

**A Study of Stress among Male and Female Police
Personnel and Social Work Intervention
with Special Reference to Pune City**

Minor Research Project

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Duration

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DECLARATION

We hereby declare that the work presented in the project report entitled '**A Study of Stress among Male and Female Police personnel and Social Work Intervention with Special Reference to Pune City**' has been carried out by **Ms. Geeta Joshi (Principal Investigator)** and **Ms. Ketaki Gokhale (Co-Investigator)** submitted to **Indian Council of Social Science Research, New Delhi** for the partial fulfillment of Minor Research Project.

The said research report is our own efforts and not duplication of any other research report. The list of references for secondary data is attached at the end of the each chapter.

Place : Pune

Date : | |

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CHAPTER I

INTRODUCTION

1.1 Introduction:

The Preamble to the Constitution of India provides us as a nation and polity directed by the values of Democracy. The Indian democracy gives its citizens the right to vote (adult franchise) without any discrimination on any grounds, who elect their representatives and Government at all levels.

‘We the people of India’, the preliminary words of preamble of constitution clearly indicates that the democratic spirit is the base to the constitution of India. India is democratic country and people elect their government at all levels. Citizens enjoy their right to vote without any discrimination. India is an experimenting ground to study the dynamics and relevance of democracy in the third world.

After Independence we have always raised the question and doubted whether we have progressed well on the path of democracy. We always rethink about nation’s development and protection. On one hand are the Armed forces that are striving and struggling at the borders of our country and on the other hand the police force that is struggling within the country for safeguarding the citizens. The primary responsibility of the Police force is to maintain law and order in the society. Each and every citizen requires police services for various reasons and to solve their problems. The concern may be personal, social, health, psychological, economic etc. But now days due to advancement of technology, nature of crime is also changing. Insecurity is spreading among the public. Children, women and senior citizens are the most vulnerable groups of our society and are subjected to crime. People are reporting a crime today unlike the olden days where it was kept under wraps for the fear of social stigma.

Due to urbanization, migration is increasing day by day and cities are getting overcrowded. Existing police force is unable to meet the demands of the increased population. This imbalance is unable to fulfill the needs and expectations of public. The Police personnel are accountable to government, public and judiciary. They have to perform their roles in the frame work of law and order. Though they perform in multidimensional roles, they have little or no platform to present themselves and their

concerns. The Police Act of 1861 governs most police forces in India. The National Police Commission, 1979-81 (NPC) was aware of the need for reforms in legislation governing the police and went on to draft a 'Model Police Act' in its Eighth Report submitted in 1981. Unfortunately, this proposed bill which was developed as a response to the context of the times, and addressed to end some of the ills that plague policing, has not been adopted by any state. Nevertheless, it has served as the template for nascent initiatives for many who are trying to replace the outdated Police Acts in respective states with more relevant legislations.

Research studies show that police though are the backbone of our society is ignored. By virtue of the work pattern that the police personnel are involved in, they are subjected to high levels of stress. There are a numerous reasons for the stress.

1.2 Problem Description

'Stress' is defined as a response to a perceived threat, challenge, or change, a physical and psychological response to any demand, a state of psychological and physical arousal.

A recent definition of 'Stress' by McEwen refers to 'events that are threatening to an individual and which elicit psychological and behavioral responses.'

Stress is defined as 'A particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being.'(Saxsena 2000 p.4)

Every human being has to deal with stress. Life without stress is impossible. Although stress is mostly known for its negative effects, it also has a positive side. It motivates us, challenges us, and helps us change when change is needed (even if we don't want to change). Overcoming stress can provide personal rewards, such as feelings of competence, strength and even elation.

1.3 Stresses at Work:

Over the past two decades, all over the world, there has been a growing belief in all sectors of employment that the experience of STRESS AT WORK has undesirable consequence on the health of individuals and their organizations. In USA,

the estimated life-time prevalence rate of various stress induced psychological disorders is reported to be 32%. In Japan, KAROSHI, i.e. 'death from overwork' is said to kill some 30,000 workers every year. In India, the prevalence of serious mental disorders is about 1-2% and that of less serious mental disorders is about 5-10%. However, there is growing evidence about much greater prevalence of stress in Indian working population as casual factor for all psychosomatic illness in general and mental disorders in particular. Self destructive behaviors such as smoking, intoxication, work avoidance, failed relationships and suicide also result of the 779,000 people who lost their own lives in 1993, over 87,000 were Indians (Saxena, 2000).

1.4 Police, Stress and Health:

Freud (1974) compares the psyche to a tea kettle and stress to the pressure building up inside the kettle when it is heated. According to him, if the pressure is properly vented or expressed all goes well. If not, it will build up and may cause a person to explode in the form of anxiety, anger, depression, sexual impotence and a host of other psychosomatic ailments including ulcers, migraine headaches, diabetes and heart disease.

Studies of the stress-health linkage have been conducted on different organisations and special occupational groups (Pestonjee, 1992) including the police force. An extensive study of the police personnel found evidence for the impact of job related stresses on dissatisfaction with the job, boredom, depression, anxiety, irritation, and psychosomatic complaints (Joseph, 1980).

Work related stress may not only be caused by the work environment but also by factors such as, relationship with the family, friends, and the larger society. Relationships involve a two way processes. Thus, the family, work place, friends and the society in which the police personnel work, are affected by stress.

1.5 Sources of Stress in the Occupation of Police Personnel:

The psychological hazards of work, which are experiences that may be stressful and/or otherwise carry the potential for harm for a police officer, can be

elaborately discussed under nine different characteristics of job, work environment and police organization. These are based on the research “Stressful characteristics of work”- consensus table proposed by Tom Cox (Research Report no. 61/1993).

1.5.1 Organizational Function & Culture

The Indian Police Act, 1861 is the basic foundation of the present day Indian Police. It is, therefore, correctly said that the present day Indian Police System, in the contemporary context, has become old, archaic and out-dated. Poor task environment and lack of definition of objectives means Indian Police is a functionally centralized organization and no efforts have been done to decentralize the police functions; e.g, more emphasis on routine tasks.

- **Poor problem solving environment:** Lack of human resource, police force, excess work load, stressful unpredictable situation, maintaining a constant state of ready alertness, functioning in public view etc are some major circumstances of work environment that may have an impact on work efficiency of police force. e.g., investigation of sensational and controversial cases.
- **Poor developmental environment:** The police organization is a quasi military structure and has the problems like law enforcement, promotions and duty hours. However, the provisions for its development are not equivalent. Atmosphere of mistrust at all levels, dissatisfaction due to no grant of leave, inadequate housing / security of the family, lack of further training and acquisition of newer technology, etc. are the imperative factors for the increase of stress. There is very little time for self development and grooming of officers is practically nonexistent.
- **Poor communication:** This is one of the weaknesses in police system, which is lack of free expression and communication. The organization is highly formal, with an authoritarian long chain of command. In such an atmosphere there is little scope for creativity and innovation. There is a pyramidal structure, and those on the top perhaps have no time or environment for innovation which results in the system becoming outmoded and dysfunctional.

- **Non supportive culture:** Police personnel have lack of support from senior officers, inadequate praise and rewards, procedural injustice, and even inconsistent policies regarding evaluation, accountability, promotion and transfer.

1.5.2 Role in Organization

The items related to relevant components of the job life which causes stress in some way or the other, such as role overload, role conflict, unreasonable group/political pressure, responsibility for person, under participation, poor peer relationship, powerlessness, intrinsic impoverishment, low status, strenuous working condition and unpredictability (Nagar 2009). e.g. lack of rewards no matter how well one may perform.

- **Role conflict:** Conflict has always been one of the major causes of stress. This becomes more conspicuous in the Police force. The conflicts that arise between dispatchers and officers can become personal and aggressive, and may result in increased stress in the work place (Brandenburg, 1988).
- **High responsibility for people:** Although most of the police persons are exposed to the same external occupational and organizational stressors, all of them do not develop psychological morbidity.(Kaur, Chodagiri Reddi 2013) e.g., petitions by public

1.5.3 Career Development

Wikipedia defines career development as “Career Development is the lifelong process of managing learning, work, leisure, and transitions in order to move toward a personally determined and evolving preferred future.”The aspects related to career development become predominant reasons for stress.

- **Career stagnation:** The feeling of oneness is obvious in the face of outside attack, but in their day-to-day working, it seems to be lacking. When positioned at a designation for a period longer than the usually prescribed tenure results in career stagnation. e.g. promotion lag- career ceiling.

- **Status incongruity:** Police personnel have a feeling of being a stranger as they have to deal with various levels and people. Due to transfers, police may not be able to develop rapport with the public.
- **Poor Pay:** A municipal sweeper, who works for eight hours a day and has a right to unionize, gets about Rs. 100 more per month than a constable who is rule-bound to be on duty for 24 hours, never paid overtime, and not allowed to join a trade union as Kanetkar (1978) has shown. This is a major factor that will be the basis of this research, considering that more than 80 per cent of the police force is constables. Inadequate income is a natural breeding ground for corruption.
- **Low social value to work:** It depends upon the public apathy towards the police and the negative police image. The relationship between the Police and the society is brief and contextual.

1.5.4 Decision-Control

- **Low participation in decision making:** Due to tight hierarchy, rules and regulations, police do not have access to participation in decision making process.
- **Lack of control over work:** Most of the time police profession is based on legal frame work which is out of control. Such legal process take long time or lengthy process. e.g., inability to redress genuine grievances of subordinates
- **Little decision making in work:** Lack of scope for decision making. As police profession is based on legal procedure and court proceedings, every action is totally dealt with as per law guidelines. Hence there are limitations for police to take decisions. Even political interference also affects on decision making.

1.5.5 Interpersonal Relationship at Work

- **Social or physical isolation:** For various reasons, police work in 12 hour shifts while the labour law provides for an 8 hour shift. In view of the shortage of man power, heavy crime work and uncertain law and order duties, policemen have to work for 16 hours at a stretch. They also do not avail weekly holidays, casual leave, earned leave and the other gazetted holidays. (Umranikar 2009)

- **Poor relationships with superiors:** Constantly changing superiors' leads to poor leadership or personal incompatibility, interpersonal conflict and violence, personal incompatibility to deal with peers and subordinates.
- **Lack of social support:** The findings of the various committees and commissions constituted to suggest measures to reform the Indian Police have indicated that the Indian Police suffer from a number of organizational paradoxes, procedural, anomalies, personnel shortcomings and behavioral deviances which have impinged upon their performance, functioning, efficiency, image and public relations. e.g., in the process of investigation, prevention, investigation of crime; coordination with other departments/sections.

1.5.6 Home/Work Interface

- **Conflicting demands:** There has been a work and personal life imbalance seen in the Police force. The reasons are long hours of duty, absence of leaves, no planning of holidays and cancellation of leave. This also generates stress among the family members. Some of them are under more stress when family members are unable to understand their problems, or they misunderstand them. Sometimes there is gross neglect of family and social obligations due to pressures of work. E.g. low support at home: non-professional spouse, marital incompatibility
- **Lack of provisions:** residential facilities, schooling of children

1.5.7 Task Design

- **High uncertainty in work:** In majority of cases and investigation into property offences have very much uncertainty and lack of variety in work pattern, boredom in routine duties, plethora of records creates stress among police personnel.
- **Role insufficiency:** Many police personnel have physical and psychological capabilities however all these capabilities are underutilized.
- **Continual exposure to groups:** The police force is constantly subjected to political interference; trade unions, student's etc. Frequent law and order problem, unlawful assemblies, riot situations are few stressors.

- **Work overload:** There is often a duty of VIP *bandobast*, extra *bandobast* in case of festivals, police security to film personalities and so on. Besides this, there is patrolling by foot, motor cycle etc. They are engaged in surveillance duty which consists of watching without the suspect knowing it. *Nakabandi* is very common where they check suspected persons and keep watch on the unwanted accused persons.
- **High level of pacing:** The police are under constant pressure to show results under inadequate facilities, newer modus operandi of criminals, increases in quantitative workload due to difficulty in detection and investigation.

1.5.8 Work Schedule

- **Shift working:** Long and inflexible work schedule: wearing of uniform for long hours, lack of sleep due to long duties, night shifts, over burden of work and overall stress is also responsible for creating the stress. It due to unforeseen developments everyday.(Saxena, 2000)
- **Police Training:**

Those who want to join the police force through the constabulary exam enter the force at the lowest ranks of the force. Their starting rank is that of a Police constable. Those who join the Police force through the state examination (Maharashtra state Public Service Commission) hold a starting rank of Sub Inspector of Police. Officers who join the police force through the civil service examination (UPSC) also known as the IPS exam hold a starting rank of Deputy Commissioner of Police. Generally the IPS officers make it to the highest rank of Director General. Source: Bombay Act No. XXII OF 1951. THE MAHARASHTRA POLICE ACT.

*(As modified up to 16th January, 2013)** In this Act it is depicted that, The State Government may appoint any Police Officer not below the rank of Superintendent to be the Principal of the Police Training College, Nashik, or any other Police Training College established by it.

The Maharashtra Police Academy began as a Police Training School at Pune in the year 1906 but was shifted to its present location at Nashik in the year 1908, when the buildings and other infrastructure for the Police Training Schools were

ready. The Police Training School was re-designated as Police Training College in the year 1961 after the formation of the Maharashtra State. The State Government further upgraded the Police Training Centers to that of an Academy in the year 1990 renaming it as Maharashtra Police Academy.

Ever since its inception in 1906, the Maharashtra Police Academy has been providing basic training to the Deputy Superintendents and Sub Inspectors of Police of Maharashtra. Police Training is essence of Police work force and it definitely reflects on personality of police personnel of various cadres.

