



Emotional Intelligence and Occupational Stress of Rural and Urban Police*

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Abstract : *The emotional intelligence and occupational stress of rural and urban police studied on 120 police constables who were randomly selected from 22 police stations of Dharwad taluk. Emotional intelligence questionnaire developed by Dulewicz and Higgs, 2001, occupational stress scale by Srivastav and Sing, 1984, socio-economic status scale by Agarwal et al., 2005 and self structured questionnaire to collect auxiliary information were used for data collection.*

Results revealed that 50 per cent had average level of emotional intelligence while 4.2 percent had high and 45.8 per cent were in low levels. Majority (56.67%) of women had average level of emotional while 41.67 per cent had low and only 1.67 were in high level where as majority (50%) of men had low level of occupational stress indicating that increase in family size decreased the stress. Emotional intelligence and occupational stress were negatively related indicating higher the emotional intelligence lesser was the occupational stress.

Key words: Emotional Intelligence, Occupational Stress, Police men, Police women

INTRODUCTION

men and 56.67 per cent of women had moderate level where as 33.3 per cent of men and 36.67 per cent of women were in high and only 10 per cent of men and 3.33 per cent of women were in low level police had moderate level of occupational stress while 35 per cent had high and only 6.67 per cent had low level. 60 per cent of Occupational stress was significantly and positive related to duty period and distance from residence pointing out that higher the emotional intelligence while 43.3 per cent were in average and 6.67 per cent had high level. It was noted that 58.33 per cent of duty period and greater the distance from residence higher was the occupational stress. There was significant and negative relationship between family size and emotional intelligence.

Police are the first's line of protection between the criminals and the civilians. During their duty, unexpectedly they may encounter situations involving major crisis without any warning. There are several factors like 24 hours availability, administration problem were involved and make police as a most stressful job. Stress among police is often viewed as an unlucky, but expected part of police work. Police are Policearelike a real heroes, but most of people are unaware the amount of stress that police face every day. Police work involves protection of life, safeguarding property through vital patrol techniques, enforcement of laws and ordinances in the place for which the Police station is responsible. Police who are out in the street, every day during their duty are struggle police (Sundaram and Kumaran, 2012). They also experience lack of concentration, resulting in their

making errors while passing orders or taking important decisions. It's very important to reduce stress. There are many ways to reduce stress that is through coping strategies some of them are recreation, self care, yoga, meditation, social support, enhancement of emotional intelligence etc. (Rakshase, 2014).

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. Mayer and Salovey defined emotional intelligence as the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge and to reflectively regulate emotions so as to promote emotional and intellectual growth. Researchers have found that our emotional awareness and ability to handle feelings rather than our I.Q will determine our success and happiness in all walks of life. An employee with high emotional intelligence is able to respond appropriately to workplace stress and to emotional behaviour of his co-workers. These abilities greatly enhance job satisfaction, lead to high job performance, long term mental health, better outcomes in work groups, leadership qualities and organizational success, protect people from stress and lead to better adaptation, moderates depression, hopelessness and suicidal ideation (Aremu and Tejumola, 2008)

Emotional intelligence has been found to impact on psychological health-particularly occupational stress.



Emotional intelligence protects people from stress and leads to better adaptation. Emotion management skill is associated with a tendency to maintain an experimentally induced positive mood which has obvious implication for preventing stress. Hence the present study is an attempt to focus on “Emotional intelligence and occupational stress of men and women police” with the following objectives: to assess the emotional intelligence of men and women police, to assess the occupational stress of men and women police and to know the relation between emotional intelligence and occupational stress of men and women police.

MATERIAL AND METHODS

The study was conducted in Dharwad taluk of Karnataka state during the year 2014-15. The research design followed was correlation design and differential design with randomized technique. In Hubli-Dharwad there were about 22 police stations covering rural and urban areas of Dharwad taluk. There were 115-120 women police and 3000-3500 men police working in various police stations. Among total, 50 per cent of women police and 2-5 per cent of men police who were working at rural and urban police stations were considered for study. Hence, the study comprised of 120 police from 12 police stations, among which 60 were men and 60 were women police selected from rural and urban areas of Dharwad taluk.

