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EFFECT OF DEMOGRAPHIC VARIABLES ON POLICE STRESS, COPING, MORAL REASONING AND BURNOUT.

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EFFECT OF DEMOGRAPHIC VARIABLES ON POLICE STRESS, COPING, MORAL REASONING AND BURNOUT.

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Abstract

Demographic variables are related to stress and burnout among police officers. Factors such as age, gender, officer rank, educational qualification and length of service are the demographic variables taken into consideration in this present study. The subject for this study are 296 full time police officers from Tamil Nadu, predominantly from the North Zone. A brief demographic questionnaire was utilized, followed by the Police Stress Survey (PSS), the Maslach Burnout Inventory (MBI- HSS), the Coping Response Inventory (CRI) and the Defining Issues Test (DIT2). It is assumed that officers will engage in coping and moral reasoning when faced with stress. There are differences based on demographic variables on police stress, coping and burnout. Moral reasoning is not associated with any of the demographic factors except age.

Key Words : Police stress, Coping, Moral reasoning, Burnout, Age, Gender, Designation.

Introduction

Policing is widely recognized as a challenging and demanding profession (Anderson et al., 2002; Harpold and Feenster, 2002; Howard et al., 2004; Liberman et al., 2002; Lott, 1995). Police officers regularly encounter unpredictable and potentially volatile situations such as when investigating crime scenes, engaging in high-speed pursuits, responding to alarm calls, and mediating domestic disputes (Finn, 2000; Roberg et al., 2005; Sheehan and Van Hasselt, 2003).

As a consequence of these demands in law enforcement, stress and burnout in policing are not uncommon (McCarty et al., 2007; Patterson, 2002; Stinchcomb, 2004).

Much research has focused on the perceptions of stressors by police officers (Aron, 1991; Crank and Caldero, 1991; Hageman, 1978; Kirkcaldy *et al.,* 1995; Kroes *et al.,* 1974b; Lotz and Regoli, 1977; Martelli *et al.,* 1989; Morash and Haarr, 1995; Patterson, 1992; Reiser, 1974; Savery *et al.,* 1993; Singleton and Teahan, 1978; Spielberger *et al.,* 1981; Terry, 1981; Violanti, 1983; Violanti and Aron, 1994, 1995; White *et al.,* 1985; White and Marino, 1983), while others have focused on the perceptions of police administrators (Hillgren *et al.,* 1976; Kroes *et al.,* 1974a; Regoli *et al.,* 1989). Variables such as age, gender, race, marital status, assignment type, rank and length of service have all been included in police stress research (Aron, 1991; Burke, 1993; Crank *et al.,* 1993; Hageman, 1978; Morash and Haarr, 1995; Patterson, 1992; Reiser, 1974; Savery *et al.,* 1993; Singleton and Teahan, 1978; Spielberger *et al.,* 1981; Violanti and Aron, 1995; White *et al.,* 1985), as well officer attitudes such as cynicism and job satisfaction (Lotz and Regoli, 1977) in order to help identify possible predictors of police stress.

Literature Review

Brown & Campbell(1994) reviewed various studies which confirmed that the rank of police personnel exposes them to adverse consequences of stressor exposure. Studies distinguished between police operational stressors and organizational stressors in stating that as a police officer's rank increases he is more exposed to organizational stressors and less exposed to operational stressors. As far as gender is concerned women police officer's additionally experience sexual harassment as found in clinical research undertaken by Wexler & Logan(1983) & Kroes(1982).As per Golembewski & Nicholson (1984) there is some evidence that age is a factor in stress but is centered around an officer's career progression. Overall, within the context

of the police, research into relationships between occupational and demographic variables and the exposure to stressors & its adverse consequences has been relatively neglected. Most of these areas of research had been carried out among constables. The study carried over by Bruce Kirkcaldy, Jennifer Brown & Cary L. Cooper (1998) examined senior officers in terms of demographic variables which may mediate both stressor exposure and suffering of adverse stress outcome. Findings from their study found that married senior officers particularly having children where protected from the pressures of the job. Married officers used a range of different coping strategies in dealing with stress. Moreover if the officers had children they had better job satisfaction and better work life balance compared with non-parents. Thus marriage and children provided social support to cope with the job demands. Also the incidents of less divorcees are reported among happily married police officers. On gender there was difference between coping strategies used by senior male and female police officers. Women police used greater and more adaptive coping strategies than male counterparts. However the sample of female officers was small. As Brown & Campbell(1994) point out, senior women officers experience career blocking, lack of organizational support and suffer a degree of sexism inherent in the police occupation. Third, age factor seemed to show that older senior police showed less signs of job stress. This finding was in contrast to the positive relationship between age and job-related stressors among the Berlin police. In German sample age was a problem for more junior police officers, but less of a problem as the officer approaches higher reaches of the service as in the case of superintendents. Finally higher the status of the branch of service, less the stress. Senior male police officers could benefit from task-oriented coping strategies such as delegation, planning ahead and better timetabling of work. It was found that officers with a mixture of previous assignments, rather than employed in one major area of policing had better mental

health and organizational adaptation. Education has a considerable effect on a police officer's stress levels such that the more highly educated officers report higher levels of stress, Jihong Solomon Zhao, Ni He & Nicholas Lovrich (2002). Tahera Darensburg, Michael E. Andrew, Tara A. Hartley, Cecil M. Burchfiel, Desta Fekedulegn & John M. Violanti (2006) found in a research on 100 police officers that depression and PTSD tended to increase with age and were not explained by gender, marital status or education.

Also a number of demographic variables are related to stress and burnout among police officers. These factors include age, officer rank and length of service, Lennings (1997). Few studies find a positive relationship between an officer's age and increased stress levels (Brooks & Piquero, 1998; Lennings, 1997). Many police managers with higher rank also struggle with burnout and stress (Loo, 2004). There is also a limited body of research indicating that men and women in law enforcement may experience and manage stress differently (He et al., 2002). Loo (2004) found stress on male officers generates only moderate levels of burnout, whereas female officers show higher levels.