The police force is updated with various laws and its implementation. The outdoor activities focus on the physical fitness of each trainee and make them capable to face contemporary challenges. The training itself has vast curriculum for Indian Police Service, Deputy Superintendents and Sub Inspectors of Police and for constables. Looking at the content of curriculum, there is felt need of inclusion of stress management techniques, coping mechanisms techniques, conflict resolution techniques, positive attitude building, self awareness and empathetic skills. In the current curriculum of indoor subjects for Police Sub Inspector and Deputy Superintendent of Police level training apart from Indian-Penal Code, Cyber Crime Investigation, Police Rules/ Regulations/ Manual, the human behavior and management subject is included. Various teaching methods are used by trainers like case study on the topic, as many examples as the time permits, film / clips if available on the topic, joint lecture along with guest speaker / practicing professionals of the field, demonstration / practical if applicable /possible. Course content is divided on the basis its importance (priority) and coded as must know, should know and may know.

Table No. 1.1
Priority Code

No	Priority	Code
01	Must know	P-01
02	Should know	P-02
03	May know	P-03

However, due to lesser periods allocated to cover P-02 and P-03 topics, at least, the basic information on the content should be given to the learner.

Under the Police Station Management & Crime Control subject, Human behavior, organisation behavior, self awareness topics are included and under the Management Techniques subject, Group Dynamics and team building, Conflict Management, Time management, Stress management (P-01) topics are incorporated in the training.

In the basic Training Course of Police Constables recruits there are various subjects like Personality Development and Ethical Behavior in which Police Community relations, Creative thinking, and Character building topics are included. Skill development courses are also highlight of this training which includes Self Mastery, Inter Personal Relation Relationship Mastery, Team Building Communication Skills and Effective Body Language

1.6 Social Work Intervention:

Social work always deals with human wellbeing, no matter from where the person comes from, what his background and status is. Social work is a profession that extends help to an individual, group and community, who seek professional help. Social work has its own methods, knowledge base, principles and ethics. Professional help always results in change in attitude, perception and behavior of the person in problem. Social work believes that a person is not responsible for his problem but the situation is responsible for the same. Thus professional social work provides services to enable the person to identify his capacities, qualities and resources to solve his own problems. It also helps the person to learn problem solving skills and techniques in consideration with limitations.

Within social work, practice groups are effectively used to support individuals in growth, rehabilitation, personal change and for prevention of personal and social breakdown. A group can also be used for development and change of the group environment, for modifying systems, and for changing some of the institutions of the society. Social science research on groups has produced enough evidence on the effects of groups in influencing individual attitudes and values and achieving goals but not so in influencing or changing the system or societal situation outside of the

group. Hence, social workers use groups as medium for variety of objectives with different client group (H.Y.Siddqi 2008). The focus and the intervention categories are given by the Hartford (1972) i.e. focus could be change in the behavior of the members, change in the condition outside the group and task orientation. He considered the scope of the group work ranging from influencing individuals to accomplishing social change. There are various social organizations, educational institutions and social workers working with police personnel to extend support in dealing with correctional area. When any individual is not fully satisfied with his work he/she may not satisfy others. People only look at police department with lot of expectations but overlook their psychological needs and concerns.

1.7 Theoretical Framework

Job Demands/Decision Latitude Theory of Karasck (1979) suggests that employees in jobs are perceived to have both low decision latitude and under a synergistic effect of true interaction. Karasck defined 'Decision Latitude ' as the working individual's control over his task and his conduct during the working day and job demands as the psychological stressors involved in accomplishing the workload.

Transactional theories of stress (Cox and Mackay 1981) focus on the cognitive processes and emotional reactions underpinning individuals interactions with their environment .e.g. Appraisal is a conscious process of realization that individual is having difficulty in coping with demands and threats to his well-being, and second that coping is important and the difficulty in coping worries or depresses him.

Consensus Model reveals that the stress state is perceived as a conscious state but the level of awareness of the problem varies with the development of that state. Cooper (1986) developed Stressor Strain Model. Strain is potentially multifaceted manifestation of stress. e.g. psychological disorders, self destructive behaviors, deterioration of performance etc.

It is an established fact that physiological response to stress is positive in acute stage. i.e. active behavioral exposure may result in negative effects e.g. exhaustion and risks of stress in induced disorders.

- **Life Skills:** One of the frame works used in working with group is the assumption that many people lack the requisite skills and experiences to cope with stresses in their social relationships. The group worker can also help them to learn new life skills to update their competence to cope with stresses and sources of stresses. (Siddiqui 2008)
- **Emotional Support:** Many persons experience trauma due to variety of reasons. This produces stress and could become traumatic. Reaction to stress may vary such as withdrawal or opting out, depression, loss of control, in ability to concentrate, irritability, disturbed sleep or eating patterns, flash backs and emotional numbing(Carll,1994) this will require a different set of life skills and coping strategies to survive. The studies indicate that emotional support from others who have undergone a similar trauma is helpful (Shelby, 1994). The findings are used to form groups of persons having suffered a trauma to provide emotional support to each other.
- **Psychoanalytic Theory:** Freud's Psychoanalytic Theory suggests that through dire, mutual interpersonal communications, members build interpersonal skills, adaptive capacities and ego strength and develop self awareness of their behavior and its implications in a group situation. The cohesiveness of the group helps the members to feel secure and able to share the intimate personal details of their life and to act out their conflicts in the safe and supportive environment of the group.
- **Field Theory:** Kurt Lewin (1946) was one of the pioneers to scientifically study group functioning. He introduced several concepts to help in the understanding of forces at work in the group. Some of them are: a) Role: Status, rights and duties of group members. b) Norms: rules governing the behavior of group members; c) Power: the ability of members to influence one another; d) Cohesion: the attraction the group members feel towards one another and towards the group; e) Consensus: degree of agreement regarding goals and other group phenomena; and f) Valence: the potency the goals and objects in the life space of the group.
- **System Theory:** Talcott Parsons (1951) describes about the social systems that are constantly facing new challenges as the environment around them and within is constantly changing. Therefore, they must act to maintain the equilibrium if

they have to survive. This act of survival depends upon four basic functions: a) integration b) adaptation c) pattern maintenance, and d) goal attainment.

- **Conflict Theory:** Sociologists have identified two broad categories of conflict.
 - 1) **Endogenous Conflict:** this refers to sources of the changes from within a society.
 - 2) **Exogenous Conflict:** this refers to changes from without or between systems.

1) Endogenous Conflict highlights the following sources of conflict.

- a) Inherent predilection to change.
- b) Conflict over the differential distribution of resources such as wealth, power, and prestige.
- c) Conflict of values
- d) Conflict of authority
- e) Conflict between individual and collectivity.

2) The Exogenous Conflict identifies three sources

- a) Wars
- b) Cultural invasion
- c) Conflict of ideology

The above social science theoretical formulations, studies and experiences of researchers with the police stations as part of field work of the department largely gave an opportunity and permitted the research investigators to realize the unseen facts of police community. This further resulted in inspiring the research investigators to focus on present research. Many research studies by various disciplines have focused on stress of police personnel and suggested remedial interventions and stress management skill training program. The present research was conducted in Pune city and three police stations. Male and female police personnel participated but the representation of females in police system is very low. The present study was a social work research, and the researcher implemented social group work method for

intervention for the police personnel who are under high stress. The relevant theories of group work were mainly focused and applied in present research.

It is an experiment to identify the feasibility of social work intervention with people who have very busy and unpredictable work pattern. An attempt has been made to gain insight into the relationship that the police personnel have with the external environment and their own organization. The effect of intervention on the level of stress was calculated and measured by applying statistical tests. The present study shows the efficacy of social work intervention on individual and group levels of stress. The final results show that the level of stress was found to be decreased after the intervention. Even the implementation of group work method was useful in the present study.

The study will help the practitioners to apply the same intervention methods with other such cases and groups. It will also help practitioners to maintain data to evaluate practice with each case.

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CHAPTER - II

REVIEW OF LITERATURE

Khan (1983) elaborated the functionaries of policing in ancient India and how it changed during *Ashokan* period and the Muslim rule, *Shahjahan's* reign – the *sultanate* period. During this *Mughal* era, *Muqaddams* (the village headmen) were often assigned certain police functions by the *Subahdars* (vice regents of the emperor) looking after provinces. *Muqaddams* were supervised by *Faujders*, posted at subdivisions. The *Faujders*, was known as the Officers of Police and judge to all crimes. During that period only the concept of police brutality is apparent from the word *dands*, meaning a stick, which expresses coercion, force and punishment. A police functionary was never employed solely for police work, as understood and carried out today.

The historical literature review related to police high light the British influence on the Police system being powerful and to a great extent we are following the same to date. The British period can be intensively studied - the first period of which covers 1757 to 1860. The other period covers 1860-1947. On 9 December 1775, the institution of the *Faujdar* was reintroduced and it continued till 1781 under the charge of the Deputy Governor of the Provinces of Bengal & Bihar. Lord Cornwallis came to India in September 1786 and abolished the *thanedari* system & a *darogha* was appointed to operate in 400 square miles.

In the fifth report of the select committee of the House of Commons on the affairs of East India Company in the tenure of Lord Minto the dismissal of *kotwals* & *darogas* in large number on charges of misconduct is mentioned. It was recommended that police forces be separated from *Zaminadars* as it would eliminate chances of corruption, negligence and make the Police function directly answerable to the Governor for their performance.

Lord William Bentick (1803-1807) appointed a Police Committee in December 1804 to improve its efficiency. In 1804 the first Superintendent of Police was appointed to look after the Calcutta, Dacca, and Murshidabad areas.

To gain a comprehensive understanding about formation of the Police Act, this literature review provides basis that the Indian police functionaries were under a British Superintendent of Police from 1853 onwards, mostly in each districts of Bombay. The advent of 1857, the Government of India Act, 1858 and the passage of company's Territories (to Queen Victoria), the advent of Lord Canning as Governor General and the Police Act V of 1861, with 47 sections, were the result of the Police commission, 1860.

The developments that took place in three or four years bought in the second phase of the Indian Police during the British period. A Bill was passed on the 16 March 1861 and it came into force as the Indian Police Act on 22 March 1861.

The Police in India never developed as a 'People's Police' or 'Citizen Police' as it curtailed its day to day functioning to detective & punitive measures, safe guarding persons and property. Peel's Reforms, 1829, further strengthened the police system in England, made it efficient & thus generally came to be loved by society. But in India there is rarely a mention when Police, as an organization, was considered to be an instrument or an organ of society, leading to stability and development.

The evidences show that the Indian society had remained passive and apathetic for the last 10 centuries to such conditions. The then British masters did not allow the Indian people to have a voice in the administration not to talk to the Police for serving the community on British pattern, the report of the police commission was with help from the public till as late as 1904.

On a theoretical level, the police organization and its relationship to environment itself indicate the basic antagonism because of the role it has to play in a given environmental set up. However the intensity of criticism will depend on the internal factor(s) as far as the organization is concerned and the external social mechanism and as far as society is concerned.

Principles of Police Conduct are essential for their professional behaviour. Mulik (1969), mentions hot twelve principles which high light onthe rights of the citizens, firm and impartial enforcement of law without fear and favour, malice or vindictiveness. As the Police do not have judicial powers and are not expected to punish any offenders. While dealing with people police, the Police are supposed to use decent language, not to be harsh, insulting or vindictive tone. The

police should work on preventive and curative measures. The very motto of the police, 'protect the people' enjoins that crime must be prevented. Police and public are equally needed to work for successful maintenance of the life, wellbeing, internal peace and security, strength and prosperity of the community. The trust from public is totally depending on conduct of police and it is need to be realized by police.

One of the principles also reflects that the police must come to the service of the people at all times even though it may be outside the law enforcing function. Another principle explains that police shall always place duty before self, should remain calm and good humored to sacrifice their lives in protecting those of the others. One more principle describe about the character of the police, that police should be always courteous and well mannered. Attachment to result, attachment to wealth and honor, attachment to pomp and show, these are all weaknesses in a man's character which lead to the path of evil.

Police prestige is depending on how police keep their private lives scrupulously clean, develop self restraint and truthful and honest in thought and deed in both personal and official life. Last but not least policeman should be loyal to the force and maintain high standard of discipline and obedience.

All above principles are self explanatory about conduct of police and their relations to the community to maintain peace and harmony in the society. All the principles are equally applicable to all police in India. Integrity is the rock on which the foundation of entire police work is based. Honest police officer is natural leader.

Thinking of these principles today genera public find totally controversy picture of police man either people have lot of fear about police personnel or they are not bother about them. Here in this research, the gap between police and public is identified. How system affects on police force and increase stress and what would be the stress management module

Any profession need ethical base and police are the backbone of the society. Police Ethics emphasize that, Police is an institution which must be devoted to the service of the people at all times. Hence it is essential for police man to follow a very high code of ethics in his work. Integrity, non attachment, gentlemanliness, reliable, law observance, nobility, good man are some of the core ethics need to be followed by the police.

Ethical concerns are applicable to every profession especially those who are dealing with human being and their issues. In this research investigator tried to find out why police men are not able to follow the ethics and which social factors are responsible for the same.

Umranikar (2009) described areas of Police Reforms and further mentioned need to learn lesson from International Police reforms. The most successful police reforms in modern times include the British police in 1829, The Japanese police and the Singapore police. The successful reforms have basic commonalities e.g. Firm Political Will, Committed and visionary Leadership, Ownership of the vision, Respect and support of the public etc.

Review linked to Police Reforms in the Past reveals that, excess of the emergency era had compelled the central Government to take a serious look at the police, which resulted in the establishment of the National Police Commission (NPC) in 1977.

The NPC produced a monumental report addressing the implementation of the recommendations did not materialized; the report generated nationwide debate on police reforms leading to a number of committees such as the *Padmanabha Committee*, the *Riberio committee*, the *Malinath Committee* and other papers on police reforms. It also led to a Public Interest Litigation (PIL) in the Supreme Court of India.

