (WHOQOL) Group defines quality of life as "the individual's perception of his position in life in the context of his culture and the value systems of the society in which he lives compared to his objectives, expectations, standards, and concerns." (The WHOQOL Group, 1998). This theory is based on the multi-dimensionality of a construct, which includes mental well-being, interpersonal relationships, material well-being, personal growth, physical well-being, self-determination, social integration, and human legal rights realms. This concept further stresses the view that QOL is contextual, encompasses both positive and negative dimensions of life, and is multi-dimensional.

Quality of life depends on several factors, including fitness, diet, physical comfort, protection, sanitation, leisure activity, mental wellbeing, privacy, integrity, acceptance, psychological safety, autonomy, social support, and employment. The job one does to make a living has a great deal of effect on the individual's QOL. It has been generally shown that the quality of life of people in demanding occupations is poor.

Over the years, research in the area of stress and its ramifications for health has increased manifold. Several studies conclude that there exists a strong negative correlation between levels of stress and the detrimental consequences on both physical and psychological health. People with higher levels of stress experience how dramatically lower physical health.

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and well-being, report substantially more severe health concerns (e.g., hypertension, sleep difficulties), are more at risk of chronic health complications (e.g., asthma, heart disease, autoimmune diseases, diabetes), and are more at risk of premature mortality.

Occupational tension often has a negative influence on employees, something that many individuals frequently ignore (including the employers themselves). There have been increasing cases of absenteeism and turnover in the staff, due to stress-related sickness, burnout, and decreased levels of work satisfaction (e.g., Spielberger, Reheiser, Reheiser, & Vagg, 2000). For employees of high-risk jobs, the correlation between stress and wellbeing is particularly troubling.

Policing is one of the most incredibly difficult professions in India. As an officer who has the responsibility of upholding the law and order and welfare of others, coping with job demands regularly can be highly stressful. Police constables are expected to operate in settings that require a lot of personal inconveniences or life-threatening danger. Besides, some pressures and stresses are not expected by those not involved in police service, and there are effects on life outside work that can contribute to major personal and social costs.

"Job satisfaction is the general attitude of an individual towards his or her job" (Robbins, 2003). It clarifies how happy a worker is with his job. Appreciation, contact, co-workers, incentives, working environments, the essence of the job, the organization, organizational policies and procedures, compensation, personal development, promotional opportunities, acknowledgment, protection, and supervision are the typical aspects of job satisfaction (Spector, 1997). Employee workplace satisfaction is calculated by different variables, such as salary, promotion, compensation, rules and practices, and higher authority relationships, work arrangements, work-family conflicts, and the job itself (Howard, Donofrio & Boles, 2004).

There is restricted empirical research on job satisfaction among police personnel (Zhao, 1996). The successful functioning of the police organization is closely associated with job performance. The effect of job satisfaction on greater productivity, decreased stress, employee absence and employee turnover has been sufficiently demonstrated (Hoath, Schneider & Starr, 1998). Police personnel who are dissatisfied at their work front, unfavourably influence the quality of services they offer and cause harm to their image among the general population (Yim & Schafer, 2009). It is suggested that job satisfaction among police officers is multidimensional and independent of one another (Johnson, 2012). Research findings show that police tend to be more content with their occupation when they get support from authority and are less content regarding their compensation and access to in-service training programs (Dantzker & Surette, 1996).

The mediating role of job satisfaction

In their analysis, Martínez-León et al. (2018) discovered that job satisfaction for the workforce is important. He stated that low work satisfaction lowers workers' job efficiency. Likewise, it is also found that it is essential to sustain employee work satisfaction for the enhancement of employee job efficiency. Greenhouse, Parasuraman, and Wormley (1990) addressed the enhancement of employee satisfaction in organizations to help employees minimize the detrimental effect of workplace stress.