The structured questionnaire was used to collect the personal information like name, age, education, number of family members, years of experience, location of police station, distance between residence and work place, duty period and opinion about the work. The Socio- Economic

Status scale developed by Aggarwal *et al.* 2005 was used to know SES. Emotional intelligence questionnaire developed by Dulewicz and Higgs, 2001 was used to assess the emotional intelligence of police. It consisted of 84 statements with 7 subscales, viz. conscientiousness, intuitiveness, influence, interpersonal sensitivity, motivation, emotional resilience and self awareness. Each subscale has 12 items. The score of each sub scale ranges from 12 to 84. Based on sten scores emotional intelligence has been categorized as low, average and high levels. Occupational Stress Index developed by Srivastav and Sing, 1984 was used to assess the occupational stress of women and men police. The scale consisted of 46 items with 12 components viz., role overload, role ambiguity, role conflict, unreasonable group and political pressures, responsibility of a person, under participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions and unprofitability. Response to each statement was obtained using a 5 point likert type scale. Occupational stress was classified as low, moderate and high levels depending upon total scores.

RESULTS AND DISCUSSION

The demographic characteristics of the men and women police included general characteristics, work related profile and socio economic status of men and women police, such as age, educational level, family size, marital status, caste, work experience, duty period, opinion about work and distance to work place. The general profile of men and women police is indicated in table 1.

Table 1. General Characteristics of men and women police N=120

Variables	Men (60)	Women (60)	Total Police (120)
Age (years)			
21-30	33 (55.0)	22 (36.7)	55 (45.8)
31-40	14 (23.3)	16 (26.7)	30 (25.0)
41-50	07 (11.7)	16 (26.7)	23 (19.2)
51-60	06 (10.0)	06 (10.0)	12 (10.0)
Family size			
Small	30 (50.0)	33 (55.0)	63 (52.5)
Medium	27 (45.0)	24 (40.0)	51 (42.5)



Large	03 (5.0)	03 (5.0)	06 (5.0)
Educational level			
SSLC	03 (5.0)	04 (6.7)	07 (5.8)
PUC	28 (46.7)	33 (55.6)	61 (50.8)
Degree and above	29 (48.3)	23 (38.3)	52 (43.3)
Marital Status			
Married	38 (63.3)	44 (73.3)	82 (68.3)
Unmarried	22 (36.7)	16 (26.7)	38 (31.7)
Caste			
Upper cast	19 (31.7)	26 (43.3)	45 (37.5)
OBC	33 (55.0)	25 (41.7)	58 (48.3)
Scheduled cast	07 (11.7)	07 (11.7)	14 (11.7)
Scheduled tribe	01 (1.7)	02 (3.3)	03 (2.5)
Socio-economic status			
Upper High	-	-	-
High	02 (6.7)	03 (5.0)	05 (4.2)
Upper Middle	40 (66.7)	37 (61.7)	77 (64.2)
Lower Middle	18 (30.0)	20 (33.3)	38 (31.7)
Poor Middle	-	-	-
Very Poor	-	-	-

The demographic characteristics of police indicated that, the age range of the police was between 21 and 60 years. Majority of the police (45.8%) were in between 21 and 30 years followed by 31-40 years, 41-50 years and 51-60 years respectively (table 1). Around 52.5 percent of the police belonged to small sized family followed by medium and large sized families (42.5 and 5% respectively). Regarding educational level of the police, about half of the police (50.8%) had completed PUC followed by degree and above (43.3%) and SSLC (5.8%). Most of the police were married (68.3%). In case of caste, 48.3 percent of the police were from other backward caste followed by upper caste, scheduled caste and scheduled tribe. The study conducted by Sundaram and Kumaran (2012) revealed that 56.6 percent of the participants were from 20-29 years of age followed by 30-39 years, 40-49 years and 50-59 years of age. 54 percent of them from other backward caste, 20.8 percent were from scheduled caste and 5.5 percent were from most

backward caste. Socio economic status (SES) of police indicated that about 64.2 percent of the police were in upper middle SES followed by lower middle (31.7 %) and very few in high category of SES (4.2 %). The variation in the SES of police constables was observed because SES is measured as economic status from all the sources of income including their salary and contributions of family members. The results are in line with study conducted by Onkari and Itagi (2015).