However none of these efforts led to any concrete action mainly due to the controversy regarding the Central Government's role in enacting on the subject of police, which is a state subjects as per the constitution. Whether the recommendations of all these commissions and committees are now adequate or appropriate to meet the present and future challenges is moot print. (Umranikar 2009, pg.31)

There are several reasons for the lukewarm response to police reforms in India. Firstly like the British, political masters of the day continue to use the police in furthering personal and partisan interests, resulting in relative law enforcement and distribution of favors to prolong their rule. Secondly since reforms are laborious and call for hard work and unforeseen challenges, the bureaucracy is usually in favor of status quo. The fear of the unknown and inability to foresee the future could be the

other reasons why police chiefs have shown little inclination to initiate reforms. Another significant factor is the public perception of police.

Our literature review suggests that it is imperative to more needs to be done than mere structural changes within the system. It is essential to now look at the police as service organisation meeting those needs of the society that are essential for safety, security, quality of life and peace community involvement, Problem oriented policing and proactive policing strategies need to be adopted in the changing scenario of society.

Khan (1983) articulates about research and policy development of the Police organization, and throws light to draw attention towards research, specifically in the selection of personnel, their training, their career development and the external causes, such as the legal framework in which the police organization has to function and the intense public criticism.

The Police, as an organization, more than any other field of study stands poorly researched. The police as a concept in the Indian context, and the development of police as an organization in this country have not been adequately investigated.

At present, no policy stands clearly outlined and no tentative agenda has been drawn up with regard to specific topics relating to police organization as far as research is concerned. Review further supports needs for efficient Police. The police as an organization has to learn a lot from modern psychology and research and in its endeavor to make its functionaries service worthy and through its own institutions.

Psychology attempts all human activities come within its scope and to the police organization, psychology can be applied profitably. Factors such as fatigue, food, recreation, social, political, economic and psychological inheritance in reaction, to a police functionary need urgent attention.

Reviews accentuate that in the police organization, co-relation or compassion between the functionary and his performance is not possible without research and psychology for police.

With research and experimentation, selection procedures, improved training techniques, with *particular* stress on the psychologically suited to their particular jobs will ensure the optimum use and conservation of human resources available to society in the shape of functionaries.

Only through research, the capacity of a person in relation to normal (expected), level of working, a combination of mental & physical work, fatigue, overtiredness due to overwork, recurrent night duties, with inadequate rest, can be determined. Factors, such as irregular and unbalanced diet the absence of positive recreational, diversionary activities, monotonous living conditions in barracks and distaste for work can only be determined through experimentation on the psychological side, personality factors, motivation, distraction, the state of emotional straight personal and professional pressures and conflicts are important variables demanding proper understanding through research.(Khan 1983 p.38)

Only research, if taken today, will reveal what pattern of personality is best suited to the organization. The techniques of effecting behavior modification as to suit the jobs in the organization can be arrived at only as the result of systematic research. The interpersonal behavior of a functionary and the importance of physical, social and professional excitants can be understood only after carrying out research (Khan 1983 ,p.39)

In the police organization on psychological stresses which precipitate illness or symptoms of depression will be of great significance. How emotional stress or disturbance in different work situations, in which a functionary experiences fear, insecurity, resentment, exposure to overwork, fatigue, public criticism etc, evokes a certain type of behavior needs to be investigated Psychosomatic disorders and the extent of their prevalence.(Khan 1983 ,p.42)

Muhammad, Shukla (1974) conducted study on ‘Women Police in India’ and suggest that women police have to play a positive role in several areas of law enforcement. The educational requirement would have to be correspondingly raised and suitable training programs designed with adequate emphasis on sociological role of women police. Women police should be physically and psychologically trained to cope with mob. They carryout sensitive tasks are relating to interrogation and investigation of offences involving women and children.

Instead of dispersing them in ones or two in individual police stations, it would be desirable to post them in sizeable groups and achieve a fair degree of centralization in command, control and operation. Author also suggested the establishment of police lines for women. Author highlighted these necessary

measures for women police for smooth functioning. Here in this study stress related men & women police issues are compared and measured.

Tripathi, Naidu, Thapa. Biswas (1993) in their study about, ' Stress, Health and Performance a study of police organization in Uttar Pradesh' described problems faced by police personnel. e.g. Irregular working hours, Leave problems, No social life, No promotion, Family neglected and separation, Risk to life, No Government support, Inadequate infrastructure, Pressure of officers, Political influences, Frequently transfers Transport house, Attitude of officers, Children education, Mass inadequate, Poor salaries.

Study recommended some possible measures that it is important to alter public opinion about the role and image of police personnel through a system of public relations exercise in which the constructive and positive role of police ought to be emphasized.

There is need for the police organization to open a process a dialogue involving personnel at different levels with the communication as well as making provisions of prompt redressal of grievance as in armed forces where monthly Bad Khannas and durbars are the norm.

Study also suggested that there is need for structural changes within police system so that long term stress arising from work and family services could be better dealt with. Police personnel should be trained in social skills, human relations and time management which will be beneficial and conducive to their growth. Psychosocial prevention program should be introduced with the thrust on enabling vulnerable persons to avoid unchangeable stress and increasing their stress resistance. Police personnel should be encouraged to develop a sense of "learned resourcefulness i.e. the belief that they can effectively deal with manageable levels of stress. Investigators focusing on stress management programs/training.

Channabasavanna (1996) reported reasons for stress psychological problems reasons reported for stress and psychological problems. e.g. heavy workload and long working hours without break, conflicting orders from senior officers, which cause lot of confusion for the policemen and prevent them to do their job in a stress free way, high level of stress due to undue harassment by senior officials, cannot give time to families, as they do not stay with their families, lack of appropriated leave facilities

was felt to be a major source of stress, poor job incentives and security, lack of additional facilities for families and self like.

Investigator suggested further research and action for stable mental health. Police personnel and their officers should be educated about coping strategies to deal with job stress and help one self and others.

Some family welfare programmes should be started for promoting positive mental health measures and for minimizing stress. Psychologists, psychiatrists or counselors should be posted in Police hospitals for helping identifying and minimizing stress in the force. Study also recommended that Police officials need to be sensitized for identifying stress related problems in their force and to try out different stress reduction techniques.

Researchers concluded that, mental health professionals should be made available at the state and district levels to develop regional strategies for promoting positive Mental Health Program.

Srivastava (1995) studied on 'Role of the Police in a Changing Society' and reported about public perception towards police was unfavorable. The reason for this distorted perception was the nature of duties and functions, media exaggeration past legacy and isolated personal experiences accountable for it. Fairness and impartiality of work are frequently impaired by consideration of status and wealth of the parties, pressures from politicians. Improvement in these conditions of country will increase the efficiency of police. Even people are very reluctant to co-operate with police during investigation.

The police officers made the following recommendations with regard to changes in the role of police. Police Act of 1961 should be thoroughly revised. Maintenance of close relation with public and role of police must be linked with the suggestions of public at all stages.

The manner of conducting training given to policemen the adequacy of the latest and new model of arms and ammunitions, new developed means and instruments for investigation should be according to modern society and atmosphere.

Human rights should be respected by the police and they should be more accountable towards public. There should be no political interference of any kind in recruitment and working. The social legislations have to be enforced and the police should try to be police-friendly by performing its assistance function satisfactorily. The investigator compares and identified the gap between police and public relations. Actually there is need to reform police system then result will be positive.

Mishra (1995) studied on 'Stress and coping: A case of Orissa Police' and recommended need to focus on coping strategies. Study reveals that occupational stress is a result of the interaction of various psycho-social job characteristics. Occupational stress leads to changes in the mental health and psychological well beings of employees in the organizations. To reduce the negative effects of stress inducing occupational dimensions of mental health, the perceived organizational support is very important.

Perceived organizational support is important & accounts for evaluating judgments, attributed to the organization relating to satisfaction with the employee as members of the organization and with the employee's performance, anticipation of the employee's future value, appreciation of the employee's extra effort's, consideration of the employee's goals and opinions, the organizations concern about fair pay, job enrichment, full use of the employee's talent and employee's satisfaction on the job and the employee's well being.

Researcher concluded that in the Indian context, the inter relationships amongst psychological and organizational variables across organization and job hierarchies might pose an issue for empirical observation. It is still controversial whether the job related factors influence the personal attributes and organizational behavior of individuals.

Siwach (2000) conducted, 'A correctional study of stress, coping skills, general well being and job outcome amongst police personnel.'

The outcome of the study was Police officers included in the present study experienced significant amount of stress. Family is being neglected; job boredom work load noxious physical environment, role ambiguity and role conflict are the stressors. While procedural justice, decision latitude and distributive justice are negatively related with police specific stress.

Gazetted Officers (GrIII) uses active cognitive coping significantly more than the non Gazetted officers (Gr-II & subordinate (Gr) The gazette officers (Gr.III) uses active cognitive coping significantly more than the subordinates. Police stress, three components of burnout and use of coping strategies are significant and positively related. Job outcome and well-being are found it be negatively related with police stress.

Multiple regression reveals that police specific stress, active cognitive coping, decision latitude and general well being emerged as significant predictors of job outcome.

Job outcome, life satisfaction, decision latitude emotional exhaustion, reduced personnel accomplishment and general well being and praise are found to be the significant predictors of police specific stress.

Investigator suggested future studies should take well being as the end variable and the causal analysis using the path analyses be done to investigate the role of stress, coping job out come.

Sahoo (2001) studied ‘Women Policing in India: A sociological study of their status and role in changing urban society’. The major findings call attention to economic hardship and sheer attraction towards this uniformed service were the compelling factor to join police for women. Majority of police women have not found any problem during training under male candidates. Mostly they did not have night duties and those who have responded that male colleagues co-operated during night duties and police women did not have any role models.

Police women felt the neglect of their household responsibilities strongly due to their professional roles but reported changes in their personality after joining the police force.

The investigator given some recommendations & conclude that more and more women should be recruited proper measures should be taken to make the profession attractive to women. Training given should be more relevant to present day social situations. The salaries of police personnel should be increased to meet the overall increasing cost of living.

Tripathi (2001) studied 'Police Administration and Work Culture with reference to police people interface in urban settings, (A case study of Meerut, U.P.)

Study suggests that police strength should be increased in accordance with population and free from political intervention. Efforts need to be made by local organisation to enhance the level of interface between police and public. Drastic change need to be made in recruitment and training. Provide welfare facilities to keep them free from domestic problems. Present and future police housing requirements need to be considered.

Kapoor, Karmarkar (2014) conducted study on, 'Police investigators Stress study' and major findings of the study are majority of police officers are under high stress. Autocratic leadership style largely exists in the police department. Positive and negative factors are affects on their stress. Investigators given some recommendations about enhancing positive factors like sensitivity and concern enhance feelings and motivate the officers.

Study also suggests controlling the negative factors like addressing behavioral and attitudinal challenges of officers. Through training programs, skill building like team work, positive attitude, stress management, cooperation. Investigators concluded to evolve feasible solutions for maintaining social life, lack of time for family, excess negativity to be handled in crimes and criminals, working on festivals.

Karunanidhi, Chitra (2010) carried out study on 'Development of the occupational stress inventory for women police.' The major findings of the study are women are dealing with operational hassles like abusive cases, handling riots, forcible arrest. Even external factors politicians, judicial system are major factors. Poor basic facilities, inadequate man power affecting on them. Women are experiencing stress due to gender and poor status in the department, domination, lack of recognition.

The above research is totally focused on women related stress and development of tool. There is need to compare the stress with men. It is necessary to develop module for stress management.

Research by Sundaram, Kumaran (2012) on the 'Stress among Female Police Constables Reference to Tamilnadu Police Department, India shows the stress level among female police.

The study conclude that Stress due to insufficient personal time, Seeing criminals going free, Lack of recognition for good work, Having to go to court, Having to deal with the media, Meeting deadlines, Working overtime, Dealing with crisis situations, Lack of opportunity for advancement, Competition for advancement Inadequate salary, Delivering a death message or bad news are the primary causes of stress among police constables. Further, it empirically investigated that age, gender, religion, service of the years, marital status, income and the place of residence in the same field has significant association with stress level among police constables.

The study suggests to regularly organizing the training programs, counseling and medical checkups for stress management of women police constables.

Selokar, Nimbatre, Ahana, Gaidhana,Wagh (2011) conducted study on ‘Occupational stress among police personnel of Wardha city, India’ The objective of the present study was to assess the level of stress among police personnel and to find the association of various factors with the level of stress among police personnel.

A cross-sectional study was conducted among 102 police personnel in Wardha city. A structured questionnaire based on The Professional Life Stress Test by Fontana was given to all participants.

Findings of the study shows the different stressors that were identified among the police personnel included criticism by superiors, excess work, no rewards, and inadequate value given to abilities and commitments and no satisfaction from work. Seventy participants scored >15 which indicated that stress in the workplace was a problem, while 32 participants scored ≤ 15 , indicating stress in the workplace was not a problem. A significant association was found with between age group, marital status, education and working hours and the level of stress among police personnel.

Further researcher concluded that, the majority of police personnel studied reported stress at the workplace. A significant association of stress level among police personnel was found between age group, marital status, and education and working hours. Hence there is a need for resources to be directed towards exploring effective ways of modifying the organization of workload and improving the management environment. Also introduction of periodical health examination may be required to detect any morbidity developing or existing among the police personnel.

Umranikar (2009) concluded and recommended measures for reforms in detailed at organisation, leadership, supervision, legal frame work, finance aspect, community level He explained that firm political will ,a committed and visionary leadership, motivated force and public support are essential ingredients for successful reforms. The existing mistrust of the police among the public and judicial system are hurdles that need to be overcome. There will be a need to adopt community involvement and problem oriented proactive policing strategies. Reforms will have to start internally through scientific recruitment, training, motivation and constant sensitization of the police personnel.

Various suggestions and recommendations analyzed and examined to improve policing, particularly in Maharashtra.