In police research, education is a key factor to consider. Education may influence police cynicism, a factor which is considered "most threatening enemy" of professionalism, pervading all ranks and areas of law enforcement (Regoli, 1976, p.340). In a replication and extension of Niederhoffer's (1967) research, Regoli (1976) surveyed 324 police officers to undercover determinants of police cynicism. Regoli observed that officers with more education were more cynical than their less educated counterparts. He suggested that college-educated, lower-ranking officers are more cynical than officers of the same rank with less education.

Hays, Regoli and Hewitt, 2007 posit that officers with a college education are generally less cynical, prejudiced, hostile and less likely to use force than their non-college educated officers. Though few will dispute the need for continuing education, research fails to provide consistent empirical support for mandating postsecondary education for police. Like education, experience also significantly affects anomia, with more experience being associated with reduced anomia levels (Hays et al., 2007).

Results from research conducted by Julia Scott, Doug Evans & Arvind Verma (2009) indicate that higher education alone does not lead to desirable perceptions among the police personnel. Higher education appears to make the Indian police officers more rigid and less idealistic in their attitudes. Considering that the Indian police emphasize crime control over the due process (Verma, 2005), the responses appear to indicate the indifference of officers toward legal boundaries. Work-related values do not change much with education or with serving more years in policing, they appear to make officers cynical about assisting people. This supports Regoli's (1976) findings that educated officers question departmental rules and regulations and feel frustrated. As the Indian police are much maligned in the media and find little support from the citizens, they feel external exigencies must be addressed by the management.

Burnout results from ill-managed stress (Garland, 2002). Police officers interacting with mostly people in extremely stressful situations (Jespersen, 1988) over a consistent period of time leads them to experience symptoms of burnout. A work environment characterized by feelings of unfairness and lack of camaraderie may cause female officers to experience higher levels of burnout than male counterparts. Various researchers have found gender differences in experience of levels of burnout. Johnson (1991) found that female officers had elevated levels of emotional exhaustion, one component of burnout. However in a study of Dutch police officers, Kop et al. (1999) found no difference in the levels of burnout between male and female officers. Further ,

Hawkins (2001) found that female officers actually had lower levels of depersonalization than male officers.

Coping refers to a person's cognitive and behavioral efforts to manage environmental demands that have been appraised as threatening or exceeding personal capabilities (Folkman & Lazarus, 1986; Lazarus & Folkman, 1984a). Such efforts include any responses that prevent, avoid or control personal distress (Pearlin & Schooler, 1978).

In the context of policing, moral reasoning goes beyond simple legalistic interpretation of statutes. Police work is a high risk occupation. The work is inherently discretionary, usually takes place out of sight of direct supervision and requires extra-legal resolutions to problems that frequently are not covered by regulations manuals (Bitner, 1967; Delattre, 2002; Hall, 2000;Wilson, 1968; 2000).

The following hypothesis have been framed to analyse the relationship of demographic variables to police stress, coping, moral reasoning and burnout.

H_{1a} : There is significant difference between gender and police stress, burnout, coping style and moral reasoning.

H_{2a} : There is significant difference between age and police stress, burnout, coping style and moral reasoning.

H_{3a} : There is significant difference between educational qualification and police stress, burnout, coping style and moral reasoning.

H_{4a} : There is significant difference between years of service and police stress, burnout, coping style and moral reasoning.

H_{5a} : There is significant difference between designation and police stress, burnout, coping style and moral reasoning.

Data and Methods

Data

The population for this study comprised of full- time police officers from the rank of Sub Inspectors and above falling in the North Zone of Tamil Nadu Police which comprises of the districts of Villupuram, Cuddalore, Thiruvanamalai, Vellore, Kancheepuram and Thiruvallur. Also the study included a group of 600 special sub inspectors attending a promotional training in Tamil Nadu Police Academy, Vandalore who came from all four zones of Tamil Nadu Police. The majority of police officers come from North Zone. Each subject from this population (N = 1100) was sent a packet containing the questionnaire and instructions to complete and return.

Out of 500 questionnaires sent the researcher could get back 258 responses. Out of 258 responses received 102 responses were fully filled up. To increase the responses, the researcher approached the Tamil Nadu Police Academy (TNPA).

The researcher was able to get 425 responses from TNPA . Out of 425 responses the researcher could consider only 197 filled in responses for the study.

Measures

Dependent Variables : Police stress, Coping styles, Moral reasoning and burnout are used in this study as dependent variables analysed separately with independent variables.

The mean of police stress was found to be 2.38, in which administrative/ organizational pressure was found to be having mean of 2.54 and physical/psychological threat was 2.19. In coping the mean of approach coping was found to be 46.01 and avoidance coping was found to be 51.73. Moral reasoning level measured by N2 showed the mean value of 19.35. As far as burnout was concerned, the overall mean was 21.78, with emotional exhaustion having 23.39, depersonalization being 9.32 and personal accomplishment being 32.64.

Descriptive statistics of independent variables shows that 90.2% were male respondents and 9.8% were female respondents. Officers above 45 yrs of age were 82.7% and those below 45 yrs of age were 17.3%. Officers with SSLC education were 23%, Higher secondary were 37.5%, undergraduate were 22.3% and post graduate were 17.2%. As far as experience was concerned

officers with less than 10 yrs of service were 12.2%, those with less than 20 yrs of service were 12.8% and those above 20 yrs of service were 75%. Designation wise, inspectors/ sub inspectors were 27.4%, Deputy superintendent & superintendent were 4.4% and special sub inspectors were 68.2%.

Definition and measurement of Dependent Variables and independent variables.

Dependent Variable:

Police Stress : The administrative/organizational and psychological/physical threats stressors related to police work that are perceived by the individual police officer to be disruptive to his or her psychological and physiological equilibrium. This was measured using the Police Stress Survey.

Coping Styles : 8 coping styles have been used in this study from the Coping Response Inventory. Scoring has been done as per the user manual of CRI- Adult.

Moral reasoning : Part of an internal mental component process involved in judging which action would be most justifiable, in a moral sense, that leads to moral behavior (Rest, Narvaez, Bebeau & Thomas, 1999).