Table 2. Work profile of men and women police

N=120

Variables	Men	Women	Total
Work experience (no of years)			
2-5	16 (26.7)	22 (36.7)	38 (31.7)
6-10	19 (31.7)	18 (30.0)	37 (30.8)
11-15	02 (3.3)	04 (6.7)	06 (5.0)
16-20	13 (21.7)	05 (8.3)	18 (15.0)
>21	10 (16.7)	11 (18.3)	21 (17.5)
Duty Period (hours per day)			
8	-	33 (55.0)	33 (27.5)
9-16	20 (33.3)	15 (25.0)	35 (29.2)
>17	40 (66.7)	12 (20.0)	52 (43.3)
Distance between residence and work place (km)			
0-5	37 (61.7)	29 (48.3)	66 (55.0)
6-10	14 (23.3)	13 (21.7)	27 (22.5)
>11	09 (15.0)	18 (30.0)	27 (22.5)
Work satisfaction			
Not satisfied	28 (46.7)	03 (5.0)	31 (25.8)
Neither satisfied or not satisfied	15 (25.0)	11 (18.3)	26 (21.7)
Satisfied	17 (28.3)	46 (76.7)	63 (52.5)

The work related profile of police (Table 2) revealed that, the work experience of police ranges between 2-30 years. Majority of the police personnel (62.5%) had 2-10 years of experience followed by more than 21 years of experience. With respect to duty period, about 43.3 percent of the police indicated that they worked more than 17 hours per day followed by 29.2 percent worked for 9-16 hours and 27.5 percent worked for 8 hours per day. It is highlighted that 66.7 per cent of men work more number of hours when compared with women. As per the government rules it is compulsory to work for 8 hours per day, but in case of police it is observed that about 43 per cent of them worked and 29.2 percent indicated that they worked about 9-16 hours which is higher than minimum work hours per day. All men police worked for more than 9 hours per day which might be one of the reasons for stress among police. About 55.0 percent of the police had to travel up to 5 km distance to reach work place from residence and 22.5 percent of the police had to travel 6-10 km as well as more than 11 km of

distance. Travelling from one place to another place might cause stress among police due to traffic, waste of time in journey, pollution, no facility to travel etc. With respect to opinion about the work, more than half of the police (52.5%) were satisfied with police work, 25.8 percent were not satisfied with work and about 21.7 percent of the police were in confusion state whether satisfied or not satisfied with police work. The police personnel who expressed work satisfaction opined that they have respect towards their job, respect in society, helping people in difficult times or controlling anti social elements, patriotism, uniform, power and challenging nature of job. Those who have indicated as not satisfied with work were listed problems as, work load, problems with superiors, peers and juniors, inadequate resources and facilities, political pressure, allocation of leave, salary etc. Similar factors which deals with satisfaction of job has been observed in the study conducted by Nagar (2009) and the results are in line with study conducted by Onkari and Itagi (2015).



Percentage distribution of men and women police by level of emotional intelligence is interpreted in Table 3 which indicated that 38.3 per cent of men and 36.7 per cent of women police had developed high conscientiousness

followed by average. These results conveyed that these police had shown great consistency in their words and actions and demonstrated a high degree of personal commitment to their goals.

Table 3. Percentage distribution of men and women police by level of emotional intelligence.