- 1. Organization:** The present system of authoritative and militaristic policing should be abandoned. Subordinate officers and men should be treated with respect and empowered to deal with the problems individual initiative. In order to build a policing system compatible there is need to have a better paid and better educated police to replace the industrial age bureaucracy with new information age performance accountability. The police should move away from the closed colonial organizational model towards a more open, democratic model having greater involvement of the community
- 2. Leadership:** Fixed tenures for police leadership positions are necessary to protect the force from undesirable, extraneous influences. Police officer is not the servant of any one, save of the law alone. The Supreme Court has also endorsed idea of functional independence of the police. The confusion between authority and responsibility creates difficulties between superiors and subordinates.
- 3. Supervision:** There should be a committee (or State Security Commission) headed by the Home Minister as Chairman, legislators, retired High Court Judges, senior bureaucrats, social scientists, academicians, business representatives and professionals to supervise and evaluate performance of the police. There should be a police Establishment Committee which would be empowered to monitor transfers, promotions, rewards and punishments, internally under the chairmanship of the DGP. A non-statutory District Police Complaints Authority should set up to investigate public complaints against the police at the police unit level.(These suggestions have been endorsed by the Supreme Court and

implemented in some form or other in Maharashtra) Organised crime syndicates ,multi-billion financial scams ,terrorism, cyber crime and others future challenges require expert handling. Expanding the system of the police commissionerates is the right response to the problems of urbanization and industrialization

- 4. Legal Framework:** The enforcement of social .legislations should be transferred from the police to the departments concerned handling the relevant social areas. Relieving the police of non essential activities, which can be undertaken by local bodies like the Municipal Corporation, Fire Bridge, Health Department, etc. will allow the police to concentrate on core activities. Special units need to be allowed to perform their specialized tasks and need to be continuously under training. ATS should have the ability to engage terrorists in live encounters till the special units arrive. The Marine police wing should be made effective.
- 5. Financing the Police:** Perspective planning, long term strategy and assurance of funds on continual and predictable basis is necessary.(Policing has been included in the plan since 2007 in Maharashtra) One of the hierarchies should be empowered to take a decision at the government level. Subject wise delegation of responsibility may result in speedy responses. The concept of public private partnership and private finance Initiative should be explored to improve and expand delivery of police services to the society. Local bodies, like Municipal Corporation, could finance traffic police requirements by creating special purpose vehicles (SPV).
- 6. Public police interface:** Police officers should be sensitized to the idea of public accountability. The formation of liaison committees at sub divisional levels and citizens committees at police station levels should encouraged. The lok Nyayalaya conciliation Cells and family courts should be used to deal with non cognizable be used to deal with or compoundable cases. Available alternative disputes redressal (ADR) mechanisms could be used to reduce the pressure on the courts. It is necessary to bring about a change in the attitude of the staff at the police station level. If the public perception remains that the police is an ineffective, ruthless, and dishonest corps the police public interface would remain hostile. There is need to change the design of the police job to make effective. Constant sensitization may help to change their attitude and behavior. Professional sections of the society like doctors, engineers, merchants etc want protection against the registration of criminal cases and arrests, claiming that the police are not aware of

their standard operating practices and hence are unable to judge criminal intent or otherwise. Weaker sections of the society are of the opinion that the police always favour the rich and the powerful.

7. **Local self Bodies & community oriented Policing (COP):** The Indian police organization and structure are two overpowering and presently, local communities have little say in their functioning. There is need to involve local self governing bodies into certain aspects of community policing.
8. **Empowering Constables:** The constable should be the first object of reform, as his behavior decides the image of the police in society. He should be made respectable functionary with due sense of values, discretion and judgment. He should be legally empowered, after necessary training, to become an investigating officer.

Khan (1983) explains various personality traits and it have an effect on performance of police personnel. The book is based on his research work on police system. Through this research author reveals that conflict, stress, anxiety and genetic predisposition look to be the cause for psychological ailment.

Organisational leaders of police demand certain duties to be performed according to given standard in a given manner where as the police functionaries due to a previously experienced (due to innate conditions) continuously make efforts to avoid certain situations. Frustration is quicker in service like police as common men and organizational leaders are quick to point out and react severely whenever poor functioning or poor results are noticed. Surely there would be (are) personnel who are healthy, who enjoy work and feel contended. However it is also a fact that a certain ranks in a given working environment are experiencing conflict, stress, and organizational stress. Conflict and role ambiguity surely affects performance adversely and well being in the context becomes important..(Khan 1983 ,p.205)

A Police is now faced with a world of increased complexity in which adjustive capacities are strained. Crime has increased, six times faster than our population has grown. The denial of warmth & human interaction burns deeply into the psychological structure of one's personality. Many of the reasons that affect personality are beyond the control of the individual policeman or the people who influence his life. In this connection, the following six aspect of a policeman's mental health need to be taken into account e.g. self perception, achievement of self-

realization, Integration of personality, i.e. a purpose and meaning of life and tolerance for stress, a realistic presentation of the world around him, self autonomy the ability to be part of the society and still maintaining individuality, ability to take life as it comes and master it, emotional maturity, self acceptance and self regard. (Khan 1983, p207)

Adorno (1983), in his extensive study, provided evidence that the syndrome of authoritarianism can be identified as a central enduring part in some people's personalities. We found characteristics of authoritarian personality in Police man. There is no single generally accepted theory of personality relevant for the police personnel.

Eysenck (1983) felt that the need of funding the dimensions of personality before a theory could be constructed while defining personality he has supported the concept of uniqueness & adjustment. He has also introduced two terms character & temperament which the personality theorists avoid.

The definition given by him can be as "Personality is more or less stable & enduring organization of a person's character, temperament intellect and physique which determines his unique adjustment to the environment and stress very much the concept of system, structure or organization."

Consequently social and organizational working conditions (satisfactory/unsatisfactory) type of functionary (personality differences) and working relationship between these variables become interesting. The formidable problems posed today are the organization/society made (adverse and negative) working environment for the functionary.(Khan 1983,p.238)

Community Policing is a philosophy based on the concept that Police officers and private citizens' work together in a creative way to help solve contemporary community problems related to crime, fear of crime, disorder and neighborhood decay. It is down to bottom approach where decision making is decentralized and initiative come from the local community and the beat police officer.

The avowed objective of community policing should be to minimize the gap between policemen and citizens to such an extent that the policemen become an integrated part of the community they serve and they earn the acceptance and trust of the community, leading to spontaneous cooperation from people in crime prevention

and security in the local area and resulting in a lasting partnership between police and the community.

In this manual mentioned parameters of community policing are Citizen inputs, nature of policing, personalized service delivery, decentralized decision making, problem solving geographic focus, police community consultation, community participation, commitment to community empowerment, ethics, legality, responsibility and trust, expanding the police mandate, demonstrating the benefits, selling the idea, grass roots creativity and support, internalise change, building for the future. (Model Police Manual Volume II, on pg No 269)

Borwankar (2009), discussed about community partnership and problem solving, compare the methods being followed by Indian Police (State of Maharashtra) and US. Further focuses on necessity of specific need based practices like constant dialog with the community and address their issues, engagement of long term relationship with citizens, need of ownership development.

Police have to face numerous situations and also handling various peoples or group of the people. Needless to say that the police men will be able to discharge. Their various duties and functions better, if they obtain good understanding of the philosophy, principles and tenets of conflict resolution and conflict management.

Causes of conflicts can be women, wealth, property, rights, claims, interests, ego, resource, allocation, religion, ideologies, governance, partisan attitudes etc. The basis of various conflicts could be personal, social, cultural, political, religious, psychological, anthropological, administrative and legal.

It is a dynamic situation and it passes through various stages. These stages move through in a life cycle situation, from its emergence to its resolution. These stages could be: Formation, Escalation, Endurance, Improvement, Settlement or Resolution, Reconstruction and Reconciliation. The conflict resolution would require the following seven dimensional mechanisms. e.g. completeness, acceptability, self supporting, satisfactory, Innovative uncompromising, unforced etc.

Effective intervention can be possible at Alternative Dispute Resolution (ADR) Approach: Here third person assists and helps the contending parties in developing a workable solution to their problems outside the court room. Arbitration

and mediation are most common techniques are used in ADR approach. (Model Police Manual Volume II, on pg No 7,8,9,10, 11)

The Cost of Freedom The Police's Future to Perform the role modern Police Officer needs to be not only a lawyer and a social worker, but also something of a scientist, marriage counselor, mediator, criminologist, sex, race and community relations psychologist and youth worker, together with having some skills as an athlete accountant and marksman, and in dealing with drug and mental problems.

Few people advocate either the police's abolition or those they should be run by private enterprises. Only the purest anarchist can envisage society without any police and in practice he might well need to look some service which would safeguard an anarchist state from being abrogated.

David (1996) described and alarming that as demands and pressure on the police increase annually, the alternative to improving police service is the more threatening option of an even more powerful private security industry plus the growth of local vigilantes. If the police are not provided with new resources and strength, they will be driven to re-examining their traditional work priorities.

The role of police service is delicate, crucial, complicated and conspicuous. The police will always have to resign themselves to suffering more complaints than any other profession or service; uniquely, in their case, a assiduity is often as little welcomed as inefficiency. Most fiction writers and a number of journalists find it easier to sympathize with a criminal than with a police officer.

The police's inability to strike or publicly protest means we take them too much for granted. Acting as neighborhood politicians who interpret the state to their constituents, the leaders of our police have always recognized that their ability to fulfill their functions depends on the public approval.

The public use the police as a scapegoat for their neurotic attitude towards crime and own lack of social responsibility, as well as for resentment that should more properly be aimed at the government. We expect him to be human and yet at the same time para-human. We welcome official protection, yet resent official interference. We employ administer the law, and yet will ask him to waive it. We resent him when he enforces a law in our own case, yet demand his dismissal when he does not elsewhere. We offer him bribes, yet denounce his corruption. We expect

him to be a member of society, yet not to share its prejudices and values. We admire violence even against society itself, but condemn force by the police on our behalf. We tell a policeman that he is entitled to information from the public, though we ostracize informers; we ask for crime to be eradicated, but only by the use of 'sporting' methods, yet we also expect him to cut corners to fight crime, without being willing to share responsibility for this with him. We criticize fail to support and deceive him; yet we cannot escape depending on him.

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CHAPTER – III

RESEARCH METHODOLOGY

3.1 Statement of problem

Society in its ever evolving pattern has witnessed social disorganization and the need for control from the very beginning. History of all civilizations details the methods and mechanisms employed to exercise social control through the implementation of rules and laws of the land in addition to stringent dictates of normative behavioural patterns at individual, family and community level. In the Indian context, the British rule in their benefit for effective governance and management had employed the mechanism of the Imperial Police Service and the Subordinate Police Service; with officers and the constabulary performing duties of implementation of laws as enacted upon by the then system of governance. Since then the Police organisation is functioning under the Indian Police Act, 1861, as modified in 1912 and 1930 - which has become outdated and outmoded.

Today the police in India, as it exists since then, is facing immense challenges to tackle the problems of the ever-increasing, diverse, developing and dynamic society; especially in performing and dispensing their core tasks and duties of providing protection, maintaining law and order at levels - as the prime governmental agency to exercise social control. There are many factors responsible at tangible and complex levels which generate limitations on the Police department and the personnel in their functioning; some of which exist within the system of the organisation and others which are posed from the overall socio-political-economic context of the given times

According to Crime in Maharashtra Report IPC offences in 2010, 84217 cases were reported in the 9 commissionerates (excluding Mumbai Railway) 33932 (40.29%) are reported in Mumbai (C) alone. Next in order of volume were in Pune (C) (13602). Thane (C) (9943). Nagpur (C) (7728) and Navi Mumbai (C) (Source: *National Crime Records* <http://ncrb.nic.in/ciiprevious/Data/CD-CII2007/home.htm>)

According to the state Economic Survey (ES) report, Maharashtra was ahead of Bihar when it came to thefts, robberies, dacoities and crimes against women and children.

As per CID reports (2005), crime rate in the state rose by 18 percent in the last five years. "Crimes against women went up by 30per cent and economic offences by 5per cent in the corresponding period". "In 2010, crimes against women rose by 8.3per cent over the last year. Cases of sexual harassment increased by 10per cent, immoral trafficking by 11per cent, harassment by in-laws by 8.6per cent, and rape by 6.9 percent."

A total of 57, 33,407 cognizable crimes comprising of 19, 89,673 Indian Penal Code (IPC) crimes and 37,43,734 Special & Local Laws (SLL) crimes were reported, showing an increase of 12.4per cent over 2006 (51,02,460). (*Source: National Crime Records <http://ncrb.nic.in/ciiprevious/Data/CD-CII2007/home.htm>*)

- IPC crime rate in 2007 was 175.1 as compared to 167.7 in 2006 thereby recording an increase of 4.4per cent.
- The IPC crimes reported a lower growth rate of 15.7per cent as compared to the fast pace of population growth of 19.0per cent in the decade.

The crime rate for IPC crimes at National level increased by 4.4per cent (from 167.7 in 2006 to 175.1 in 2007), and, the crime rate in cities has increased by 3.2per cent (from 302.5 in 2006 to 312.3 in 2007).

27, 80,559 persons were arrested under IPC crimes on an average, 1.4 persons were arrested per IPC case in the country *Source: National Crime Records <http://ncrb.nic.in/ciiprevious/Data/CD-CII2007/home.htm>*

In context of Pune city the following table indicates that the cognizable crime in rural area has increased by 59 per cent and but in city area by 44 per cent. However there is decrease of crime rate (13per cent) with regards to Pune city.