N2 Score : is a new index that generally outperforms the P score on six criteria for construct validity (Rest, Thoma, Narvaez & Bebeau, 1997). The center for ethical development, University of Alabama has done the scoring for moral reasoning.

Burnout : is related to cognitive and behavioral withdrawal and to a more negative attitude toward both the organization and clients (Wright & Bonett, 1997). It is defined as a prolonged response to continual emotional and interpersonal stressors at the workplace (Maslach et al., 2001). Maslach Burnout Inventory (MBI-HSS) has been used to measure burnout and its 3 dimensions.

Independent Variables:

Gender, Age, Educational qualification , Experience and designation of the police officer has been taken for analysis. The demographic questionnaire was used to measure these variables.

Methods

The hypotheses were tested using T test and post hoc Anova. Data was analysed using SPSS.

Results

H_{1a}: There is significant difference between gender and police stress, burnout, coping style and moral reasoning.

H_{01}: There is no significant difference between gender and police stress, burnout, coping style and moral reasoning.

The T Test results for the hypothesis is given in Table 1.

***** Insert Table 1 here*****

The constructs Emotional Exhaustion, Depersonalization, Personal Accomplishment, Positive Reappraisal, Seeking Guidance, Cognitive Avoidance, Acceptance or Resignation, Seeking alternative rewards, Emotional discharge, Cognitive approach, Behavioral approach, Cognitive avoidance, Behavioral avoidance , Approach and Avoidance are significant at 5% level of significance. This shows that male and female officers show difference in dimensions of burnout and coping styles.

There is no significant difference between male officers and female officers as far as Police stress, Average stress, level of stress, overall burnout score, Logical analysis, Problem solving, Post conventional (P score), Personal Interest, Maintain Norms and N2 (Moral reasoning).

H_{2a}: There is significant difference between age and police stress, burnout, coping style and moral reasoning.

H_{02}: There is no significant difference between age and police stress, burnout, coping style and moral reasoning.

The results for the above hypothesis is given in Table 2 .

*****Insert Table 2 here *****

Emotional exhaustion, Depersonalization, Burnout, Logical analysis, Positive reappraisal, Seeking guidance, Problem solving, Cognitive avoidance, Acceptance or Resignation, Seeking

alternative rewards, Emotional discharge, Cognitive approach, Behavioral approach, Cognitive avoidance, Behavioral avoidance, Approach coping, Avoidance coping, Personal Interest and Maintaining Norms are significant at 5% level of significance. So there is significant difference based on age on the various constructs mentioned above.

There is no significant difference based on age for Police stress, Average stress, level of stress, Personal accomplishment, Post conventional (P score) and N2.

H_{3a}: There is significant difference between educational qualification and police stress, burnout, coping style and moral reasoning.

H_{03}: There is no significant difference between educational qualification and police stress, burnout, coping style and moral reasoning

The results for the above hypothesis is given in Table 3 .

*****Insert Table 3 here*****

Emotional exhaustion, Depersonalization, Burnout, Logical analysis, Positive reappraisal, Seeking guidance, Problem solving, Cognitive avoidance, Acceptance or Resignation, Seeking alternative rewards, Emotional discharge, Approach coping and Avoidance coping are significant at 5% level of significance.

Average stress, Administrative/Organizational Pressure, Physical/Psychological threat, Personal accomplishment and N2 are not significant constructs.

There is no significant difference among officers based on educational qualification on their moral reasoning.

H_4: There is significant difference between years of service and police stress, burnout, coping style and moral reasoning.

H_{04}:There is no significant difference between years of service and police stress, burnout, coping style, moral reasoning.

The results for the above hypothesis is given in Table 4 .

*****Insert Table 4 here*****

Emotional exhaustion, Depersonalization, Burnout, Logical analysis, Positive reappraisal, Seeking guidance, Problem solving, Cognitive avoidance, Acceptance or resignation, Seeking alternative rewards, Emotional discharge, Approach coping and Avoidance coping are significant at 5% level of significance.

Average stress, Administrative/ organizational pressure, Physical/ psychological threat, Personal accomplishment and N2 (moral reasoning) are not having significant relation with the years of service.

H_5: There is significant difference between designation and police stress, burnout, coping style and moral reasoning.

H_{05}: There is no significant difference between designation and police stress, burnout, coping style, moral reasoning.

The results for the above hypothesis is given in Table 5 .

*****Insert Table 5 here*****

Emotional exhaustion, depersonalization, Burnout, Logical analysis, Positive reappraisal, Seeking guidance, Problem solving, Cognitive avoidance, Acceptance or Resignation, Seeking alternative rewards, Emotional discharge, Approach and avoidance are significant at 5% level of significance.

Average stress, Administrative/ organizational pressure, Physical/psychological threat, Personal accomplishment and N2 (moral reasoning) are not significant constructs.

Thus it can be inferred that inspectors/ sub inspectors are having highest burnout and next highest is felt by supervisory level comprising of Deputy Superindentent of police and Superintendent of police.

Also coping styles are used highest by inspectors/ sub inspectors followed by DSP/SP.

It is notable to see that both approach and avoidance coping are used highest by inspectors/SI. Only seeking guidance style is used more by DSP/SP than inspectors/SI.

It is advised that more approach coping styles be made to be adopted by DSP/SP and inspectors /SI compared to avoidant coping styles. This will improve their well being and reduce burn out.

Discussions and Conclusions

Female officers are more emotionally exhausted compared to male officers. Female officers are more depersonalized than male officers . Personal accomplishment is more for male officers than for female officers.

As far as coping styles are concerned female officers are using more of positive reappraisal compared to male officers. Female officers are using more of Seeking guidance compared to male officers. Cognitive avoidance is used more by female officers compared to male officers. Acceptance or resignation is used more by female officers compared to male officers.

Seeking alternative rewards are used more by female officers compared to male officers . Emotional discharge is more for female officers compared to male officers.

Comprehensively, the cognitive approach mechanism is seen more in female officers compared to male officers. Also behavioral approach mechanism is more for female officers compared to male officers. Cognitive avoidance is exhibited more by female officers compared to male officers. Behavioral avoidance is more used by female officers compared to male officers.