N=120

Sl. No.	EI Components	Men			Women			χ^2	Men	Women	t-value
		Low	Average	High	Low	Average	High		Mean scores \pm SD	Mean scores \pm SD	
1	Conscientiousness	16 (26.7)	21 (35.0)	23 (38.3)	20 (33.3)	18 (30.0)	22 (36.7)	0.69	2.03 \pm 0.84	2.11 \pm 0.80	0.55
2	Intuitiveness	03 (5.0)	15 (25.0)	42 (70.0)	11 (18.3)	37 (61.7)	12 (20.0)	30.54*	2.01 \pm 0.62	2.65 \pm 0.57	5.77*
3	Influence	40 (66.7)	15 (25.0)	05 (8.3)	37 (61.7)	14 (23.3)	09 (15.0)	1.29	1.53 \pm 0.74	1.41 \pm 0.64	0.91
4	Interpersonal sensitivity	23 (38.3)	14 (23.3)	23 (38.3)	17 (28.3)	18 (30.0)	25 (41.7)	1.48	2.13 \pm 0.83	2.00 \pm 0.88	0.85
5	Motivation	21 (35.0)	10 (16.7)	29 (48.3)	12 (20.0)	27 (45.0)	21 (35.0)	11.54*	2.15 \pm 0.73	2.13 \pm 0.91	0.11
6	Emotional resilience	38 (63.3)	08 (13.3)	14 (23.3)	38 (63.3)	11 (18.3)	11 (18.3)	0.83	1.55 \pm 0.79	1.60 \pm 0.84	0.33
7	Self awareness	19 (31.7)	30 (50.0)	11 (18.3)	27 (45.0)	22 (36.7)	11 (18.3)	2.62	1.733 \pm 0.75	1.86 \pm 0.70	1.00
Emotional intelligence		30 (50.0)	26 (43.3)	04 (6.67)	25 (41.67)	34 (56.67)	01 (1.67)	16.43*	1.45 \pm 0.62	1.72 \pm 0.49	2.60*

Figures in parenthesis indicate percentages

*significant at 0.05 level of significance

**significance at 0.01 level of significance

There was no significant association as well as no significant difference between gender and conscientiousness and results confirmed that men and women respondents were similar in their conscientiousness. In case of intuitiveness, majority (70.0 %) of men had developed high intuitiveness and 61.7 per cent of women had developed average intuitiveness. Which indicated men police were able to make decisions in difficult situations and when faced with incomplete or ambiguous information. This is possible only when they use their previous experience as a basis for making an intuition as assessment of a decision that needs to be made. There was significant association between gender and intuitiveness of police. With respect to influence,

majority (> 61.7 %) of men and women police had developed low status of influence of emotional intelligence. These results indicated that these police might find it difficult to influence others over their view point and be frustrated on the occasions by their lack of success in persuading to change their view point or an opinion on an issue. There was no significant association between gender and influence. Regarding interpersonal sensitivity, more than 38.3 per cent of men and women police had developed high levels of inter personal sensitivity followed by average and low which indicated that these police were likely to be highly sensitive to other people and are thus likely to engage others in problem solving and decision making, and take account of their point of view in finding a way forward. There was no significant association between gender and interpersonal sensitivity. Majority (41-48 %) of men police and overall police had developed high levels of motivation and majority of women had developed average levels of



motivation. Men police had high level of motivation found focused on results or outcomes. They also had shown high levels of commitment too and focused on long term goals and results- even in the phase of rejection or challenge. Such police would consider extending their personal motivation by identifying the critical factors that maintain their drive and focus. Women police expressed that the police ability to maintain a focus on achieving a significant goal or result might vary from one situation to another. It means, in some situations such police might tend to focus on short term goals and actions at the expense of clear long term goals or aspirations. To develop a strong motivation they should think of situations in which they have successfully sustained long term performance, identify factors that motivated them and use new understanding about commitment and apply to a wider range of situations. There was significant association between gender and motivation. It was interesting to note that 63.3% of men and women had developed low levels of emotional resilience which indicated that these police found it hard to perform consistently in situations when they were under pressure. They might have become frustrated by challenge or criticism and found it difficult to perform effectively in real life situations. There was no significant association between gender and emotional resilience. In case of self awareness majority (50%) of men had developed average self awareness. Majority of women police had developed low self awareness. It means men police were generally aware of their feelings and emotions in interpersonal and work

situations, though there were some situations in which this might not be the case. They might find that even though they were aware of their feelings and emotions, they were unable to control their impact on the way in which they behaved as much as they would like. Results confirmed that men and women respondents were similar in their self awareness.