Scholars also highlighted the negative effect of elevated workplace pressures on employee satisfaction in police professionals (Wang et al., 2014). Study reports have addressed the negative effect of occupational stress on police officers in the workplace (Kuo, 2015). Johnson (2012) proposed that the involvement of organizations is necessary for mitigating the harmful effect of workplace stress and to encourage the growth of work satisfaction, in the police. Adebayo and Ogunsina (2011) said that the contribution of supervisors is a crucial variable in reducing stress and augmenting vocational fulfilment to enhance police staff performance.

Based on the above discussion, we hypothesized that job satisfaction is the mediating mechanism in the relationship between quality of life and occupational stress of the police professionals. This suggests that police constables facing workplace pressures in their profession have poor job satisfaction, which in turn lowers their performance and affects their overall quality of life.

Job satisfaction in public and private sectors has been well researched, however, the review mainly indicates towards studies in health workers (Laschinger et al., 2011) or among correctional workers (Griffin et al., 2010).



There has been a paucity of studies in the context of the police force (Davey et al., 2001). In India, the workload in the police profession is very high and includes duties such as maintaining law and order, coping with disturbances and violence, controlling the VIP traffic, and managing the protection of VIP workers and locations. The bulk of the research concentrated largely on demographic correlates to job satisfaction, rarely focusing on variables beyond it (Nalla et al. (2011). Studies that explored the complexity of psychological variables affecting work satisfaction, would offer new insights to improve the quality of life of the police personnel. Hence in the current study, a correlational and cross-sectional research design was employed to study the relationship between occupational stress, job satisfaction, and quality of life among police personnel.

HYPOTHESES

- H1: There would be a significant positive relationship between quality of life and job satisfaction.
- H2: There would be a significant negative relationship between job satisfaction and occupational stress
- H3: There would be a significant negative relationship between occupational stress and quality of life
- H4: Job satisfaction will mediate the relationship between occupational stress and quality of life.

METHOD

SAMPLE AND PROCEDURE

Participants in the present study were 100 police constables from Mysore city (age range of 25 - 45 years). Participants were enrolled through purposive sampling. Deputy Commissioner of Police, Mysore was approached formally for seeking permission to collect data for the present research. Once permission was granted for data collection, police constables were approached. The researchers visited the participants at the police stations and explained the purpose of the study. Subjects who knew either one of the following languages i.e., English, Hindi, or Kannada were considered for the study. The Job Satisfaction Survey (Spector, 1994), WHOQOL-BREF, and the Operational Police Stress Questionnaire (McCreary, D. R., & Thompson, M. M) were distributed among police employees. Back translated questionnaires were used for participants who opted to answer in Hindi or Kannada. Participants were assured confidentiality and informed consent was obtained from them. Any test item for which clarification was sought was explained to the respondents. No time limit was recommended to complete the measures. Data were analysed using SPSS version 21.

Tests

- Personal Datasheet.

This consists of personal details like age, education, years of service, domicile and in particular current designation, marital status, promotion due, health condition, illness, and other details.

- WHOQOL-BREF (1998)

This questionnaire is a subset of 26 items taken from the WHOQOL-100. This is a standard questionnaire given by the World Health Organisation to assess Quality of life, health, and other areas of life. It consists of 26 questions. The items in the questionnaire cover four domains of quality of life. They are the Physical Health domain, Psychological domain, Social Relationships domain, and Environment domain. Higher scores indicate a better QOL. WHOQOL-BREF domain scores demonstrated good discriminant validity, content validity, internal consistency and test-retest reliability, ranging from 0.66 to 0.84.

The Job Satisfaction Survey (Spector, 1994)

This survey was used to measure job satisfaction among the police workforce. It has a total of 36 items and 9 subscales. These components measure different factors related to their jobs: Promotion, compensation, supervision, operating procedures, contingency incentives, the nature of the work, communication with other staff, co-workers, and fringe benefits. Each factor has four items. The total score is obtained by summing scores on all items. The response range is from strongly disagree to strongly agree. Half items for this scale



were scored in reverse order. The scale has adequate reported validity and reliability (Spector, 1997). The Cronbach's alpha value for this scale is .82.