Table No. 3.1

Cognizable Crime in Pune City

Range	Total Cog. Crime in Jan. 12	Total Cog. Crime in Jan. 13
Pune Rural	940	1157
Pune Com.	1783	1945
Pune Rly.	86	50

Source: crime branch bureau Maharashtra

National Crime Record Bureau Report, 2014 shows that in Maharashtra in the year 2012 the number was 4062, in 2013 it was 4759, and in 2014 it was 5585.

The socio-political-economic context driven by globalization and imbalanced progress resulting in hap hazard urbanization and in- migration into cities; further the need for systemic social control mechanisms for better law-order maintenance for effective governance. However, the ironic reality is that over the decades the ratio of Police personnel and has not increased in the same proportions as that of the population with specific reference to urban parts; resulting in over burdening - duties like *bandobast*, *naakabandi*, police station tasks, investigation, rounds to the courts and prisons to mention a few. Often family duties and responsibilities get neglected or side-lined. Political pressures with regard to performance and dispensing of tasks and duties are other crucial factors affecting the morale of the personnel. An amalgamation of all these facets and aspects cause much anxiety and stress which are further causal factors for ineffective police work.

Professional Social-work aims at social change and development. It focuses to enhance the capacity of individual, family and group for better a better societal functioning. As such the scope of the social work disciple is vast, nevertheless it envisages reaching the unreached, and giving voice to the unheard. One of the crucial aspects of the practice of social work is to improve social well being of the human populace by employing scientific techniques and methods.

The Police is considered as the backbone of any society, due to their core identity and endeavors of protection services while being engaged in maintaining law

and thus today the increasing complexity of society and dealing issues of police personnel with society are intricate. In this research social work method and techniques, theories are applied and results are verified.

An over-worked and stressed arm of the governance which plays a pivotal and irreplaceable role, cannot be an ineffective ally in social progress for development. The above data raises poignant questions like, how police personnel are able to perform their duties in this limited work force. What are the measures taken by the system to manage their stress as part of their training? Can social work intervention be helpful for managing stress among the police personnel?

3.2 Scope of the Study:

The study was conducted in Pune City and in 3 police stations - *Swargate, Dattawadi, Sahakar* Nagar in the year June 2014 to May 2016. The study was conducted with male and female police personnel of various cadres. As it is intervention study it was conducted only with high stress police personnel. It aims to identify various stressors for male and female police personnel. The focus of the study was to find out the effect of intervention on the stress police personnel. Personality traits are major factors to know the attitude of police towards their work environment, so same personality was assessed in this study. Socio economic factors are greatly relevant any human being and their problems so the socio economic background their aim to join police force, their family problems and need of support studied in the present study.

Though stress can be relate to multidisciplinary aspect but in the present study psychosocial intervention was implemented to study various psycho social extraneous variables.

3.3 Significance of the Study:

Today stress is part and parcel of life of every human being. But when the stress becomes harmful to individual and society it needs more attention. Police are the key person of society. From grass root level to higher authority, from children to senior citizen, every part and every group of society are dependent on police

personnel. In this speedy life people are facing lot of difficulties in day to day life. Increased crime rate spreading insecurity among citizens for which ultimate help expected from police but the public never think about them that they are also human being.

The significance of present study is that, the major and important part of the society is invisible and ignored. The study elucidates the other facet (invisible) of police personnel in front of society. Many studies describe about the stressors of police and suggested remedial measures but in the present study actual remedial input provided to police personnel which help them to practice some positive stress management techniques in daily life.

The present study is significant endeavor for police personnel to deal with their stress and work environment. It put forward the specific needs of male and female police personnel like night & day care centers for children, proper housing pattern for better communication in family etc. to call attention of government.

The study will helpful in developing curriculum of training about stress management. Majority of training is covered with outdoor and indoor activities and main focus is on legal frame work, emphasizing on roles & responsibilities. The present study enlightens the need of inclusion of personality development (psychological point of view), stress management, coping mechanism techniques, conflict resolution techniques in training and refresher courses.

As the role of police is helping the needy people in the society but the present study reveals the need of professional help and support to police personnel for their various personal and family problems. So the study is helpful to professional social workers and counselors to get detail understanding of one of the stake holder of correctional setting.

This study is serve as future reference to researchers, academician. It can be replicate to another sample in another geographical area which further helps to develop '*stress management model*' for police personnel.

The present study help to widen the scope of social work intervention & research, as police station is secondary setting of social work. Already social workers are working *with police personnel* but not *for police personnel*. The study is advantageous to policy makers to work for reformation of police system. It is also

helpful to new comers who want to join police force to understand what qualities they should have, to develop proper positive attitude towards the system.

3.4 Research Questions:

1. What is the nature, causes and levels of stress among male and female Police personnel?
2. How does stress affects the work efficiency of Police personnel?
3. Can social work intervention be helpful for managing stress among the Police personnel?

3.5 Objectives of the Research:

1. To study the nature of stress and the factors responsible for increasing the stress among the Police personnel.
2. To measure and compare the stress levels among the male and female Police personnel.
3. To intervene with aid of the Social Group Work method for stress management.
4. To find out the efficacy of intervention on stress of Police personnel.

3.6 Variables:

Table No. 3.2

Variables

Independent	Dependent
Work Pattern	Healthy Family relationship
Satisfaction of psychological needs	
Quality Time	
Attitude towards profession	Job satisfaction
Hierarchy differences	Stress
Personality differences	
Socio economic background	
Social and organizational working conditions	

3.7 Operational Definitions of study:

The researchers have used some concepts and constructs in the present study. These are defined operationally as follows.

1. **Stress:** It is perceived pressure, challenge, or taxing due to work environment; differs from person to person and results in psychosomatic disorder and jeopardizes persons off their well-being.
2. **Stressors:** These factors appraised by the person related to work environment responsible to increase pressure or stress.
3. **Police Personnel:** The persons who have been appointed by the police department and have served in various cadres after completing police training course and joined a police station.
4. **Cadre:** The police personnel who were specially trained for particular purpose and possessing a designation given by the police department.
5. **Social Work Intervention:** It is the practice of professional social work in providing professional help; through variety of scientific ways by using social work methods, techniques, theories and skills; in working with individuals, groups or communities in need to become independent, .
6. **Group Work:** It is the process and one of the primary methods of professional social work to help the individual in a group having common problem through programme activities to enhance their social functioning and to cope more effectively with their personal problems.
7. **Psychosocial Intervention:** It is the interpersonal or informational activities, techniques or strategies that cover biological, behavioral, cognitive, emotional, interpersonal, social, or environmental factors with the aim of improving perception and well-being.
8. **Police Training:** It is the education that prepares individuals to carry out about the duties, functions as specified and provided in the Maharashtra Police Act 1951 particularly as per their rank. The training is conducted in special government recognized institutes which functions as per the said Act.
9. **Healthy Family Relationship:** It is relatedness or connection by blood or marriage or adoption. Kinship and is mainly characterised with a sense of

belongingness, intimacy, support and encouragement through constant positive and meaningful communication.

10. **Job Satisfaction:** Contentment (or lack of it) arising out of interplay of employee's positive and negative feelings, work environment toward his or her *work*.
11. **Hierarchy Differences:** It is the variation of designation among the police personnel and the treatment meted out to the subordinates by their higher authority / by their senior's officials.
12. **Personality Differences:** It is individual variations in characteristic patterns of thinking, feeling and behaving which affects a person's perception and attitude towards problem.
13. **Socio Economic Background:** It is the condition and context of the police personnel with regard to social and economic factors of living and co-relation between them.
14. **Attitude:** It is the tendency of an individual to respond positively or negatively towards a certain situation, profession, problem or person.
15. **Work Environment:** It refers to the surroundings and atmosphere; directly in connection with the nature of work; existing or perceived; as tangible or intangible aspects; in connection with availability of resources, relations with authority and colleagues and co-workers and facilities available for the employees

3.8 Sources of Data:

- **Primary Source**

The primary sources are those sources from which the data for the study are to be collected afresh. For the purpose of the study the researcher used the following primary sources.

The primary source of data is respondent i.e. male and female police personnel from three police stations.

- **Visit to training Centers: Saradar Vallabhabhai National Police Academy, Hyderabad**

National Police Academy (NPA), trains officers of the Indian Police Service, who have been selected through an All India, based Civil Services Examination. The trained officers will be posted as Assistant Superintendent of Police (ASP) in their respective states under whom the other sub-ranks of police force will be working. Researchers had profound discussion with Dr. Nilima Yalwanti, Reader in Teaching Methodology, on research and she suggested some other important areas of research related to Police. She also emphasized importance of research in policy framing, changing scenario and need of change in the training pattern of police. Researchers also met Dr. Nikhil Gupta, IPS, Deputy Inspector General of Police and working as Deputy Director (Administration). He shown concern about research and expressed need to do more research by Centre for Police Research in collaboration with academic institution. Researcher visited library of SVPNPA and met Mr. Prakash Walke in charge of library, gone through various books and research. Mr. Durairaj had given detailed information about the indoor and outdoor training programme.

- **Visit to Maharashtra Police Academy, Nasik, Maharashtra.**

The Maharashtra Police Academy is a pioneer institution which has completed 100 years in 2007. This institution has a reputation of producing tough and efficient officers since its interception in 1906. It has been providing basic training to the Deputy Superintendents and Sub Inspectors of Police of Maharashtra. In this academy with prior appointment and communication researcher met Shri. B. G. Gaikar (IPS) Dy. Director (training & in-service). He focused on various aspect of police force like quality of police training, quality and quantity of man power. Further he described about need of soft skills, high-quality leadership, and need of development of healthy positive attitude building. He, pointed out towards necessity to reduce hierarchy gap, need to concentrate on accommodation (residential facilities) of constables, *Danda* policy also need to be changed. Under welfare activities children's education of police personnel should be focused. Honest work by police personnel can help in image building.

- **Visit to Khandala Police Training Centre, Pune district, Maharashtra.**

Researcher visited centre for police training, Khandala and had detail dialog with Mr. K. B. Jadhav, Police Inspector. In the same discussion he described about total training schedule, curriculum, and evaluation. Training program largely focus on outdoor and indoor activities, specifically law. Value education and positive attitude building is very essential in this training.

Mr. Jadhav elaborate attitude is very much matter in police profession. Use of resources in positive way is always helpful; patience and empathy are basic necessary qualities for police. Many times there are variations among trainees, some of them are 12th pass, few are graduates and few are post graduates also they are from different socio economic background. It affects on receptivity and participation of trainees in training programme. He, also throw a light on nature younger generation entering into police force. When they are enrolled in police force, they are younger and they have money in hand in early age so sometimes they do not have seriousness about profession. Instead of contributing in police profession today's police personnel are expecting a lot by the department.

3.9 Research Design:

The basic Single-Subject design was used for social work intervention research. Single subject design aims at systematic evaluation of practice through the use of scientific research techniques. This AB design involves one baseline assessment and one intervention phase. It provides better evidence of Intervention effects. Pre intervention data collected by standard scale with repeated measures (5 observations) then social work intervention was introduced with the help of social group work method. Total 12 sessions were conducted, the interval between two sessions was (Average 3 to 4 weeks) depending upon the social and political environment of city like special *bandobast* for arrival of Chief Minister, President, elections, festivals *bandobast* for each group of male and female Police Personnel. Post intervention data were collected after intervention sessions with repeated measures (5 observations).

- **Selection of cases:**

The present study aims at the assessment of the effect of social work intervention on stress of police particularly those who are under high stress. Pune city police jurisdiction consists of 37 police stations, under four zone and two regions. An approximate of the total number of Police personnel in the Pune is 13000; of which the total women personnel show a mere 15percent representation in the Police force in the city Police. Considering this wide range of police population, their work pattern and social work intervention research process the three police stations under zone two i.e. *Swargate*, *Dattawadi*, and *Sahakar* Nagar where department of social work already have network and rapport. There were total 347 male and female police personnel working in these three police stations.

The present study aims to understand various factors associated with the stress of police personnel and effect of intervention on the level of stress. To know the number of police personnel working in the police stations and to identify the high stress police personnel for the study the researcher primarily tried to organize the data from three police stations. i.e List of police personnel of various cadre, number of police *chawkies* and their locations. Researcher personally had interactions with all police personnel in police stations at the time attendance taken by Duty officer (*hajeri*) in the morning time as well as in police *chawkies* and gave detail information about present research process. In order to ensure the accuracy and assure the precision of the study the researcher devised an inclusion and exclusion criteria for the eligible samples from not getting exempted from the study.

In social work research process, the need assessment forms an important part. The researcher procured list of 347 police personnel working with above maintained 3 police stations. Total number of police personnel included the male and female. Out of the 347 police personnel, the investigators were able to cover 182 police personnel and remaining could not be contacted in stipulated time .The exclusion of such police personnel was mainly due to their sick leave, transfer or few denied to participate. Social work research is often conducted in situation in which it is not feasible to select a probability sample. (Rubin, Babbie, 2010) Police Stress Questionnaire (Operational and Organizational) were filled out by 182 police personnel by following ethics of research. The data collected was analyzed by

using SPSS and quartiles were calculated. The analysis resulted to identify 46 police personnel with high stress in third quartile. Out of the 46 identified police personnel with high stress there are 11 women police. Further in the process of collection of pre intervention data due to unavoidable reasons 28 police personnel were able to give 5 repeated measures of stress test. After this during the introduction of intervention period 25 police personnel were able to attend the sessions conducted for them and then finally total 20 police personnel were fully participated in the research during post intervention data collection.

As researcher selected three police stations, the detailed account of cases selected from three police stations after drafting a sample through census method are given below

Table No. 3.3

Details account of Cases selected from three Police Stations

Name of the police station	Total number of police personnel in 2014		Police personnel participated in need assessment process		Cases Selected	
	Male	Female	Male	Female	Male	Female
Swargate Police Station	95	15	43	13	2	1
Dattwadi Police Station	105	13	42	05	8	1
Sahakar Nagar Police Station	104	15	68	11	7	1
Total	310	37	153	29	17	3

3.10 Research Instrument:

1. **Stress Scale:** Tool finalization is a crucial part of research. Considering time constraint of police personnel, research investigators was of the view to avoid lengthy questionnaire which would not be feasible. Hence the McCreary D. R., &

Thompson, M. M (2006) police stress questionnaire (psq-op) and (psq- org) designed is based on for similar research work. As such the psq-op and psq-org are found to be highly reliable.