In case of overall emotional intelligence, majority of men police had developed low emotional intelligence followed by average and low. Majority of women police had developed average emotional intelligence followed by low and high. In case of police 50 percent of had average emotional intelligence followed by 45.8 per cent had low and 4.2 per cent had high category of emotional intelligence. There was highly significant association. The results are supported by the study, conducted by Brunetto (2012) revealed that police' emotional intelligence affects their job satisfaction, wellbeing and engagement and their turnover intentions and Kalaiarasiet al. (2014) found that, understanding the emotional intelligence level of employees helps to achieve the desired outcome and provide suitable training to the managers and employees to regulate their emotions in order to help them to achieve the organization objectives efficiently and effectively.

The results of component wise percentage distribution of men and women police by level of occupational stress is presented in table 4.

Table 4. Component wise percentage distribution of men and women police by level of occupational stress

N=120

Sl. No.	OS components	Men (60)			Women (60)			X ²	Men	Women	t-test
		Low	Moderate	High	Low	Moderate	High		Mean ± SD	Mean ± SD	
1	Role overload	03 (5.0)	09 (15.0)	48 (80.0)	07 (11.7)	14 (23.3)	39 (65.0)	3.16	24.63 ± 2.59	23.55 ± 4.37	1.65
2	Role ambiguity	25 (41.7)	32 (53.3)	03 (5.0)	27 (45.0)	30 (50.0)	03 (5.0)	0.14	11.13 ± 2.41	10.86 ± 1.90	0.67
3	Role conflict	07 (11.7)	34 (56.7)	19 (31.7)	02 (3.3)	50 (83.3)	08 (13.3)	10.30**	15.86 ± 2.02	15.86 ± 2.30	0.00
4	Group and political pressure	09 (15.0)	21 (35.0)	30 (50.0)	16 (26.7)	19 (31.7)	25 (41.7)	2.51	13.93 ± 3.18	13.63 ± 3.48	0.49
5	Responsibility of a person	11 (18.3)	40 (66.7)	09 (15.0)	27 (45.0)	33 (55.0)	-	16.40**	9.40 ± 2.05	9.35 ± 2.08	0.13
6	Under	19	17 (28.3)	24	05	24 (40.0)	31	10.25**	13.41 ±	12.60 ±	1.49



	participation	(31.7)		(40.0)	(8.3)		(51.7)		3.03	2.08	
7	Powerlessness	31 (51.7)	23 (38.3)	06 (10.0)	25 (41.7)	27 (45.0)	08 (13.3)	1.24	8.86 ± 2.17	8.90 ± 2.26	0.08
8	Poor peer relations	03 (5.0)	46 (76.7)	11 (18.3)	04 (6.7)	33 (55.0)	23 (38.3)	6.51*	12.13 ± 1.73	12.55 ± 2.04	1.20
9	Intrinsic impoverishment	37 (61.7)	13 (21.7)	10 (16.7)	27 (45.0)	27 (45.0)	06 (10.0)	7.46*	10.75 ± 2.58	10.317 ± 2.56	0.92
10	Low status	36 (60.0)	21 (35.0)	03 (5.0)	33 (55.0)	24 (40.0)	03 (5.0)	0.33	7.28 ± 1.975	7.50 ± 2.08	0.58
11	Strenuous working conditions	06 (10.0)	26 (43.3)	28 (46.7)	13 (21.7)	35 (58.3)	12 (20.0)	10.30**	13.53 ± 2.84	13.12 ± 2.87	0.79
12	Un profitability	10 (16.7)	30 (50.0)	20 (33.3)	10 (16.7)	33 (55.0)	17 (28.3)	0.38	7.416 ± 1.46	7.00 ± 1.92	1.13
Occupational stress		06 (10.0)	34 (56.67)	20 (33.3)	02 (3.33)	36 (60.0)	22 (36.67)	2.15	148.20 ± 17.80	145.23 ± 9.60	1.26