Approach coping is more used by female officers compared to male officers. Avoidance coping is also used more by female officers compared to male officers .

There is no significant difference between male officers and female officers as far as Police stress, Average stress, level of stress, burnout, Logical analysis, Problem solving, Post conventional (P score), Personal Interest, Maintain Norms and N2 (Moral reasoning).

Reviewing literature compared with boys, girls tend to rely more on both approach coping and avoidance coping, perhaps because they experience more stressors (Cooper et

al.,1997). Among teenaged students, girls tend to report more reliance on approach coping and avoidance coping than do boys (Griffith et al., 2000; Zanini, 2003). Similarly, Thomas (1998) noted that girls were more likely to rely on seeking support and problem solving, and Patterson (2001) found that young women relied more on avoidance coping than did young men. Among Taiwanese youngsters, girls relied more on cognitive approach coping and cognitive avoidance coping than did boys (Kao, 2000).

Turning to studies of adults, compared with men, women tend to rely more on both approach coping – especially seeking support and avoidance coping (Barker- Collo, 2001; Bogdonoff,2002; Cooper et al., 1997). According to Wegerle (1997), among Air Force personnel, women relied more on seeking guidance and positive reappraisal, but also relied on cognitive avoidance, resigned acceptance and emotional discharge as compared to men.

There seems to be comparable gender differences in coping styles among patients with substance use disorders. Compared with men, women patients relied more on seeking support and guidance, but also on cognitive avoidance, resigned acceptance and emotional discharge (Kohn et al., 2002).The gender difference in emotional discharge coping may have reflected the fact that women had more severe depressive symptoms and drug problems.

Police officers below 45 yrs of age are having more emotional exhaustion compared to officers above 45 yrs of age.

Younger Police officers are more depersonalized than older police officers. Burnout is felt more by younger officers compared to older officers. Logical Analysis is done more by younger officers compared to older officers. Positive reappraisal is used more by younger officers compared to older officers. Seeking guidance is done more by younger officers compared to older officers. Problem solving is done more by younger officers compared to older officers. Cognitive avoidance is used more by younger officers compared to older officers. Acceptance or resignation is used more by younger officers compared to older officers. Seeking alternative rewards is done more by younger officers compared to older officers. Emotional discharge is done more by younger officers compared to older officers. Cognitive approach is used more by younger officers compared to older officers. Behavioral approach methods are used more by younger officers compared to older officers. Also cognitive avoidance is done

more by younger officers compared to older officers. Behavioral avoidance is used more by younger officers compared to older officers. Approach coping is used more by younger officers compared to older officers. Avoidance coping is used more by younger officers compared to older officers. In moral reasoning, personal interest is more for younger officers compared to older officers. Maintaining norms is done more by older officers, compared to younger officers.

Because of the idea that older adults are less likely to rely on approach coping strategies, there has been some interest in the relationship between age and coping skills. Martin et al. (1992) asked older adults who were in their 60s, their 80s or their 100s or older, how they coped with a health- related and a family-related event. In general, adults who were 100 years or older relied more on cognitive approach of coping than did adults who were in their 80s, but less on behavioral approach of coping than did adults who were in their 60s. Extroversion and exposure to life events were predictive of more reliance on approach coping with health events; in turn, reliance on approach coping was associated with better morale. In a study of Air Force personnel, older individuals relied more on seeking support and relied less on avoidance coping than did younger individuals (Wegerle, 1997).

Emotional exhaustion is exhibited highest by PG qualified police officers, followed by UG qualified officers, Higher secondary educated officers and lowest by SSLC educated officers. Depersonalization is found highest among PG qualified officers.Next highest by UG officers followed by SSLC educated officers and lowest by Higher secondary officers. Burnout is experienced highest by PG qualified officers, then by UG qualified officers, little lesser by Higher secondary educated officers and lowest by SSLC officers. This indicates that higher the qualification, higher the burnout experienced by police officer. Lower the educational qualification, lower the burnout experienced.

As far as coping is concerned, Logical analysis is followed highest by PG qualified officers. Then next by UG qualified officers. Next by Higher secondary educated officers and lastly by SSLC educated officers. Positive reappraisal is found highest among PG qualified officers, then by UG qualified officers, then by Higher secondary educated officers and lowest by SSLC educated officers.

Problem solving is used highest by UG qualified officers, next by PG qualified officers, then by Higher secondary officers and lowest by SSLC educated officers. Cognitive avoidance is utilized highest by UG qualified officers, followed by PG qualified officers, then by SSLC educated officers and lowest by Higher secondary educated officers. Acceptance or resignation coping style is found highest among PG qualified officers, followed by UG qualified officers, then by SSLC educated officers and least among Higher secondary educated officers. Seeking alternative rewards is found highest among PG qualified officers, followed by UG qualified officers, then by Higher secondary educated officers and least among SSLC educated officers. Emotional discharge is found highest among UG qualified officers, then among PG qualified officers and next among Higher secondary educated officers and least among SSLC educated officers.

Overall approach coping style is found highest among PG qualified officers, followed by UG qualified officers, then among Higher secondary officers and least among SSLC educated officers. While avoidance coping style is found highest among PG qualified officers, followed by UG qualified officers, then among SSLC educated officers and lowest among Higher secondary educated officers. Thus it can be inferred that higher the qualification, more the use of approach coping style. While using avoidant coping style also highly qualified officers use more of this coping compared to less educated officers.

There is no significant difference among officers based on educational qualification on their moral reasoning.

Wegerle (1997) noted that Air Force officers and service personnel with more education tended to rely more on approach coping and less on avoidance coping than did enlisted personnel with less education. Some researchers have focused on the relationships between cognitive abilities, defensive styles and coping responses among youth. Minehan (1996) theorized that youngsters who had deficits in cognitive abilities would employ less effective coping responses. In fact, 11th grade students who had a low level of fluid abilities relied more on emotional discharge coping. Students who had a low level of crystallized abilities (reflected in solving verbal and quantitative problems) relied more on seeking alternative rewards.