- Operational Police Stress Questionnaire (McCreary, & Thompson, 2006)

The Operational Police Stress Questionnaire (PSQ-Op) measures operational stressors associated with policing. The PSQ-Op was found to be highly reliable (alphas > .90) and positively correlated ($r = .50$ or less) with the other general stress measures.

RESULTS

DESCRIPTIVE ANALYSIS: DEMOGRAPHICS

TABLE 1: COMPARISON OF THE WHOQOL-BREF MEAN SCORES IN FOUR DOMAINS ACCORDING TO AGE, YEARS OF SERVICE, RANK, MARITAL STATUS, PRESENCE OF AN ILLNESS, AND DELAY IN PROMOTIONS

N		Domains					
		Physical health Mean /SD	Psychological health Mean /SD	Social Relationships Mean /SD	Environmental health Mean /SD	Total Mean /SD	
Total		100	23.01/3.38	19.22/3.23	10.99/2.70	24.54/4.88	77.76/9.89
Age	< 35	57	23.38 /2.51	19.95 / 2.64	10.44/2.85	24.24/ 2.41	77.26 / 2.11
	>35	43	23.11/ 3.01	19.33 / 2.61	11.83 / 2.71	23.91/ 2.31	75.75/ 2.11
	P-value		.0266	**0.008	*0.019	0.126	**0.001
Years of service	< 10	38	23.48 /2.44	19.03/2.65	11.57/2.85	23.24/2.46	77.32/2.13
	>10	62	23.02/3.02	18.29/2.57	10.76/2.7	22.92/2.26	76.74/2.08
	P-value		0.059	**0.001	**0.002	0.113	**0.003
Rank	Police constable	71	23.29/3.39	19.18/3.13	10.85/2.96	24.12/4.84	77.46/10.26
	Head constable	29	22.31/3.31	19.31/3.5	11.31/1.94	25.55/4.89	78.48/9.05
	P-value		.188	.859	.453	.187	.643
Marital Status	unmarried	17	23.17/3.14	18.58/3.29	8.52/4.5	23.35/4.72	73.64/10.54
	married	83	22.97/3.45	19.34/3.22	11.49/1.81	24.78/4.90	78.60/9.60
	P-value		.825	.379	**0.001	.273	0.60
Presence of an illness	Yes	9	23.11/3.14	16.55/2.9	11.33/2.59	24.44/5.02	75.44/10.92
	No	91	23.00/3.42	19.48/3.15	10.95/2.73	24.54/4.89	77.56/7.54
	P-value		.926	**0.009	.692	.951	.626
Promotion due	Yes	24	21.50/3.37	17.87/3.28	11.54/1.25	25.58/4.09	76.50/9.12
	No	76	23.48/3.27	19.64/3.11	10.81/3.01	24.21/5.08	78.15/10.15
	P-value		*.012	*.019	.255	.232	.477

* $p < 0.05$ ** $p < 0.01$

The demographic profile and work characteristics of the 100 police constables are presented in Table 1. The majority of the participants belonged to the police constable rank (71 %) and were younger than 35 years of age (57 %). 83% of the participants were married, 62 % had employment duration of more than 10 years in the police force, 76 % had in the recent past got a promotion, 91 % reported good health status and absence of illness. The overall sample of police personnel (N: 100) in this study shows the mean quality of life score of 77.76 (SD: 9.89) out of a maximum possible score of 120 which is interpreted as 'slightly above average' (Table 1). A t test was conducted to determine the effect of age, years of service, rank, marital status, presence of an illness, and delay in promotions on quality of life in four domains according to WHOQOL BREF. There was a significant difference in QOL on the variables of age and years of service.