Figures in parenthesis indicate percentages

*significant at 0.05 level of significance

**significance at 0.01 level of significance

In case of role overload, majority of police (80% men and 65% women) had high levels of role overload followed by moderate level and low levels. It means that these police had high role overload, which makes the person frustrated by challenge and may find it difficult to perform effectively in real situations. There was no significant association between men and women police. As per mean men had high role overload than women police these results are in line with the study conducted by, Hunnur (2014). Sibnathet *al.* (2008) revealed that stress was due to excessive workload, inadequate rest and time, leave and salary issue. With respect to role ambiguity, 53.3 per cent of men police and 50 per cent of women police were in moderate levels followed low and high levels. There no significant association between men and women. This means that both men and women police had similar levels of stress due to role ambiguity. This indicated that police require clear instructions from higher officials regarding in their role in different situations. With respect to role conflict, more than half of the police (56.7% men and 83.3% women) were belonged to moderate level followed by high (31.7% men and 13.3% women) and low (11.7% men and 3.3% women) levels of role conflict. As many of the police indicated moderate level of role conflict, it may be because of limited resources, infrastructures and varied problems situated. The chi-square value (10.30) was significant and

there was significant association between the gender and role conflict of police.

In case of unreasonable group and political pressure, about 50 per cent of men police and 41.7 per cent of women police had high levels of stress from group and political pressure followed by moderate and low levels of occupational stress which means political pressure within department or outside department causing stress among police personnel. There was no significant association between men and women police. These results are in line with the study conducted by Sibnathet *al.* (2008) revealed that stress was due the factors such as excessive workload, inadequate rest and time, political pressure, lack of co ordination among colleague. Nagar (2009) concluded that higher percentage of stress in police work was due to work load, problems with superiors, peers and juniors, political pressure and salary. In case of responsibility of a person, majority of men and women police (66.7% and 55% respectively) belonged to moderate level followed by low and high levels and none of the women found under high dimension of responsibility of a person. There was significant association between gender and responsibility of a person. It may be because men police has entered the police force much earlier than women police. Usually challenging responsibility will be handled by men police than women police. With respect to under participation, majority of police (40% men and 51.7% women) had high levels of under participation followed by moderate (28% men and 40% women) level and low (31.7% men and 8.3% women) levels. There was significant association between gender and under participation of police. It means that poor participation in the department



work causing stress. It might be due to unequal distribution of work, role ambiguity and role conflict. To increase the participation in work the higher officials should give clear instructions to their subordinates without any partiality. There was significant difference between men and women police.

Regarding powerlessness, about 51.7 per cent, 38.3 per cent and 10.0 per cent of the men police belonged to low, moderate and high dimension respectively. 41.7 per cent, 45.0 per cent and 13.3 per cent of the women police belonged to low, moderate and high dimension of powerlessness respectively. Which indicated that not having power to do the things / work causes stress or waiting for the order of higher authority even in critical situation causing stress. There was no significant association gender and powerlessness. As per mean women was suffering more from powerlessness than men police. This may be due to male dominant structure of our society. In case of poor peer relations, more than half of the police (76.7% men and 55% women) were belonged to moderate level followed by high (18.3% men and 38.3% women) and low (5% men and 6.7% women police) levels of poor peer relations. This indicated that peer support helps an individual to come out from stress and strenuous situations. The chi-square value (6.51) was significant at the 0.05 level of significance. It revealed that there was significant association between the gender and poor peer relations of police. This indicated that lack of communication, limited peer support, less interaction between colleagues may cause stress. With respect to intrinsic impoverishment, 61.7 per cent, 21.7 per cent and 16.7 per cent of the men police belonged to low, moderate and high dimension of intrinsic impoverishment; 45.0 per cent of the women police belonged to low as well as moderate dimension respectively and only 10.0 per cent of the women police belonged to high dimension of intrinsic impoverishment. The chi-square value (7.46) was significant at 0.05 level of significance.

Regarding low status dimension of occupational stress, about 60.0 per cent of men and 55 per cent of women, 35.0 per cent men and 40 per cent women, 5.0 per cent of both men and women police were in low, moderate and high dimension of low status respectively. This may be due to efficient higher officials and providing only initial information regarding any problems. Usually higher officials are involved in in-depth investigations and taking decisions regarding complicated problems. Police work under them as subordinates and information facilitators. It was also noted that low status was causing less stress when compared with other components of occupational stress. There was no significant association between men and women police. With respect to strenuous working conditions, 46.7 per cent of men police had high level of strenuous working conditions followed by 43.3 per cent