Table No. 3.4

Reliability Statistics

Cronbach's Alpha	N of Items
.943	20

Reliability Statistics

Cronbach's Alpha	Part 1	Value	.890
		N of Items	10 ^a
	Part 2	Value	.899
		N of Items	10 ^b
		Total N of Items	20
Correlation Between Forms			.893
Spearman-Brown	Equal Length		.943
Coefficient	Unequal Length		.943
Guttman Split-Half Coefficient			.939

Stress is ultimate dependent variable of the present study. In social work research the logic of single case designs requires taking enough repeated measures to make it unlikely that extraneous factors (such as changes in the client's environment) would account for improvements that take place in the target problem with the onset of information. Although taking many repeated measures reduces the plausibility that some extraneous event and not the intervention would explain a major shift in the data pattern of the dependent variable that occurs only after the onset of intervention, extraneous events are controlled much better when there are several shifts between baseline and intervention phases.(Rubin Allen and Babbie Earl, 2010,pg.206). Police

stress questionnaire (psq-op) was used repeatedly by meeting individual police personnel.

- 2. Interview Schedule:** - The researcher developed self structure interview schedule based on the primary information that has to be collected to reach the generalization of facts pertaining to the research. The data collected by the researcher directly from the respondents by prior permission, consent. The researcher could find that the interview schedule is also suitable to know detail socioeconomic background of police personnel and bridge the gap of data received from standard tool.
- 3. Eysenck Personality Test** is standard test of personality. It was also used after collecting baseline data of repeated measures. The same tool handover to police and gave them some time to fill with relax mind. It is found that there is significant relationship between stress and personality traits. The psychologists rightly state that personality plays a major role in the stress of police personnel. Also some external factors like political interference, pressure from seniors etc; causes stress. Beside this another important aspect is the attitude of any personnel towards his/her profession. In this context the use of Eysenck Personality Test will helped to know how personality affects stress.
- 4. Observations:** - The observation method is most commonly used. Here the information sought by the way of researchers own direct observation and assessment. It is a scientific tool which the researcher observed various situations in police stations, the situation at the time of *bandobast*, observed expressions, when police do not get holidays during festivals, election period. Further analysis will also be useful in identifying quality recruitment and quality training for Police personnel.
- 5. Formal and informal discussions:** - For the purpose of the study and verification of facts the researcher collected the data by way of formal and informal discussions with the Senior Police Inspector, Assistant Police Commissioner, and Deputy Commissioner of Police zone, II and also with respondents (participant) during the period of data collection. The researcher asked relative questions about the police system. This method helped the researcher to a great extent to cross examine the tool used.

Meeting with former police commissioner of Pune City: **Dr. Jayant Umarnikar.** He described about how the very important aspect of society is neglected at all level. There is need of consistent work for police personnel and it is impossible without public participation. Various stake holders required to support police personnel. Further sir elaborate about actual work condition of police in police stations, unavailability of resources, and work load in limited human resource. Sir explained by giving various examples of historical events the need to make Police system strong in every level as Pune city is becoming smart city.

3.11 The Pre Testing of the Tools

The self structured interview schedule and tools were selected and devised on the basis of the objectives of the study. Before finalizing the tools a pre test has conducted on a few respondents to examine whether the tools selected are relevant, appropriate, and capable enough to serve the purpose. In the pre test it was very conscientiously identified that the Interview Schedule, stress test and personality test providing necessary information pertaining to the study.

3.12 The Process of Data Collection

The finalized tools have been used for the collection of primary data. The data from the selected respondents were skillfully collected at the individual situations and convenience in a free and frank manner. The researcher tried to establish a planned open and trustworthy milieu with the police personnel. While designing the interaction with various police personnel, the researcher had in mind the focus of the goal of the research. Keeping and upholding the basic philosophical constructs of professional social work the researcher accepted the view and opinion of police personnel without attaching any judgments and interests. The researcher developed rapport with police to take them into confidence to make them in to the research process. The researcher planned the process of data collection according to intervention research.

3.13 The Data Processing, Analysis and Interpretation

The collected data was arranged by giving them response codes of the respondents and clubbed together the different tools used to drain the data from single respondent. There were two sets of data, the pre intervention base line data and post intervention data, for the analysis. The collected data was code and master chart was used for the further processing of the data as an aid for analytical work. Once the master chart was prepared the entire data on the master chart was entered on Micro soft Excel for further analytical convenience. The analysis covers the following heads.

- **Coding :**

It represents the abbreviations of different questions asked by the researcher and of the responses given by the respondents with regard to it.

The master Chart was prepared on which the collected data arranged in sequence and represented in the form of codes, and the same was entered on Micro soft excel which helped the researcher for the

Further procedures like tabulation analysis etc. The data analyzed in Statistical Package for Social Sciences (SPSS)

- **Tabulation and Interpretation.**

With the help of SPSS the collected data was tabulated and got all responses together, which made convenient for the researcher for the assessment of the pre intervention baseline data with the post intervention data.

The analysis and interpretation for the present study was done by using simple percentages. Non-parametric tests of differences like, Wilcoxon Test were used for comparing pre and post intervention data.

3.14 Duration of the research

This is Minor Research supported by ICSSR New Delhi. The research work began in June 2014 .The duration of the study was two years so it ends in May 2016.

3.15 Limitations of the Study:

The study is limited to three police stations in Pune city, Maharashtra with 20 police personnel and the duration was of 2 years.

Given the nature of this study, permissions had to be sought from the Office of Police Commissioner, Pune. Since a study of this nature was to be undertaken, a number of meetings had to be held to not just clarify the basic essence and importance but also about the process which will be adopted in this intervention based effort. Much time and energy had to be invested in following the diktats of the hierarchy of the Police Department in seeking approvals of the Deputy Commissioner of Police, Assistant Commissioner of Police, Senior Police Inspector of the three specified Police Stations to carry out each of the intervention sessions and in mobilising specific groups of the police personnel. Despite this actual number of participants present in the groups were lesser than the expected in each of intervention sessions owing to weekly off, temporary transfer to other police stations, cases being heard at the Courts, and lack of personnel needed in force.

Secondly, this being a social work intervention research study, there was a requirement of same set of individuals (in groups) as part of the research process; which was not understood by the authorities in the Police Department.

The 'stress' in the present study was considered as a perceived concept; the level of stress was measured by response given by respondent in standard scale and not measured through medical point of view. However, the findings of the study are based on information provided by the respondents which may have its own limitations. The researcher had taken immense care in every possible effort to collect authentic information.

Due to notions of social stigma and fear of the seniors in the line of authority, the possibility of the participants not freely responding cannot be ruled out. Meeting with particular respondents in given time was not possible due to their working hours, unpredictable work pattern as also their frame of mind at the specific point of time to would pose challenges in responding.

There were limitations in implementing social group work method as it is and the outputs expected from the group work was not possible due to their work schedule.

Since this has been an intervention research there are challenges in generalizing the inferences.

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CHAPTER - IV

PROFILE OF CASES

Being an intervention research study it is only pertinent that case-studies be deliberated upon. Being the fulcrum of the study these have been instrumental in charting out the course of intervention activities and analysis of impact through careful examination of the efficacy of adopted variety of intervention programmes. Considering the subject matter of the study being 'stress' and its manifestations among individuals from the Police force; each of the case-studies holds its own rendering the researchers to further justify the application of single-subject design due to the sensitivity perspective towards individual organism differences as against the group designs which are focus on the averages of groups.

As detailed in chapter -4 of this report detailing the Research Methodology, the baseline and needs assessment studies respectively, have provided for grounds for selection of twenty(20) individuals for as participants in the entire course research process, the common thread being 'stress'- affected. Each participant's profile has been briefed as provided below.

- **Case No. 1**

A is forty two years old male participant serving with the Police Department for close to thirty two years; and currently holds the position of the Assistant Sub Inspector posted at the *Dattawadi* Police Station, Pune.

Having completed B.A (Bachelor of Arts), he joined the Police department, while also being interested in enrolling in the Army. Since childhood he held this passion of serving the country men. Hailing from a rural joint-family background, he has strong bonds with his immediate and extended family members.

As an additional facet, his personality comes across as over- powering and dominating, a likely symptom of influence of traditional patriarchal social milieu. He seems to have conventional expectations from his wife about her role and responsibilities; and she appears to be meeting them efficiently.

He is however unable to perform his responsibilities as a family man, owing to long duty hours and less or no weekly-offs, resultant being insufficient time to spend at home and inability to participate in social and community gatherings. This seems to put an additional strain on maintaining healthy, positive and mutually cohesive relations with everyone at home.

With his family he is currently living in the Police Line Staff Quarters in Had apparently, Pune. He would like better facilities in the Police Line. Says, there are many avenues to rejuvenating and relaxing – like yoga, sports and meditation - in Police Department; but one can hardly make use of them due to the long working hours and often erratic schedules due to the work load. He insists that one needs a fixed routine to enjoy and benefit from these services and facilities.

He expects that the working hours should be reduced to 8 hours a day and emphasized strongly that the salary should be increased. These two aspects of long working hours and low wages are main reasons for experiencing stress.

- **Case No. 2**

B is a thirty eight year old male participant serving the Police Department with an experience of 15 yrs, currently holding the post of Police *Naik*. He is stationed at the *Dattawadi* Police Station, Pune City.

Having completed his Bachelors degree, he joined the Police Department to have a stable Government job and settle week in life. He is passionate about his work and serving the people.

Hailing from a financially prosperous joint family background, he lives with his extended family in family-house. He is married with two daughters. It appears that he is not leading a satisfying married life, owing to frequent conflicts with his wife due to probable psychological problems (wife's). He expected having a son the second time, and having another daughter instead has resulted in his wife being further depressed. The wife's state of mind is limiting her ability to look after the children well and they are often neglected. The relatives, especially the participant's sister-in-law contribute in rearing the girls.

He seems to be pre-occupied while dispensing his duties with the distress at home. This is causing lack of clarity in the tasks assigned to him and in the efficiency in performing his duties as a Police *Naik*. This domestic instability causes him to experience stress.

He reveals that compared to physical stress it's the mental fatigue for which he needs to relax and wants to know coping strategies for these issues. He said that though the department organizes physical health camps, mental health of police personnel is not given much importance.

Though he is passionate about his profession and the work despite being subjected to negative and discouraging remarks from others; he says that there is a certain stigma that is attached in working with the Police. All of it adds further to a state of mind which is stressed. He finds himself introverted in social situations.

To conclude he said, eating unhealthy outside-food, physical fatigue due to long working hours and unstable domestic situation are the causes for him are stressed. In expects better services to rejuvenate and road from the Police Department.

He expects the citizenry to be supportive of the Police Department and would like to concretely work towards creating a positive mind-set and awareness about the work of the Police.

- **Case No. 3**

C is a thirty six year old male participant serving as Police *Naik* at the *Swargate* Police Station, with an experience of close to twelve years. Having completed higher secondary education, he joined the Police Department with the intent of serving his countrymen.

He hails from a typical rural family from interior-Maharashtra. Currently he is residing with his small children and wife in the Police Line quarters in the *Swargate* area, while his parents are in their native village

As an individual he comes across as a sensitive and honest person and is easily perturbed by the common opinion the citizenry hold about the Police in general. Instances when defamation through social media about the Department is

made, he finds it challenging to handle. A sense of disappointment has been affecting his overall psyche.

He aggressively expressed his disappointment about the regulations imposed on the Police personnel by the higher ranks and the distress caused due to misinterpreting their behaviour by their superiors. The higher officials do not trust the lower ranks despite most of the leg-work bring disorders by them and return they are subjected to insulting and abusive language.

Government apathy towards at many levels is furthest discouraging, the simplest instance that he points out is the police uniform having remained the same for decades, especially since the headgear is inadequate in comparison with harsh weather conditions in addition to lack of protection. In the similar vein, he expressed discontent due to the improper residential facilities- inadequate number and small sized rooms with inefficient maintenance of water and sanitation system. As the residential facilities available in police colonies are very limited, it does not allow the more than three persons to stay in such homes. Hence as a solution he says that the police have to live away from their families, cause stress for them. He believes that the housing facilities require overhauling and re-development, for which there seems disinterest from the Government.

He reveals that due to the odd duty schedule, the police personnel are not able to spend quality time with their family. This creates a lack of communication and loss of parental control on children. It sometimes results in children engaging in antisocial or criminal activities. He feels very insecure about the socialization and of his children. He thinks of sending his wife and child to his native place as a solution to deal with this crisis.

He really wishes that there should be some changes in the police system like stipulated working hours, mandatory weekly off or some holidays which will make the police personnel more efficient in their performance.

- **Case No. 4**

D is a fifty two years old participant serving as a Senior Constable (senior duty officer) at the *Sahakar Nagar* Police station and has an experience of about

thirty years. He joined the Police Department on completing his Higher Secondary education.

The notions and importance given to leading a disciplined life, hard work and a courageous outlook attracted him to join the Department. He is extremely passionate about his work, and is content with the rich experience he has gained in all these years and has further honed the abilities and personality aspects -such as - honesty, modesty, etiquette, discipline, objectivity and probity.

As an individual he comes across as a typical family man and has as a calm demeanor despite the stressful working hours and nature of work. He is a nuclear family with his wife, daughter and son in *Dhankwadi* area. His son had completed engineering studies and in a few months time his daughter will be married.