Erickson, Feldman and Steiner (1997) noted that high school students who had immature defenses (i.e., who relied more on projection, denial and regression) were more likely to use avoidance coping and less likely to use approach coping. In contrast, mature and prosocial defenses were not associated with coping responses. Students who relied less on avoidance coping and who used more mature defenses were better adjusted. These findings indicate that measures of defense styles and coping responses tap distinct, though somewhat related constructs.

Emotional exhaustion is found highest in officers having less than ten yrs of experience, then by those police officers having less than twenty yrs of experience and lowest by officers having more than twenty yrs of experience. Depersonalization is experienced highest by officers with less than 10 yrs of experience, then by officers having less than 20 yrs of experience and lowest by those having greater than 20 yrs of experience. Burnout is found highest among officers having less than 20 yrs of service, next by officers having less than 10 yrs of service and lowest among officers having more than 20 yrs of service.

In coping, Logical analysis is used highest by officers with less than 10 yrs of service, then by officers with less than 20 yrs of service and lowest by those having more than 20 yrs of service. Positive reappraisal is used highest by officers having less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers having more than 20 yrs of service. Seeking guidance is used highest by officers with less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers having more than 20 yrs of service. Problem solving is used highest by officers have less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers having more than 20 yrs of service. Cognitive avoidance is used highest by officers having less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers with more than 20 yrs of service. Acceptance or resignation is used highest by officers with less than 10 yrs of service, then by officers with less than 20 yrs of service and lowest by officers with more than 20 yrs of service. Seeking alternative rewards is used highest by officers having less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers having more than 20 yrs of service. Emotional discharge is used highest by officers with less than 10 yrs of service, then by officers with less than 20 yrs of service and lowest by officers with more than 20 yrs of

service. Overall approach coping is used highest by officers having less than 10 yrs of service, then by officers having less than 20 yrs of service and lowest by officers having more than 20 yrs of service. Avoidance coping is used highest by officers having less than 10 yrs of service, then by officers with less than 20 yrs of service and lowest by officers having more than 20 yrs of service.

Thus officers with less than 20 yrs of experience have the maximum burnout, followed by officers with less than 10 yrs of experience. Officers with more than 20 yrs of service have the lowest level of burnout. Thus we can infer that officers in mid career are burn out and then towards the end of service they have less level of burnout. As far as coping styles are concerned, it is inferred that officers with less than 10 yrs of service cope highest using approach and avoidance mechanisms. Those above 20 yrs of service cope minimally using approach and avoidance coping. Thus officers who are getting burn out are using coping styles maximum. So in order to reduce burnout, avoidance coping should be replaced with approach coping mechanisms.

Emotional exhaustion is found highest among inspectors/sub inspectors, then among DSP/SP and lowest among special sub inspectors. Depersonalization is found highest among inspectors/ SI, then among DSP/ SP and lowest among special sub inspectors. Burnout is found highest among inspectors/SI and then among DSP/SP and lowest among special sub inspectors.

Coming to coping styles, Logical analysis is found highest among inspectors/SI, then among DSP/SP and lowest among special sub inspectors.Positive reappraisal is found highest among inspectors/ SI, then among DSP/SP and lowest among special sub inspectors. Seeking guidance is used highest by DSP/ SP officers, then among inspectors/ SI and lowest among special sub inspectors. Problem solving is used highest by inspectors/ SI, then by DSP/ SP and lowest by special sub inspectors. Cognitive avoidance is used highest by inspectors /SI, then by DSP/SP and lowest by special sub inspectors. Acceptance or resignation is used highest by inspectors/ SI, then by DSP/SP and lowest by special sub inspectors. Seeking alternative rewards is used highest by inspectors/ SI, then by DSP/SP and lowest by special sub inspectors. Emotional discharge is used highest by inspectors/ SI, then by DSP/SP and lowest by special sub inspectors. Overall approach coping is used highest by Inspectors/SI, then by DSP/SP and

lowest by special sub inspectors. Avoidance coping is used highest by inspectors/ SI, then by DSP/SP and lowest by special sub inspectors.

Thus it can be inferred that inspectors/ sub inspectors are having highest burnout and next highest is felt by supervisory level comprising of Deputy Superindentent of police and Superintendent of police. Also coping styles are used highest by inspectors/ sub inspectors followed by DSP/SP. It is notable to see that both approach and avoidance coping are used highest by inspectors/SI. Only seeking guidance style is used more by DSP/SP than inspectors/SI.

It is advised that more approach coping styles be made to be adopted by DSP/SP and inspectors /SI compared to avoidant coping styles. This will improve their well being and reduce burn out.

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LIST OF TABLES

Table 1. Gender and its relation to police stress, coping, moral reasoning and burnout

	Gender	N	Mean	Std. Dev.	T value	Sig. Value
A1.Police Stress	Male	267	8.90	0.84	0.48	0.63
	Female	29	8.82	0.73		
A2.Avg Stress	Male	267	2.39	0.87	0.27	0.79
	Female	29	2.34	0.72		
A3.Level of Stress	Male	267	1.95	0.50	0.17	0.86
	Female	29	1.93	0.37		
A4.Emotional exhaustion	Male	267	22.96	11.36	-2.00	0.05
	Female	29	27.41	12.00		
A5.Depersonalization	Male	267	8.96	6.38	-3.05	0.00
	Female	29	12.72	5.66		
A6.Personal accomplishment	Male	267	33.06	8.65	2.48	0.01
	Female	29	28.79	10.14		
A7.Maslach Burnout Inventory	Male	267	21.66	5.90	-1.12	0.26
	Female	29	22.98	7.31		
A8.Logical Analysis	Male	255	41.60	8.04	-1.11	0.27
	Female	22	43.59	8.38		
A9.Positive Reappraisal	Male	255	46.49	7.44	-3.23	0.00
	Female	22	51.82	7.24		

