

**"THE CONVERGENT OF PSYCHO-SOCIAL ISSUES ON PROFESSIONAL STRESS  
AND ITS COPING STRATEGIES OF WOMEN POLICES' IN MADURAI CIRCLE OF  
TAMIL NADU"**

**S.MANICKA VASUKI,**

Part time Ph. D., (Management) Research Scholar, PG and Research Department of Business  
Administration, Government Arts College, Paramakudi 623 701.

**Dr. M. VEERASELVAM,**

Assistant Professor and Head, Research Supervisor, Department of Business Administration,  
Government Arts and Science College, Sivakasi - 626 124.

**ABSTRACT**

Women are always brightening by the way delivering their different character in the society and family. In same, being a Police service is highly responsible and respective job in society. Unfortunately, they are suffering heavy stress by job conflict, over duty, negative public image and others. This is the problem, which is going to investigate the female Police personnel's job stress and their coping strategies from the stress. The study is conducted in Madurai circle of Tamil Nadu state is well suitable place where the female dominating by male in generally. In methodology, the study is going to use, the structured questionnaire to know their stress better by using different types of psycho-social factors and may use appropriate statistical tools to get a new dimensions of data. Apart from this, the study may highly useful to their professional and personal life by the way of giving the right path or policies for living peacefully in both character.

***Keywords: Stress, Women Police, coping strategies, psycho-social factors.***

---

**I. Introduction:**

Generally women are having good administrative skill and power to control the critics; we have vast proof from ancient period to till now. They were entered in every field which is restricted by male dominated but now no more exceptions like space, law, defense, construction, political and many more. On the way, they are living with different characters in personal and official life so it's more chances to getting stress from both lives and same time there is highly important to recover the stress to lead better work life balance. If they are given importance to anyone, automatically other one is collapsed. The case were highly suitable for Police personnel

life, as stated, stress is a vital part of the life of a Police personnel. They were often encountering stressful situations in their daily work, and these stressors have cumulative effects. But, every person is subject to stress, but Police are at greater risk than other people for the reason of job conflict, moonlighting, under load-overload work, courts, and negative public image are some important factors and stressors which affect police family life negatively. They are facing four type of stress which is, physical and psychological, administration and organization work load, from the external organizational and confronting the individual stress. Although women are suffering from the same stressors as their male counterparts, they are also to be subject to additional stressors associated with their minority status in a male dominated profession.

## II. REVIEW OF LITERATURE:

**Kristina and Stephen (2015)** reported that working women are facing higher level of stress than compared to men. The stressors are multiple roles, discrimination and stereotyping.

**Essien and Stephen (2014)** observed that annual leave and getting assistance from colleagues as the most widely used organizational and personal stress coping strategies by female employees of commercial banks in Nigeria.

**Rajasekhar and Sasikala (2013)** concluded that employed women face stress due to family responsibilities, job insecurity, workplace culture and high demand of job performance. They also concluded that effective management of stress involves preparing role occupants to understand the nature of stress, directing stress for productive purposes, and making role occupants to understand their strength and equipping them to develop approach strategies for coping with stress

According to a study conducted by **Bakshi et al.,(2008)** states that maximum percent of women are facing high level of occupational stress. They also stated that due to stress working women are not able to concentrate on their kitchen needs and their household affairs.

**Abirami (2011)** found balancing family and work effectively creates stress among women. According to him the factors that cause stress among working women are perception for stress under working conditions, low monetary benefits, and stress due to improper safety and security.

According to **Sindu and Satyamoorthy (2014)** the factors that create stress and coping strategies among women managers in India. According to them role conflict, role ambiguity and work family conflict create stress among women managers. They suggested the companies should follow the coping strategies such as stress management intervention programs, career planning and redesigning the job to reduce stress.

**III. STATEMENT OF THE PROBLEM:**

Women police has identified the professional stressors; they highlighted problems with interactions with coworkers, family and society. In report says, four or five stressed-out women Police commit suicide at every year. Several inspectors and constables have died of heart attacks while on duty. They are feeling that their work are under great pressure and job is demanding and uncertain also, public expectations from the Police are high. The problem of the study is to explore the major personal and cognitive factors with professional stress, identifying the relationship between amounts of stress, causes and the convergence of psycho-social issues with their coping strategies to perform better for both lives.

**IV. NEED OF THE STUDY:**

The professional stress among Police is often viewed as an unlucky, most of people are unaware the amount of stress that Police face every day. After review of various studies, the professional stress among female Police personnel and impact of their stress and their stress reduction strategies for only Officers and Constables designations. But, this study will examine the convergence of psychology with social issues for stress and the effect of their coping strategies for women Police personnel among the entire designations in Madurai circle of Tamil Nadu. This study may fill the gap of the subject for identifying the most reason of stress out is psychology or social factors and may identifying whom taken effort to coping their stress which is family or organization.