For a long time since he has been shouldering all the family responsibilities his son is intends to take up a job to share the burden. He shared that at times young applicants are rejected in Department if their immediate kin is already employed, and thus despite being interested his son will not apply within the Department.

He stated that he has always made adjustments to spend time with family members from his busy duty schedule. He complained about the busy and hectic duty schedules that restrict the police personnel from sharing and spending time with family and relatives on any family gatherings or festive occasions and medical emergencies too. This creates a lot of tension and stressful situation which again lead to helplessness in concentration on their children's growth and development.

He expressed strong discontent about the medical facilities that are available in Government hospitals for Police personnel, saying the set up is inadequate and limited services can be benefitted from (only twenty seven ailments). Due to heavy work load and shift duty pattern it is really very difficult to visit the hospitals and avail of those services. Hence he wishes to have eight hours duty pattern. It would be a great help if some of the private hospitals could extend their medical services to Police officers. He hopes that police would get financial support for education and employability support for their children.

- **Case No. 5**

E is a forty three years old participant with twenty three years of experience with the Department, serving as Police Constable at the *Sahakarnagar* Police Station. On completing his secondary school education, he for the opportunity to join the Police, fulfilling his childhood dream.

As an individual he comes across as a straightforward person, does his own job without interfering and disturbing other officers at work place. He upholds importance of ‘family’ and despite his hectic work and strenuous duty timings as far as possible he tries to share one meal in the day with family.

He reveals that he has not faced any kind problem during his service and had received support or help whenever he needed. So he does not desire any change in the working of the department.

His motto is to look after his family well and carry out his duty to the best.

- **Case No. 6**

F is a forty year old male participant serving for the eighteen years as Police *Naik* in *Dattwadi* Police Station. He joined the Department after completing Graduation, to have a stable source of income from a Government job in addition to his desire to serve the society.

As an individual he comes across as a sensible person with a quiet .He lives with his wife and children in the Police Line staff quarters. Time is a major constraint for him due to his hectic work schedule and long hours of duty, he is unable to spend sufficient time with them thus affecting healthy family relations. He further shared that the feeling of guilt is a perpetual and feels isolated from other relatives as he is unable to participate in festivities or even if there are trying and tragic times in the extended family. He feels a lack of understanding from his family; and thus he experience stress.

He expressed discontent about the huge gap between the economic returns which the Police personnel get as compared to other Government Departments and financial difficulties arise often.

He shared that the Department organizes health check up camps to monitor their physical and mental health occasionally. He expects that duty hours should be limited to eight hours as general duty hours and there must be at least two police officers for night duty.

- **Case No. 7**

G is a forty six years old male participant serving with the Department serving as a Police Constable at the *Sahakar Nagar* Police Station for the last twenty six years. He joined the Department right after completing High School education, with the aim of serving the society while earning a stable salary from a secured government job.

Despite his hectic timings of the duty which also constantly alter, he always tries to spend quality time with his family, especially with his children.

He faces lot of problems in his job performance as there is no support and response from public in any kind of investigation. There is a lot of discrimination done by higher authorities among his fellow workers which creates a stressful situation for him. Apart from such hardships he tries to solve his problems independently and carry on his own way. He is in search of mental harmony.

- **Case No. 8**

H is a female participant serving as a Police *Naik* with a ten years experience with the Police Department. She joined the Police force fulfilling her childhood fascination and is proud of the important role she plays.

As an individual she comes across as a polite, humble and sincere person ego is a curious learner.

She lives with her husband, a teenaged brother and a nearly four year old daughter, in the Police Line staff quarters. Despite a supportive husband and a brother who helps her raising get the daughter she voiced her concern over no day care services being available in the police line for the children of women police personnel. Being a woman and a Police *Naik* she has to shoulder dual responsibilities at home

and at work. This situation does not permit her to spend quality time with her family members especially her daughter.

She added that any woman police personnel under goes much stress due to her hectic and demanding duty hours, night duty, late night work etc; which ultimately adds to increased anxiety, stress in addition to being worried about their children.

She feels that duty hours need to be reduced which will help to share and spend few happy moments with her family, which will in turn help to release stress.

- **Case No. 9**

The next participant is forty eight years old male police personnel with higher secondary education and is working as Police Naik in Swargate police station. He has twenty five years of experience in the police force.

He faced a lot of problems in finding a job when an opportunity knocked from social welfare police department and he joined police services.

He faces a lot of stress when family needs him and he cannot fulfill his duties towards family and is unavailable for their help. As far as possible he tries his best to spend time with his family members but his hectic schedule hardly permits him to do so.

He told that health camps are regularly organized for police personnel. He hopes that duty hours will be reduced from twelve hours to eight hours a day.

- **Case No. 10**

He is forty three years old, graduate police personnel and like other police officers stays in police line. He is working as Police Naik in *Sahakar Nagar* Police station and has eighteen years of experience in this field. Before joining the police force he was working in urban defense force and had a keen interest in police department so he joined the department.

He undergoes stress due to family problems and health problems. Due to constantly rotating shift timings he hardly gets time to resolve his health issues which

creates more stress. Moreover due to insufficient leave and weekly off he is not able to maintain and develop healthy relationship with family members and relatives.

He wishes that police personnel should get a mandatory weekly off and eight hours duty per day need to be implemented in accordance with labour act.

- **Case No. 11**

He is commerce graduate fifty two years old male police personnel who stays in Pune Municipal Colony and has thirty years of experience as Police Head Constable in *Sahakar Nagar* Police station. His is a nuclear family, has two children one of which has completed graduation and other is studying in higher secondary school.

Due to poor economic conditions finding a livelihood was essential. He wanted a stable and secure job. In the years 1986 -87 there were no government placements except for the police force. So he chose and joined Police force.

He hardly finds time for friends and family due to heavy work load. At times he feels as if he is working 24/7 without a break. Due to his hectic and odd duty timings he is not able to participate in family and public functions. As his stress level increases he gets more and more impatient and short tempered. Since the general outlook towards police is negative, he faces a lot of problems in performing his duties. Public is uncooperative and unwilling to act as witness. They are sarcastic and negatively opined.

He expects that duty hours should be limited to eight hours as per labour laws like any other job profiles. Police should also get public holidays like other government employees. There are situations when higher authorities put undue work pressure which generates tension and unnecessary stress on officers. He hopes that it will get changed soon.

- **Case No. 12**

A Fifty five year old male police personnel who is working in *Sahakar Nagar* police station as Police constable. He has completed secondary education; he is from rural background and staying in police line in Pune city.

In the year 1987-88 he joined police force and thus has twenty eight years of wide experience. His main aim for joining the police force was to earn a livelihood as well as serve the society. Public attitude and negative reactions towards police department disturbs him. It irritates him that although at fault, public behaves with them in a rude and arrogant manner. He feels that while police tries to convince public on an issue, people neglect them and create more problematic situation for police. Like all other police officers he also gets leave or weekly offs only in emergencies. Apart from being a bread winner he can hardly contribute towards family bonding. His absence during festivals and functions generates a lot of stress within the family. The police department organizes various activities for physical fitness and relaxing or coping activities for mental tension. He told that senior officers some time do understand his problem but they cannot always stand by him. He reveals that life in police department is very unpredictable.

He wishes that public should support police in their investigation process, they need to understand what rigors and hardships the police face.

- **Case No. 13**

He is young, thirty four years old and a commerce graduate police personnel who works as a Police constable at Dattawadi Police Station. He has completed ten years of service in the department.

Since his childhood he had a strong desire to join police force. He is still looking for a companion in his life. He gets stressed due to various social and family problems while performing his duty in police department. e.g. shift duties, lot of paper work which is a time consuming task. It is very difficult for him to manage social and professional life. He feels that the lack of understanding of his family members about his work is the major reason for his tension. He tries his level best to manage such situation with calm temperament however still seeks help to change the

work environment of police system, such as hierarchy pressure, changing leadership etc.

He said that various health camps and trainings are arranged by the police department. Personally he wishes for professional help and support for good mental health.

- **Case No. 14**

He is young, thirty two years old police personnel. He is a Bachelor of Arts. He has completed nine years of service and is working as Police Naik in *Dattwadi* police station. He stays in State Resource Police Force line. He wanted a stable and secure job so joined the police force.

He stays with his wife and child. Many a times police are called on duty during their weekly offs or holidays. The higher authorities in the department expect them to work overtime and complete the work which creates a lot of stress in his life.

He stated that he can only meet his parents who are staying in village when he takes holiday or leave.

He feels that a lot of physical and mental stress arises due to indefinite and odd working hours. He also shares that some time health camps are organised for them but that is not sufficient, the department needs to plan or conduct more such activities for mental fitness of police officers.

- **Case No. 15**

He is thirty years old young police officer, who is working as Police Naik in *Dattwadi* police station. He is a graduate in arts and has nine years experience in police force.

Due to poor economic condition of his family he was in need of a stable job and hence he joined police force. Being on duty at odd hours and indefinite work hours, he can hardly devote time for his family.

He was recruited from other district, so when he joined police force he faced problems related to unavailability of accommodation facilities. Uneven duty schedule

and odd hours of work create mental stress for him. He expressed his feelings that proper training or help for health is not provided by the department but some programmes like yoga are conducted for them. Finding time to stay in good physical condition is difficult for him. He is also not able to eat healthy food at work.

He suggested that special medical and specialty hospital facilities and services should be made available for police officers like the army officers.

- **Case No. 16**

A thirty year old young woman police officer who works as police constable in *Sahakar Nagar* police station. She is a commerce graduate and has seven years experience in police force. Since childhood she wanted to do something for society so she joined police department. She is very friendly and talkative.

She is married and stays joint family with her in-laws. Her husband is a civilian and works in industry. She has to make a lot of adjustment to perform her duty in department and at home as well. According to her, night shift are very difficult for women.

Fatigue due to shift work, overtime and working alone at night, creates lots of stress. The duty pattern keeps her away from Friends and family. She also feels disturbed due to the wrong notion about the police department among family members and friends. This limits her social life and social participation which some time increases stress for her.

She suggests that duty hours should be reduced, salary should be increased, good health and accommodation facilities should be made available.

- **Case No. 17**

She is twenty seven years old young woman, working as police constable in *Swargate* police station. She has graduated in Arts and has eight years of experience in police force. As a child it was her dream to become a police officer, so she joined the police department.

She stays in suburban area of Pune city with her in-laws. She has a small child. Her husband works in different sector other than police. Her in-laws look after her child but she has to travel more than twenty five kilometers daily for duty. It is very hectic for her. Her duty hours and travelling time do not allow her to spend quality time with her family. It is very difficult to manage duty and house hold responsibilities for her.

Due to this family get disturbed and family members do not consider her participation in any occasion or decision. She is under stress due to shift work, over time and other jobs demands, and working alone at night. Lack of understanding from family and friends about her job push her in more stressful situation. She states that the department organizes some programs for physical health and mental health of police officers but this is not sufficient. She feels duty hours need to be reduced and government should support the education of children of police officers.

- **Case No. 18**

This police officer is twenty nine years old. He is graduate and working as police constable in *Sahakar Naagar* police station. He is comparatively new to the job and has completed only five years in police force.

He comes from a very poor family and has completed his education on his own. His goal is to achieve a successful profession and contribute in Government services. As there is very limited scope to get a job in government departments, he tried his level best to join police force. As he is newly married he always tries to stay in touch with his family through phone calls.

He feels that due to his job responsibilities his personal life is affected a lot. Traumatic events e.g. death, injury, accidents makes him feel that he is on duty twenty four by seven and causes stress. He hardly has time to spend with his family and is unable to celebrate festivals and participate in family functions with family members.

He expressed that various trainings are organized by the police department but they are conducted during stipulated time only. No refreshers or advanced training programs are planned & organized.

He expects that some efforts should be made to eliminate the political interference in police department and to reduce extra force and work pressure created by seniors. He states that the seniors should understand the domestic problems faced by the police officers and show some concern & support, especially when the family members need them.

- **Case No. 19**

He is forty six years old graduate police officer. He is an Assistant Police Inspector in *Dattwadi* police station. He has ten years experience in police force.

He is very silent and calm in nature. He does not easily open up and share his thoughts or feelings. He was fond of police work which motivated him to join the same. He is staying in nuclear family and it is very difficult for him to devote time for his family due to his workload. Although his job is demanding his family supports him and understands his job situations.

Implementing suggestions and instructions given by superiors are sometimes confusing and challenging for him. His stress level increases when there is a compulsion made by seniors to be on duty on his weekly off. He is struggling to uphold an image as a police person in public and to finding time to stay in good physical condition.

According to him the duty hours for policemen should ideally be eight hours and their remuneration should be increased.

- **Case No. 20**

The last participant in the group is very young twenty six year old police personnel. He has completed secondary education and is working as a police constable in *Dattwadi* police station. He has seven years of experience in police force. Due to unfavorable economic condition of his family he could not complete his education. He needed a financially sound and secure job so he joined the police department. He is very passionate about his profession.

As he is very young, single and stays alone. His parents live in a village and are very poor. He feels stressed due to leave problems and lengthy work hours. He is unable to visit his parents and find time for himself. As he is young it was observed that he has kind of shallow personality. He expects some help in dealing with the negative thinking/ attitude and fatigue created due to a heavy workload. He also expects several changes in the system related to salary increment, leave sanction and specific duty hours etc.

- **Sum up**

The police profession is very much fascinating to youth from rural and semi urban areas, as it has a government support with respect to job security. There are government benefits also attached to it like residential arrangements, etc. This is only reason most of the persons from the families who are already working in police department, at least one person from the same is trying to get employed in the same. In all above cases it is observed that, most of the respondents are from rural or semi urban background. Childhood desire, attraction of police profession and need of financial support through a secured job, are some motive of these respondents to join the police department.