A10.Seeking guidance	Male	255	49.09	7.70	-3.52	0.00
	Female	22	55.00	5.67		
A11.Problem solving	Male	255	45.65	7.81	-0.96	0.34
	Female	22	47.32	7.79		
A12.Cognitive Avoidance	Male	255	49.47	7.64	-2.13	0.03
	Female	22	53.05	6.82		
A13.Acceptance or Resignation	Male	255	45.96	8.11	-3.85	0.00
	Female	22	52.77	5.73		
A14.Seeking alternative rewards	Male	255	54.74	7.97	-3.09	0.00
	Female	22	60.18	7.33		
A15.Emotional Discharge	Male	255	54.75	10.01	-4.34	0.00
	Female	22	64.23	7.03		
A16.Cognitive Approach	Male	255	44.05	6.97	-2.38	0.02
	Female	22	47.70	6.12		
A17.Behavioral Approach	Male	255	47.37	6.82	-2.53	0.01
	Female	22	51.16	5.75		
A18.Cognitive Avoidance	Male	255	47.71	6.81	-3.49	0.00
	Female	22	52.91	5.01		
A19.Behavioral Avoidance	Male	255	51.92	7.24	-4.86	0.00
	Female	22	59.61	5.35		
A20.Approach	Male	255	45.71	6.38	-2.65	0.01
	Female	22	49.43	5.45		
A21.Avoidance	Male	255	51.23	6.39	-4.57	0.00
	Female	22	57.56	3.79		
A22.Post Conventional (P score)	Male	267	19.53	8.38	-1.14	0.26
	Female	29	21.38	7.67		
A23.Personal Interest (Stage 2/3)	Male	267	31.21	11.17	-1.10	0.27
	Female	29	33.72	15.65		
A24.Maintain Norms (Stage 4)	Male	267	38.71	12.05	1.60	0.11
	Female	29	34.90	13.24		
N2.Moral reasoning	Male	267	19.07	9.15	-1.62	0.11
	Female	29	21.95	8.82		

Table 2. Age and its relation to police stress, coping, moral reasoning and burnout

Group Statistics						
	Age	N	Mean	Std. Dev.	T value	Sig value
A1.Police Stress	< 45 yrs	48	8.9	0.7	-0.02	0.99
	> 45 yrs	229	8.9	0.85		
A2.Avg Stress	< 45 yrs	48	2.42	0.65	0.24	0.81
	> 45 yrs	229	2.38	0.89		
A3.Level of Stress	< 45 yrs	48	1.96	0.29	0.14	0.89

	> 45 yrs	229	1.95	0.52		
A4.Emotional exhaustion	< 45 yrs	48	27.38	10.99	2.98	0.00
	> 45 yrs	229	22.06	11.3		
A5.Depersonalization	< 45 yrs	48	12.77	5.32	4.93	0.00
	> 45 yrs	229	8.07	6.14		
A6.Personal accomplishment	< 45 yrs	48	30.54	9.64	-1.77	0.08
	> 45 yrs	229	33.04	8.77		
A7.Maslach Burnout Inventory	< 45 yrs	48	23.56	5.8	2.68	0.01
	> 45 yrs	229	21.06	5.9		
A8.Logical Analysis	< 45 yrs	48	44.94	7.74	3.04	0.00
	> 45 yrs	229	41.1	7.99		
A9.Positive Reappraisal	< 45 yrs	48	51.56	6.28	4.88	0.00
	> 45 yrs	229	45.94	7.44		
A10.Seeking guidance	< 45 yrs	48	53.5	7.2	3.99	0.00
	> 45 yrs	229	48.73	7.58		
A11.Problem solving	< 45 yrs	48	48.81	8.09	3	0.00
	> 45 yrs	229	45.15	7.61		
A12.Cognitive Avoidance	< 45 yrs	48	53.4	7.39	3.73	0.00
	> 45 yrs	229	48.99	7.47		
A13.Acceptance or Resignation	< 45 yrs	48	51.65	7.26	5.02	0
	> 45 yrs	229	45.42	7.93		
A14.Seeking alternative rewards	< 45 yrs	48	59.85	6.29	4.59	0.00
	> 45 yrs	229	54.19	8.03		
A15.Emotional Discharge	< 45 yrs	48	63.46	8.63	6.4	0.00
	> 45 yrs	229	53.84	9.63		
A16.Cognitive Approach	< 45 yrs	48	48.25	6.15	4.42	0.00
	> 45 yrs	229	43.52	6.86		
A17.Behavioral Approach	< 45 yrs	48	51.16	6.43	4	0.00
	> 45 yrs	229	46.94	6.67		
A18.Cognitive Avoidance	< 45 yrs	48	52.52	6.31	5.13	0.00
	> 45 yrs	229	47.21	6.58		
A19.Behavioral Avoidance	< 45 yrs	48	58.48	6.49	6.57	0.00
	> 45 yrs	229	51.29	6.98		
A20.Approach	< 45 yrs	48	49.7	5.68	4.57	0.00
	> 45 yrs	229	45.23	6.26		
A21.Avoidance	< 45 yrs	48	57.09	5.57	6.83	0.00
	> 45 yrs	229	50.61	6.05		
A22.Post Conventional (P score)	< 45 yrs	48	20.04	7.89	0.31	0.76
	> 45 yrs	229	19.64	8.41		
A23.Personal Interest (Stage 2/3)	< 45 yrs	48	34.21	12.53	2.31	0.02
	> 45 yrs	229	30.12	10.85		
A24.Maintain Norms (Stage 4)	< 45 yrs	48	34.08	10.17	-3	0.00
	> 45 yrs	229	39.72	12.19		
N2.Moral reasoning	< 45 yrs	48	20.31	8.68	0.73	0.47

> 45 yrs	229	19.25	9.29	

Table 3. Educational qualification and its impact on police stress, coping, moral reasoning and burnout