moderate and 10 per cent of men police had low dimension. 58.3 per cent of men police had moderate level of strenuous working conditions followed by 21.7 per cent low and 20 per cent of men police had high dimension. The chi-square value (10.30) was significant at the 0.01 level of significance. It revealed that there was significant association between gender and strenuous working condition of police. The reason may be tense circumstances in their work, it might be because of long working hours, work overload, or any communal conflicts in sensitive areas. In order to prevention as well as detection, crime police stations should be separated from law & order police stations. These results are in line with the study conducted by Hunnuret *al.* (2014) revealed that high stress causing components were role overload, role conflict, unreasonable group and political pressure and strenuous working conditions. In case of unprofitability, more than half of the police (50% men and 55% women) were belonged to moderate level followed by high (33.3% men and 28.3% women) and low (16.7% of both men and women police) levels of poor peer relations. Though the police work is challenging and daring, the returns and appreciation they receive after completion of work found not high as in the other government department. This kind of unprofitability and lack of appreciation regarding their work causes stress among police personnel. There was not significant association as well as not significant difference between the gender and unprofitability of police.

In case of overall occupational stress, majority (56.67 % and 60%) of men and of women police had moderate levels (33.3% men and 36.67% women) of stress followed by high and low levels (10% men and 3.33% women) of stress. However there was no significant association between men and women police. Indicating that irrespective of gender, policing causes occupational stress. These results are in lined with the study conducted by Nagar *et al.* (2009) pointed out that majority of the police had moderate stress followed by high and low stress level. As per mean men had high stress than women police. The reasons could be having to work for more than 17 hours per day, distant travelling from residence to work place, lack of facilities in the department, dealing with criminals, more work load, alertness during duty hours. These results are supported by the study conducted by Hunnaret *al.* (2014) revealed that high stress causing components were role overload, role conflict, unreasonable group and political pressure and least stress causing components were unprofitability and low status. Nagar (2009) concluded that higher percentage of stress in police work was due to work load, problems with superiors, peers and juniors, political pressure and salary.

Relationship between demographic variables and emotional intelligence and occupational stress is given in Table 5.



Table 5. Relationship between demographic characteristics with occupational stress of men and women police
N=120

Sl. No.	Demographic Variables	Emotional Intelligence (r)	Occupational Stress (r)
1	Age	0.11	-0.11
2	Education	0.14	-0.04
3	Marital status	-0.05	0.01
4	Family size	0.08	-0.18*
5	Work experience	0.20*	-0.12
6	Duty period	-0.07	0.18*
7	Work satisfaction	0.09	-0.33**
8	Distance from residence to work place	0.21*	0.18*
9	Socio economic status	-0.12	0.05

*significant at 0.05 level of significance

**significant at 0.01 level of significance

It revealed that there was significant and positive relation between work experience, distance between residence and workplace and emotional intelligence which indicated that higher the work experience increases the emotional intelligence of police. It might be due to experience, age, exposure to the outside world. It also indicated that distance between residence and work place increases emotional intelligence of police which might be due to the increased social network, exposure to the outside world, media and meeting variety of people. These results are supported by the study conducted by Aremu and Tejumola (2008) revealed that emotional intelligence among police could not be determined by age, marital status and length of service. There was significant and positive relation between duty period, distance between residence and workplace and occupational stress which indicated that higher the duty period increases the occupational stress of police. It might be due to long hours of duty, no rest and no time for family.

It also indicated that distance between residence and work place increases occupational stress of police which might be due to the pollution, transport problem and long hours of journey. There was significant and negative relationship between family size, work satisfaction and occupational stress which indicated that higher the family size increases stress among police and those who were not satisfied with job were more having higher occupational stress than other. These results are supported by the study conducted by Solekaret *et al.* (2011) revealed that number of working hours has significant association with stress among police personnel. He *et al.* (2005) revealed that work environment problems explained more stress when compared with gender and race. Sibnathet *et al.* (2008) and Onkari and Itagi (2015) expressed that stress was due to long duty hours, political pressure, excessive work load, lack of coordination among colleagues. Sekar (2013) pointed out that there was no



association between gender, years of service and income with occupational stress.

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