**V. OBJECTIVES OF THE STUDY:**

1. To identify the psycho-social issues on professional stress among women Police personnel.
2. To analyze the effect of convergence for psycho-social issues on professional stress
3. To examine the impact of their coping strategies for professional stress to live peacefully
4. To explore the significance of high to low level officials on the indices of professional stress, self efficiency and coping strategies
5. To give suitable findings and suggestions based on the analysis of data.

**VI. HYPOTHESES OF THE STUDY:**

I. Mental and Physical stress management techniques reduces the level of stress among women Police.

1. (a) There is no difference in attitude towards stress management techniques among working women Police.

1. (b) Physical stress and mental stress among working women Police are independent.

**VII. RESEARCH METHODOLOGY:****(a) SAMPLE SELECTION:**

This study was conducted among working women in different sectors in Madurai District. The sample size consists of 120 respondents namely working who were chosen on the basis of stratified random sampling technique.

**(b) SOURCES OF DATA:**

The study was based on both primary and secondary sources of information.

**(c) PERIOD OF THE STUDY:**

The Study "The Convergent of psycho-social issues on professional stress and its coping strategies of women polices' in Madurai circle of Tamil Nadu" covers a period of 3 months.

**(d) Tools used in the Study:**

The collected data have been categorized and processed manually as well as through computer.

The important statistical tools used for analysis are as follows:

- Simple Percentage Analysis
- Chi-square
- ANOVA and t-test
- Friedman test

**VIII. DATA ANALYSIS:**

**Table: 1**  
**Rank analysis for Most Stressful Activity**

Particulars		Rank 1	Rank 2	Rank 3	Rank 4	Rank5	Total
Insufficient personal time	No(%)	82 (68.33%)	16 (13.3%)	7 (5.8%)	8 (6.7%)	8 (6.7%)	<b>120(100%)</b>
Not being able to take actions against criminals	No(%)	12 (10.00%)	16 (13.33%)	28 (23.3%)	27 (22.5%)	37 (30.8%)	<b>120(100%)</b>
Lack of recognition for good work	No(%)	13 (10.8%)	28 (23.3%)	36 (30.00%)	26 (21.7%)	17 (14.16%)	<b>120(100%)</b>
Meeting deadlines	No(%)	7 (5.83%)	20 (16.66%)	26 (21.7%)	41 (34.16%)	34 (28.3%)	<b>120(100%)</b>
Inadequate salary	No(%)	15 (12.5%)	15 (12.5%)	28 (23.3%)	26 (21.66%)	36 (30%)	<b>120(100%)</b>

**Source: Primary Data**

From the above table 68.33% of the respondents have given rank 1 for insufficient personal time, 30.8% of the respondents have given rank 5 for not being able to take actions against criminals, 34.16% of the respondents have given rank 3 for not completing the work on time, 23.3% of the respondents have given rank 5 for inadequate salary.

**Table :2**  
**Satisfactory Level of Stressful Activities**

Activity		VLS	LS	N	HS	VHS	Total
Working alone at night	No(%)	12 (10.0%)	25 (20.8%)	20 (16.7%)	<b>45</b> <b>(37.5%)</b>	18 (15.00%)	<b>120(100%)</b>
Working overtime	No(%)	4 (3.33%)	22 (18.3%)	10 (8.3%)	<b>45</b> <b>(37.5)</b>	39 (32.7%)	<b>120(100%)</b>
No enough time to spend with family and friends	No(%)	13 (10.8%)	28 (23.3%)	37 (30.8%)	26 (21.7%)	16 (13.3%)	<b>120(100%)</b>
Negative comments from Public	No(%)	8 (6.7%)	22 (18.3%)	13 (10.8%)	35 (29.2%)	<b>42</b> <b>(35.0%)</b>	<b>120(100%)</b>