		N	Mean	Std. Dev.	F Value	Sig value	Multiple Comparison
B1.Avg Stress	Higher Sec(A)	111	2.42	0.89	1.18	0.32	B>A,C,D
	UG(B)	66	2.50	0.79			
	PG(C)	51	2.35	0.80			
	SSLC(D)	68	2.24	0.92			
B2.Administrative/Organizational Pressure	Higher Sec(A)	111	2.53	0.97	1.13	0.34	B,C>A,D
	UG(B)	66	2.65	0.87			
	PG(C)	51	2.65	0.91			
	SSLC(D)	68	2.38	1.04			
B3.Physical/Psychological threat	Higher Sec(A)	111	2.24	0.91	0.75	0.52	B>A,C,D
	UG(B)	66	2.29	0.82			
	PG(C)	51	2.12	0.86			
	SSLC(D)	68	2.10	0.87			
B4.Emotional exhaustion	Higher Sec(A)	111	21.79	10.61	4.05	0.01	C>A,B,D
	UG(B)	66	25.20	12.43			
	PG(C)	51	27.27	9.89			
	SSLC(D)	68	21.34	12.22			
B5.Depersonalization	Higher Sec(A)	111	8.16	6.38	5.87	0.00	C>A,B,D
	UG(B)	66	10.29	6.30			
	PG(C)	51	12.10	5.52			
	SSLC(D)	68	8.21	6.51			
B6. Personal accomplishment	Higher Sec(A)	111	32.84	8.57	0.14	0.93	B>A,C,D
	UG(B)	66	32.97	8.40			
	PG(C)	51	32.53	9.23			
	SSLC(D)	68	32.07	9.68			
B7.Maslach Burnout Inventory	Higher Sec(A)	111	20.93	5.52	4.72	0.00	C>A,B,D
	UG(B)	66	22.82	6.28			
	PG(C)	51	23.97	5.83			
	SSLC(D)	68	20.54	6.34			

B8.Logical Analysis	Higher Sec(A)	111	40.90	7.74	3.19	0.02	B,C>A,D
	UG(B)	59	43.31	8.95			
	PG(C)	39	44.31	8.35			
	SSLC(D)	68	40.37	7.19			
B9.Positive Reappraisal	Higher Sec(A)	111	45.50	7.04	8.24	0.00	C>A,B,D
	UG(B)	59	49.10	7.80			
	PG(C)	39	50.77	6.86			
	SSLC(D)	68	45.10	7.39			
B10.Seeking guidance	Higher Sec(A)	111	48.51	7.59	3.67	0.01	C>A,B,D
	UG(B)	59	51.12	8.39			
	PG(C)	39	52.23	6.87			
	SSLC(D)	68	48.38	7.33			
B11.Problem solving	Higher Sec(A)	111	45.27	7.25	3.05	0.03	B>A,C,D
	UG(B)	59	47.61	8.90			
	PG(C)	39	47.51	8.07			
	SSLC(D)	68	44.06	7.16			
B12.Cognitive Avoidance	Higher Sec(A)	111	48.52	7.51	3.35	0.02	B>A,C,D
	UG(B)	59	52.29	7.93			
	PG(C)	39	50.21	7.90			
	SSLC(D)	68	49.29	6.97			
B13.Acceptance or Resignation	Higher Sec(A)	111	44.68	7.67	5.59	0.00	C>A,B,D
	UG(B)	59	48.92	7.63			
	PG(C)	39	49.33	7.80			
	SSLC(D)	68	45.75	8.73			
B14.Seeking alternative rewards	Higher Sec(A)	111	54.30	7.52	2.96	0.03	C>A,B,D
	UG(B)	59	56.07	8.05			
	PG(C)	39	58.18	7.83			
	SSLC(D)	68	54.10	8.61			
B15.Emotional Discharge	Higher Sec(A)	111	53.67	10.25	10.68	0.00	B>A,C,D
	UG(B)	59	59.98	8.78			
	PG(C)	39	59.69	8.78			
	SSLC(D)	68	52.22	9.77			
B16.Approach	Higher Sec(A)	111	45.05	5.88	6.33	0.00	C>A,B,D
	UG(B)	59	47.78	7.03			
	PG(C)	39	48.71	6.19			
	SSLC(D)	68	44.48	5.97			

B17.Avoidance	Higher Sec(A)	111	50.29	6.20	8.91	0.00	C>A,B,D
	UG(B)	59	54.31	6.28			
	PG(C)	39	54.35	5.90			
	SSLC(D)	68	50.34	6.23			
N2.Moral reasoning	Higher Sec(A)	111	19.92	9.56	0.59	0.62	B>A,C,D
	UG(B)	66	19.95	8.63			
	PG(C)	51	18.43	8.30			
	SSLC(D)	68	18.53	9.61			

Table 4 . Years of service and its impact on police stress, coping, moral reasoning and burnout

		N	Mean	Std. Dev.	F Value	Sig Value	Multiple comparison
B1.Avg Stress	< 10 yrs(A)	36	2.42	0.73	0.08	0.93	A,B>C
	<20 yrs(B)	38	2.42	0.68			
	> 20 yrs(C)	222	2.37	0.91			
B2.Administrative/Organizational Pressure	< 10 yrs(A)	36	2.64	0.90	0.59	0.55	B>A,C
	<20 yrs(B)	38	2.66	0.75			
	> 20 yrs(C)	222	2.51	1.00			
B3.Physical/Psychological threat	< 10 yrs(A)	36	2.11	0.67	0.40	0.67	C>A,B
	<20 yrs(B)	38	2.13	0.84			
	> 20 yrs(C)	222	2.23	0.90			
B4.Emotional exhaustion	< 10 yrs(A)	36	28.86	10.22	8.09	0.00	A>B,C
	<20 yrs(B)	38	26.89	12.05			
	> 20 yrs(C)	222	21.91	11.22			
B5.Depersonalization	< 10	36	13.78	4.75	20.41	0.00	A>B,C