TABLE 2: DISTRIBUTION OF SUB SCORES OF JOB SATISFACTION SCALE AND THE PSQ-OP

S.no	Facet	Max score	Mean	Sd	Median	%
Job satisfaction scale						
1	Pay	24	11.44	4.50	12	51.55
2	Promotion	24	10.92	4.15	9	44.21
3	Supervision	24	16.87	4.15	17	73.00
4	Benefits	24	14.89	3.80	14	60.36
5	Rewards	24	11.43	4.46	11	51.10
6	Work conditions	24	10.23	2.56	10	46.28
7	Co workers	24	16.44	3.14	16	67.40
8	Nature of work	24	17.54	3.74	17	75.53
9	Communication	24	14.65	4.65	15	62.78
	Total	216	127.76	20.67	127	60.12
PSQ-OP						
	Total	140	88.70	21.78	88	

The overall sample of police personnel (N: 100) in this study show mean job satisfaction score of 127.76 (SD: 20.67; 60.12%) out of a maximum possible score of 216 which is interpreted as 'ambivalent' (Table 2).

A sub scores distribution of job satisfaction scores (Table 2) shows that the police personnel derive highest satisfaction from their 'nature of work' (M = 17.54; SD: 3.74; 75.53%), followed by 'supervision' (M = 16.87; SD: 4.15; 73.00%), and 'interactions with co-workers' (M = 16.44; SD: 3.14; 67.40%). They are least satisfied with their 'work conditions' (M = 10.23; SD: 2.56; 46.28%) and absence of avenues for 'promotion' (Mean = 10.92; SD: 4.15; 44.21%).

TABLE 3: CORRELATIONAL ANALYSIS

	Occupational stress	Job satisfaction	QOL
Occupational Stress	1	-0.45 **	-0.65*
Job satisfaction		1	0.53 *
QOL			1

* $p < 0.05$ ** $p < 0.01$

There is seen a significant positive correlation between Quality of Life and Job Satisfaction and a significant negative correlation between Occupational stress, job satisfaction and Quality of life.

In the mediational analysis, Quality of life was the dependent variable; occupational stress was the independent variable, and job satisfaction the potential mediator. There is a direct relationship between occupational stress and quality of life were reduced after job satisfaction is included in the model. ($b = 0.401$, $t = 7.934$, $p < 0.001$). Based on statistics from the full regression models, there is support for partial mediation for the relationship between occupational stress and quality of life. (Sobel $z = 5.76$, $p < 0.001$).

In the bootstrapping procedure, the true indirect effect for job satisfaction was estimated to lie between .119 and .230. Because zero is not in the 95% confidence interval for job satisfaction, we can conclude that the indirect effect is significantly different from zero at $p < .05$, and that job satisfaction (partially) mediates the relationship between occupational stress and quality of life. Thus, the hypothesis stating that job satisfaction will mediate the relationship between occupational stress and quality of life was accepted.

DISCUSSION

In the context of high demand environments in their lives of police constables, the present research analysed occupational stress, job satisfaction, and quality of life metrics.

For all police officers, the mean quality of life ranking may be considered as marginally above average. Age and years of service experience of police officers are significant in proportionally increasing their overall subjective well-being across the facets of the quality-of-life scores ($p < 0.01$). The results of the current study, endorse the

research stating that duration of service in the police job is favourably associated with all levels of satisfaction and quality of life (Abdulla et al., 2011; Nalla et al., 2011).

Along with the total QOL, age impacted psychological wellbeing as well as social relationships. While a lower age showed enhanced psychological health, a higher age showed stronger social relationships. All other socio-demographic correlations, besides rank, affected the individual aspects of QOL. Psychological wellbeing and social interactions were greatly strengthened by years of service. In contrast to their single counterparts, married police officers reported significantly greater environmental health. The existence of a disease substantially decreased psychological health, while in the physical and psychological health domains, those who had recently earned a promotion reported improved scores. In short, in the survey of police officers used in this analysis, all socio-demographic correlates excluding rank appear as significant variables to influence or determine the QOL scores ($p < 0.05$).