Low salary	No(%)	13 (10.8%)	13 (10%)	28 (23.3%)	<b>38</b> <b>(31.7%)</b>	28 (23.3%)	<b>120(100%)</b>
Other family problems	No(%)	7 (5.8%)	31 (25.8%)	22 (18.3%)	<b>36</b> <b>(30.0%)</b>	24 (20.0%)	<b>120(100%)</b>
Assignment of increased Responsibility	No(%)	4 (3.3%)	38 (31.7%)	32 (26.7%)	<b>38</b> <b>(31.7%)</b>	8 (6.7%)	<b>120(100%)</b>
Difficulty in getting along with superiors	No(%)	22 (18.3%)	23 (19.2%)	27 (22.5%)	<b>31</b> <b>(25.8%)</b>	17 (14.2%)	<b>120(100%)</b>
Forced arrest or being physically attacked	No(%)	14 (11.7%)	22 (18.3%)	22 (18.3%)	29 (24.2%)	33 (27.5%)	<b>120(100%)</b>
Excessive paper work	No(%)	<b>37</b> <b>(30.83%)</b>	30 (25.00%)	22 (18.3%)	12 (10.0%)	19 (15.8%)	<b>120(100%)</b>
Need to work on holidays	No(%)	5 (4.2%)	14 (11.7%)	16 (13.3%)	34 (28.3%)	<b>51</b> <b>(42.5%)</b>	<b>120(100%)</b>
Feeling that different rules apply to different people	No(%)	6 (5.0%)	17 (14.2%)	22 (18.3%)	32 (26.7%)	<b>43</b> <b>(35.8%)</b>	<b>120(100%)</b>
Unequal sharing of work	No(%)	15	26	17	<b>39</b>	23	<b>120(100%)</b>

VLS : very low stress, LS: low stress, N:neither stress nor no stress, HS: High stress, VHS: very high stress

#### Source: Primary Data

In respect of working alone at night, working overtime, low salary, other family problems, assignment of increased responsibility, difficulty in getting along with superiors, unequal sharing of work responsibility, the respondents felt highly stressful. And in the fields of negative comments from public, forced arrest or being physically attacked, need to work on holidays, feeling that different rules apply to different people, personal insult from public or superior the respondents felt very high stress.

#### ANOVA and t-test

ANOVA is used to find out whether the group means of the dependent variable differ significantly or not based on the classification of the independent variables. They have been applied to test the significant difference between the demographic variables taken for the study and the stress level of the respondents towards their work at 5% level of significance

## ANOVA Results

**Table : 3**  
**Stress level Vs personal factors**

	Stress level of the Respondents towards work			At 5% level of significance	
		df	F	Sig.	
<b>Age</b>	Between groups	4	6.610	0.000	Accepted
	Within groups	116			
	<b>Total</b>	120			
<b>Marital Status</b>	Between groups	4	2.146	0.098	Rejected
	Within groups	116			
	<b>Total</b>	120			
<b>Income</b>	Between groups	4	6.111	0.001	Accepted
	Within groups	116			
	<b>Total</b>	120			
<b>Number of members in the family</b>	Between groups	4	2.187	0.093	Rejected
	Within groups	116			
	<b>Total</b>	120			
<b>Years of experience</b>	Between groups	4	6.214	0.001	Accepted
	Within Groups	116			
	<b>Total</b>	<b>120</b>			

The table indicates the ANOVA result for significant difference for Age, marital status, income, number of members, years of experience with stress level of the respondents. From the results the null hypothesis is accepted in the case of age, income and years of experience at 5% level of significance Similarly the null hypothesis is rejected in the case of marital status and number of members in the family.

**Friedman Test**

- **Stressful Activity**

The ranking of the respondents towards stressful activity has been analyzed by applying Friedman ranking test and it is highlighted in the below tables.

**Table:5**

**Mean ranks – Stressful activity**

Stressful activity	Mean Rank
Insufficient personal time	1.72
Not being able to take actions against criminals	3.52
Lack of recognition for good work	3.03
Meeting deadlines	3.69

**Table : 6 Test statistics**

N	120
Chi-Square	115.116
Df	4
Asymp. Sig.	.000

The table below shows the lowest mean rank of 1.72 represents Insufficient personal time which implies that it is considered as the most stressful activity which is faced by the respondent. And the next ranking is followed by Lack of recognition for good work with the mean rank of 3.03, then by inadequate salary with mean rank of 3.05. From the above test statistics table the significant value is 0.000 at 1% level of significance. As the significant value is less than .01, the null hypothesis is rejected and the result shows that the mean ranking of the respondents towards stressful activity differs. It implies that the ranking of the respondents towards stressful activity differs from person to person and it is not similar among all the respondents.



- Preference for taking leave

**Table : 7**

**Mean ranks – preference for taking leave**

Preference or taking leave	Mean Rank
Health issues	2.65
Family functions	3.80
Family issues	3.01
Maternity leave	3.76
Emergency	1.79

**Table : 8 Teststatistics**

N	120
Chi-Square	134.937
df	4
Asymp. Sig.	.000

The mean rank of 1.79 is given to “emergency” which implies that the respondents give more preference to take leave on emergency situations. It is followed by health issues with the mean rank of 2.65, then by family issues with the mean rank of 3.01, then by maternity leave with the mean rank of 3.76 and followed by family functions with the rank of 3.80. From the above Test statistics it is clear that the significant value is 0.000 at 1% level of significance. As the significant value is less than .01, the null hypothesis is rejected and the result shows that the mean ranking of the respondents towards requirement of leave differs. It implies that the ranking of the respondents towards the requirement of leave differs from person to person and it is not similar among all the respondents