	yrs(A)						
	<20 yrs(B)	38	12.58	6.53			
	> 20 yrs(C)	222	8.05	6.11			
B6. Personal accomplishment	< 10 yrs(A)	36	29.56	8.06	2.63	0.07	B>A,C
	<20 yrs(B)	38	33.74	9.32			
	> 20 yrs(C)	222	32.95	8.86			
B7.Maslach Burnout Inventory	< 10 yrs(A)	36	24.06	5.72	8.55	0.00	B>A,C
	<20 yrs(B)	38	24.40	6.38			
	> 20 yrs(C)	222	20.97	5.85			
B8.Logical Analysis	< 10 yrs(A)	23	46.04	6.28	5.74	0.00	A>B,C
	<20 yrs(B)	35	43.91	9.22			
	> 20 yrs(C)	219	40.97	7.86			
B9.Positive Reappraisal	< 10 yrs(A)	23	52.30	5.60	13.27	0.00	A>B,C
	<20 yrs(B)	35	50.46	7.34			
	> 20 yrs(C)	219	45.78	7.36			
B10.Seeking guidance	< 10 yrs(A)	23	53.61	5.88	7.70	0.00	A>B,C
	<20 yrs(B)	35	52.57	8.22			
	> 20 yrs(C)	219	48.65	7.57			
B11.Problem solving	< 10 yrs(A)	23	48.96	7.43	5.13	0.01	A>B,C
	<20 yrs(B)	35	48.46	8.43			
	> 20 yrs(C)	219	45.03	7.60			
B12.Cognitive Avoidance	< 10 yrs(A)	23	55.00	6.80	8.04	0.00	A>B,C
	<20 yrs(B)	35	51.49	7.19			
	> 20	219	48.92	7.54			

	yrs(C)						
B13.Acceptance or Resignation	< 10 yrs(A)	23	53.09	6.49	12.73	0.00	A>B,C
	<20 yrs(B)	35	49.31	8.07			
	> 20 yrs(C)	219	45.36	7.91			
B14.Seeking alternative rewards	< 10 yrs(A)	23	61.17	5.48	11.34	0.00	A>B,C
	<20 yrs(B)	35	58.00	6.70			
	> 20 yrs(C)	219	54.09	8.10			
B15.Emotional Discharge	< 10 yrs(A)	23	65.39	7.15	23.04	0.00	A>B,C
	<20 yrs(B)	35	60.94	8.81			
	> 20 yrs(C)	219	53.60	9.69			
B16.Approach	< 10 yrs(A)	23	50.23	3.98	11.49	0.00	A>B,C
	<20 yrs(B)	35	48.85	7.04			
	> 20 yrs(C)	219	45.11	6.19			
B17.Avoidance	< 10 yrs(A)	23	58.66	4.70	25.51	0.00	A>B,C
	<20 yrs(B)	35	54.94	5.44			
	> 20 yrs(C)	219	50.49	6.12			
N2.Moral reasoning	< 10 yrs(A)	36	19.74	8.66	0.04	0.96	A>B,C
	<20 yrs(B)	38	19.39	8.08			
	> 20 yrs(C)	222	19.28	9.43			

Table 5. Designation and its impact on police stress, coping, moral reasoning and burnout

		N	Mean	Std. Dev.	F Value	Sig Value	Multiple comparison
B1.Avg Stress	Inspector/SI(A)	81	2.41	0.74	0.24	0.79	A>B,C
	Supervisory – DSP/SP(B)	13	2.23	0.83			
	Others(C)	202	2.39	0.91			
B2.Administrative/Organizational Pressure	Inspector/SI(A)	81	2.63	0.84	0.45	0.64	A>B,C
	Supervisory – DSP/SP(B)	13	2.54	1.13			
	Others(C)	202	2.51	0.99			
B3.Physical/Psychological threat	Inspector/SI(A)	81	2.09	0.79	1.48	0.23	C>A,B
	Supervisory – DSP/SP(B)	13	2.00	0.71			
	Others(C)	202	2.26	0.90			
B4.Emotional exhaustion	Inspector/SI(A)	81	27.42	11.12	7.80	0.00	A>B,C
	Supervisory – DSP/SP(B)	13	25.23	12.20			
	Others(C)	202	21.66	11.20			
B5.Depersonalization	Inspector/SI(A)	81	13.01	5.72	23.29	0.00	A>B,C
	Supervisory – DSP/SP(B)	13	11.15	4.81			
	Others(C)	202	7.73	6.13			
B6.Personal accomplishment	Inspector/SI(A)	81	31.51	9.85	1.32	0.27	B>A,C
	Supervisory – DSP/SP(B)	13	35.23	10.22			
	Others(C)	202	32.93	8.35			
B7.Maslach Burnout Inventory	Inspector/SI(A)	81	23.98	6.56	9.44	0.00	A>B,C
	Supervisory – DSP/SP(B)	13	23.87	5.55			
	Others(C)	202	20.77	5.62			
B8.Logical Analysis	Inspector/SI(A)	63	44.95	8.43	6.73	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	39.92	8.52			
	Others(C)	202	40.88	7.70			
B9.Positive Reappraisal	Inspector/SI(A)	63	51.06	6.02	14.14	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	48.00	8.96			
	Others(C)	202	45.55	7.44			
B10.Seeking guidance	Inspector/SI(A)	63	51.68	7.61	4.49	0.01	B>A,C
	Supervisory – DSP/SP(B)	12	52.42	7.99			
	Others(C)	202	48.73	7.60			
B11.Problem solving	Inspector/SI(A)	63	48.62	7.63	6.13	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	47.25	8.79			

	Others(C)	202	44.82	7.61			
B12.Cognitive Avoidance	Inspector/SI(A)	63	53.13	7.06	9.79	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	52.08	9.84			
	Others(C)	202	48.56	7.34			
B13.Acceptance or Resignation	Inspector/SI(A)	63	51.16	7.31	16.24	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	48.83	7.20			
	Others(C)	202	44.91	7.89			
B14.Seeking alternative rewards	Inspector/SI(A)	63	58.83	6.72	9.22	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	55.83	7.99			
	Others(C)	202	54.00	8.11			
B15.Emotional Discharge	Inspector/SI(A)	63	62.68	8.31	26.32	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	58.75	8.24			
	Others(C)	202	53.07	9.66			
B16.Approach	Inspector/SI(A)	63	49.08	5.75	10.66	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	46.90	7.52			
	Others(C)	202	44.99	6.21			
B17.Avoidance	Inspector/SI(A)	63	56.45	5.37	28.44	0.00	A>B,C
	Supervisory – DSP/SP(B)	12	53.88	6.03			
	Others(C)	202	50.13	6.03			
N2.Moral reasoning	Inspector/SI(A)	81	19.50	8.98	0.41	0.66	B>A,C
	Supervisory – DSP/SP(B)	13	21.49	7.98			
	Others(C)	202	19.15	9.30			