In the current study, the mean score on job satisfaction is interpreted as "ambivalent". This indicates a sense of uncertainty around their work satisfaction and this pattern is observed across all reported socio-demographic factors.

Data reveals that police officers are most satisfied with their 'nature of work' followed by 'supervision' and 'interactions with co-workers.' They are the least satisfied with their 'job conditions' and lack of 'promotion' avenues. Although not available in our country, research from the western countries indicates elevated levels of job satisfaction among police employees. Higher scores were dependent on the length of service, feedback on their jobs, and engagement in in-service programs (Ercikti, Vito, Walsh & Higgins, 2011). The previous study on key determinants of police job satisfaction (demographic and organizational) is contradictory (Forsyth & Copes, 1994). Some reports maintain that the age of police officers is strongly associated with work satisfaction (Dantzker, 1994). Others have produced mixed results (Buzawa, Austin & Bannon, 1994).

The present research examined the mediating role of job satisfaction in the relationship between occupational stress and quality of life. The proposed hypotheses were supported in the study (see Table 3). The current study thus confirmed that occupational stress, job satisfaction, and QOL are significantly related in the sample of the Indian police force. These findings are supported by results reported in previous literature (Berg, 2009). The first hypothesis stating that there exists a significant positive relationship between quality of life and job satisfaction was supported. This coincides with the previous work of Mehdi, Habib, Salah, Nahid, Gashtaseb (2012). The second hypothesis stating that there would be a significant negative relationship between job satisfaction and occupational stress was also proven. A significant negative relationship between occupational stress and quality of life was supported as well. The results are supported by the research study by Lipp (2009) wherein health and wellbeing were negatively correlated with occupational stress.

Finally, our hypothesized model was validated by the findings of mediational analysis as job satisfaction partly mediated the relationship between work stress and quality of life (see Figure 1). The research findings have shown that police occupational stress is negatively correlated to their job satisfaction and quality of life. These studies show that reducing workplace stress of police workers will enhance both their work satisfaction and quality of life. The results of the study further reinforce our conclusions regarding the crucial role of job satisfaction as a mediator in the relationship between occupational stress and the quality of life of police force workers. This indicates QOL of police personnel is affected by occupational stress through the mechanism of job satisfaction, and it throws light on the why and how stress has a damaging effect on life satisfaction.

Previous research shows that (Scanff, 2002), stress related to work has a debilitating effect on satisfaction and subjective wellbeing. Our research offers definite evidence of the police force's vulnerabilities in an age of social instability and makes a case for the inclusion of stress management programs to improve wellbeing of police personnel. QOL encompasses the perception of individuals and belief structures in connection to their objectives, desires, and values. It is evident from the current findings that stress management can be a promising instrument to address the different facets of wellbeing and satisfaction at work. This is especially relevant in the scenario of the work environment of the police force, where other interventions are difficult to implement. The Indian Police Force lacks stress-management and health promotion services and could prove to be a valuable tactic in this respect (Collins, 2003). The most significant aspect that can affect police staff efficiency is workplace stress; thus, this



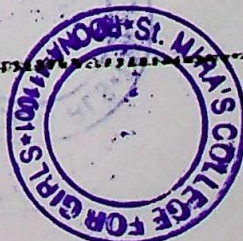
should be given due consideration when developing a strategy for police staff. The findings of this study will enable academics, decision-makers, authorities, and government to learn about and take proactive action to erode this problem by reflecting on stress and job satisfaction and its effects on the police workforce.

CONCLUSION

The previous research indicates that the association between occupational stress and quality of life could be indirect. The current study, however, has provided an additional explanation of the association between workplace stress and quality of life. It is concluded that the quality of life is not directly impacted by workplace stress; instead, occupational stress influences job satisfaction, leading to lower or higher quality of life.

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