- Relaxing from Stress

**Table : 9**

**Mean ranks-Relaxing from Stress**

Relaxing from stress	Mean Rank
Watching TV	2.07
Spending time with children	1.87
Going out with friends	2.64
Yoga and meditation	3.37

**Table : 10 Test Statistics**

N	120
Chi-Square	93.450
Df	3
Asymp. Sig.	.000

The lowest mean rank of 1.87 which is spending time with children is the most relaxing activity of the respondents. It is followed by watching TV with the mean rank of 2.07, then by going out with children with the mean rank of 2.64 and then followed by yoga and meditation with the mean rank of 3.37

From the above Test statistics table the significant value is 0.000 at 1% level of significance. As the significance value is less than .01, the null hypothesis is rejected and the result shows that the mean ranking of the respondents towards relaxing activity differs. It implies that ranking of respondents towards relaxing activity differs from person to person and it is not similar among all the respondents.

#### **IX. FINDINGS OF THE STUDY:**

- The simple percentage analysis depicts that majority of the respondents were between the age group of 20-30 years (53.3%).
- Out of 120 respondents 75% are married, and 61.7% of the respondents are in nuclear family.
- Majority of the respondents earn income between 15001-25000 (60.8%). 41.7% of the respondents said that their experience falls between 5-10 Years.
- In a day 85% of the respondents are working more than 12 hours.
- 75% of the respondents are working overtime more than thrice a week and 53.3 per cent of the respondents have no transfer in job.
- As well the respondents are satisfied with drinking water, wash basin, toilets, first aid, restroom for relaxation and 68.3 per cent of the respondents sometimes face difficulties while working.

#### **X. SUGGESTIONS:**

- The working conditions need to be improved. Proper toilets, changing rooms and other basic amenities need to be provided to the women police
- Organizing regular training programs, counseling and medical checkups will help women police to manage their stress.
- Women police officials are usually with a high level of personal commitment to the job on the hand. The department and high level officers can recognize this and encourage personal responsibility amongst its staff which will lower its levels of stress.

## **XI. CONCLUSION:**

Stress is a growing problem in the workplaces and a particular magnitude for women Police. The problems due to high levels of stress can be exhibited physically, psychologically and behaviorally by an individual. The most serious effects of stress relate to performance. The number of female officers has significantly increased in recent years. The results shows that women police have a problem of working alone at night, overtime work, negative comments from public, increased assignment and work on holidays.

## **XII. LIMITATION OF THE STUDY**

The female police were a bit hesitant to reveal the negative aspects in spite of the confidence given to them that the study in meant for academic purpose and that personal details will be maintained in total confidential.

## **XIII. SCOPE FOR FURTHER RESEARCH:**

Police are like real heroes, but most of the people are unaware of the amount of stress that police face every day. When compared to other occupation, police job is considered as highly stressful and stress is as an integral part of the life of a professional police officer. Especially female police personnel face more stress related problems than their male counterpart as they manage the family commitments and also working in law enforcement. The department should regularly organize training programs and personal counseling to stress management of women police.

## **REFERENCES**

- [1] Ansuman Panigrahi, Adithya Prasad Padhy and Madhulita Panigrahi (2014), “Mental health status among married working women residing in Bhubaneshwar city: A psychological survey”, BioMed Research International, 2014.
- [2] Babin, B. J. & Boles J, S. (1998). Employee Behavior in service environment: A model and test of potential differences between men and women. Journal of Marketing. April Vol. 62(2): 77-91.

- [3] Joshi, B. K. Stress Management, Published by Mrs. Shashi Jain for painter publishers 2007, 1st Edition.
- [4] Aujla, P., H. R. Gill and Sandhu, P. "Sociological and Environmental Factors Causing Stress Among Women and Fighting Techniques Used", J. Hum. Ecol., 15(3): 207-213 (2004)
- [5] Dr.M. Dhanabhakym and J.Malarvizhi, "Work-Family Conflict and Work Stress among Married Working Women In Public and Private Sector Organizations.", International Research Journal of Business and Management, vol no VII, issue 10, October 2014.
- [6] Dr. Rajasekhar and B. Sasikala, "An impact of stress management on employed women", Language in India, ISSN 1930-2940 Vol 13, No 4, April 2013.
- [7] Sussanna Toivanen 2012, "Social Determinants of Stroke as Related to Stress at Work among working Women: A Literature Review", Stroke Research and Treatment, Hindwai Publishing Corporation, Vol 2012.
- [8] Kh.Tomba Singh, AS Rapheileng; A study of occupational stress on entrepreneurship in Manipur; www.selptrust.org Research Explorer;ISSN: 2250- 1940;Vol2:Issue6;Jan-July2013