As the police department does have its own entrance exam, there are no hard and fast rules of education. Most of the respondents are graduate, some of them have completed their education in higher secondary, and very few have completed secondary education. It also observed that, most of the respondents had experience between 10 years to 24 years in police department. More respondents are police constables and police Naik. The researcher observes that, female composition in police force is very less, as out of total twenty respondents only three are female respondents. Irrespective of gender composition the stress levels are noticeable among these respondents. Police personnel at individual level, at family level have several problems like health concerns, marital conflicts, children's education and employment issues and unavailability of facilities etc. This research helped these respondents to voice out their inner expectations, opinion and views about their professional situations, problems and intervening with scientific approach to provide need based professional help to them. □□□

CHAPTER - V

PRE-INTERVENTATION MEASUREMENT

Using single subject designs to evaluate social work practice has been around (in western world) since the late 1960s, when they were borrowed from behavioral therapy analysis. Although these designs can be used with a range of different treatment approaches, including psycho – dynamic, they are closely associated with behavioral and cognitive approaches, where the goal of intervention are often more discrete and unambiguous. Keeping the same in view, cognitive and behavioral therapeutic approaches were used in the present case.

Single case designs apply the logic of time series designs to the evaluation of practice effectiveness with a single case. Such designs involve obtaining repeated measures of a client system with regard to particular outcome indicators of a target problem. Repeated measures of the trend in the target problem are obtained before a particular intervention is introduced, and these repeated measures are continued after intervention is introduced to see if a sustained pattern of improvement in the target problem commences shortly after the onset of intervention.

The logic of single case designs requires taking enough repeated measures to make it unlikely to be affected by any extraneous factors.

After need assessment of police personnel, forty six police personnel were found to be highly stressed. The researcher strategically dealt with queries and doubts of the police personnel and established an agreement or consent about their participation in research process through mutual understanding.

Initially baseline data was collected with the interval of specific periods e.g. [Days (every 3rd day of month), Time (morning, afternoon, evening) and at different Places (police station, *chowki*, *bandobast* location)] to check whether there is any change in level of stress. The intervention techniques were introduced thereafter. The baseline data required repeated measures of dependent variable.

- **About the cases:**

All participant police personnel were from different age groups, socioeconomic backgrounds, educational backgrounds. They also differed in gender, experience and designation/ cadre. The effect of all these variables on the level of stress was considered in the baseline phase.

Case No. 1:

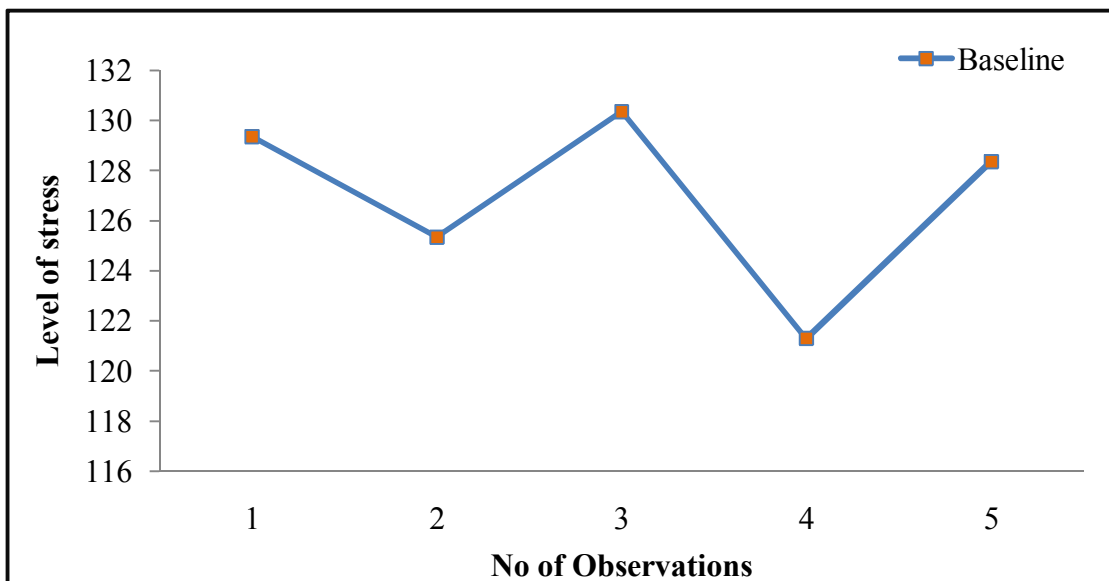
He is middle aged, over weight person. He is a very talkative person who complains about his duty hours and responsibilities. It is observed that, he is short tempered and belligerent in minor circumstances. He feels that due to the length of service and irregular hours, he is suffering from health problems like backache, headache and blood pressure.

In baseline data collection process, researcher used to visit police *chouki* and station in the morning, afternoon or evening, depending on the availability of the case in the same place.

While collecting the baseline it was observed that he was happy and joyful in the mornings as compared to afternoons and evenings. He got angry at people trying to register frivolous complaints.

Graph No. 5.1

The Pre intervention measurement scores of Case 1



The trend of the baseline in this case was cyclical. It may be because of temper tantrums.

Case No. 2:

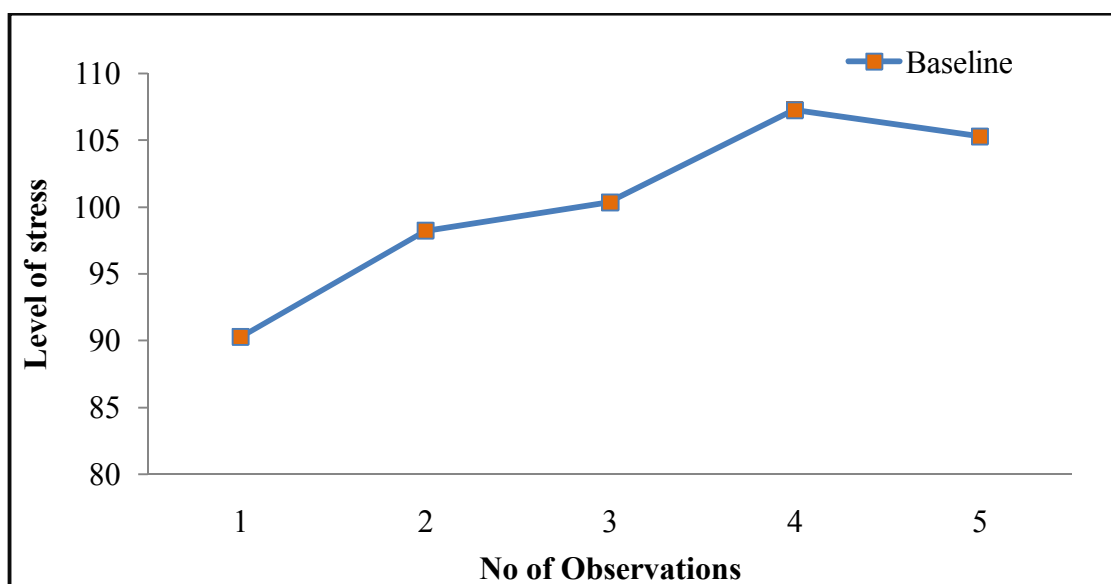
He is a noticeably tall and very introvert adult. Due to his family conflicts he was under tension and used to be in a disturbed frame of mind daily. He was well known as honest police personnel, always busy in his work like in patrolling and other investigation work.

In baseline phase initially he met the researcher in the police *chouki*, but he was reluctant to give data .As he does not have faith in such activity and felt that it will not be beneficial to police personnel; he went away to a nearby slum. During the next meeting he understood the research process and got ready to take up the stress test.

During the baseline data collection process, the initial observation showed that he was stressed. Subsequent two observations showed increase in the level of stress due to his family problems and marital conflicts. In the next two observations the level of stress increased again due to work load and daughters ill health. The trend of this baseline is increasing trend.

Graph No. 5.2

The Pre intervention measurement scores of Case 2



Case No. 3:

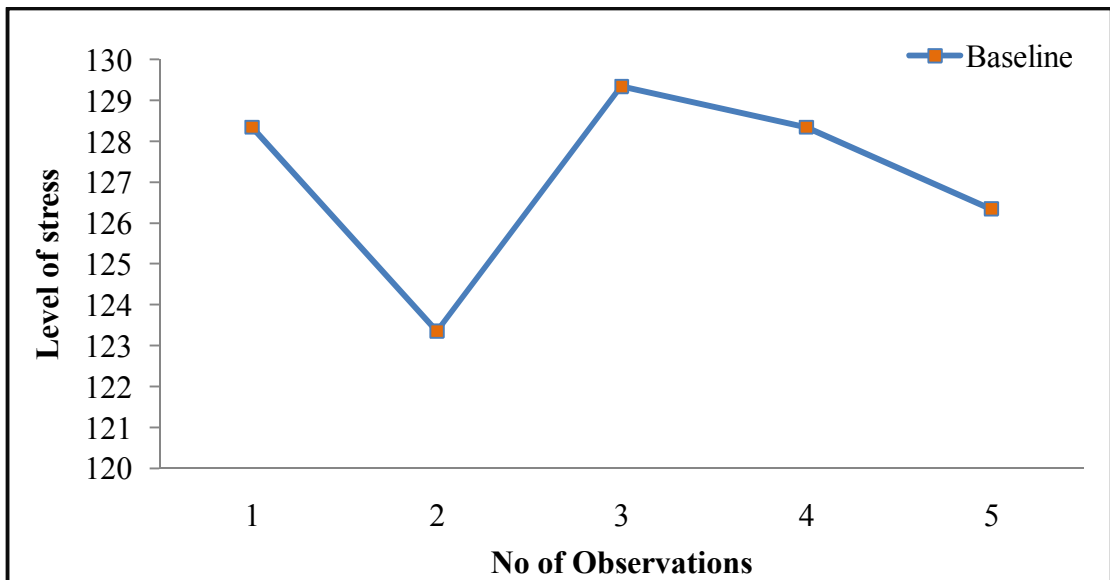
He is very active in regular police duty. It is observed that he is prompt about his work. He was able to handle various kinds of responsibilities in daily routine. He is not satisfied with his superiors, their working pattern and their conduct with subordinates. Sometimes he vented out his anger on public who behaved irresponsibly and blamed the police for every wrong that had happened to them. He strongly felt that police system and rules should be changed.

He has a good physique and has a strict exercise regime that suffers only if he on night duty. In the baseline data collection process the researcher used to visit police station. Majority of the time he was allotted passport verification duty. So he was busy in the mornings and evenings. Only when there was a VIP movement, he was out of police station.

During the baseline data collection process it is observed that the level of stress was high due to his heavy work load of passport verification and stuck in between facing public and authority.

Graph No. 5.3

The Pre intervention measurement scores of Case 3



The trend in this case of baseline was cyclical and stable. It shows that no other extraneous variables affect the level of stress during baseline.

Case No. 4:

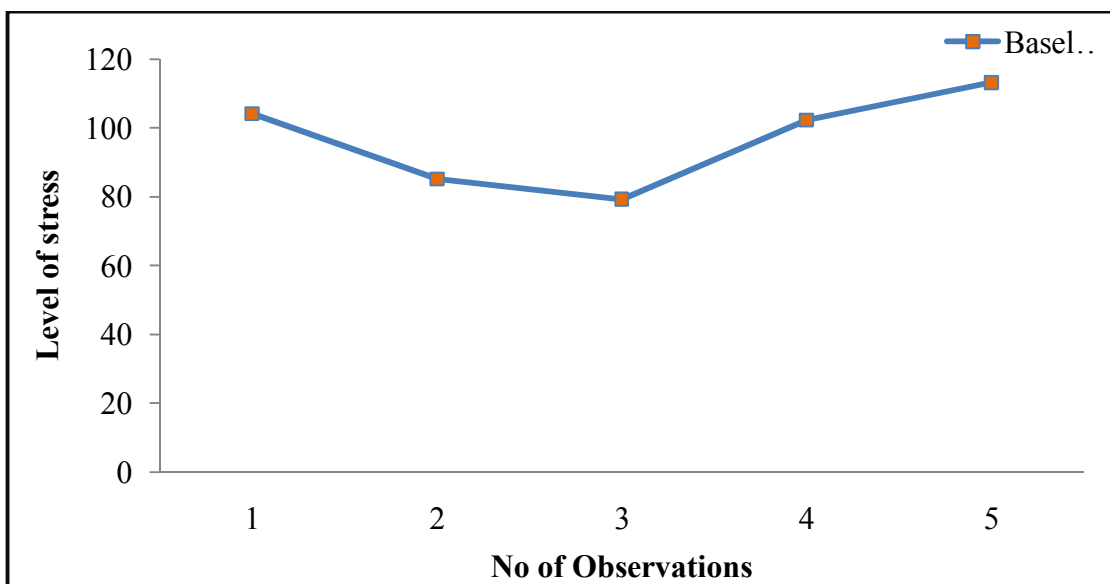
He is middle age D.O, Duty Officer, with medium height and medium build. He is responsible for allocating duties to all police in police station according to instructions given by the authority. Principally he is happy go lucky person and tries to keep himself calm and peaceful. He is very suitable for his job since he is very cooperative and understanding in nature.

During baseline data collection process, it was observed that managing this responsibility is difficult task, he was under stress when there were no resources and authority had given instruction to implement. Fluctuating and lengthy duty hours and going hungry at times has had effect on the health of this case. Due to stress he is suffering from severe acidity and sugar (diabetes). He became irritated when he was not granted leave for health check up.

In the baseline phase it was found that initially the level of stress was high then it went down in second and third observation because of no *bandobasta duty* and other hectic activities. It rose sharply for the fourth observation. He had two financial liabilities during that time. His son had enrolled for engineering degree and his daughter's wedding had been set to take place within the same timeframe.

Graph No. 5.4

The Pre intervention measurement scores of Case 4



The trend of the baseline graph was quite stable trend and it shows that there are no extraneous variables affecting his level of stress.

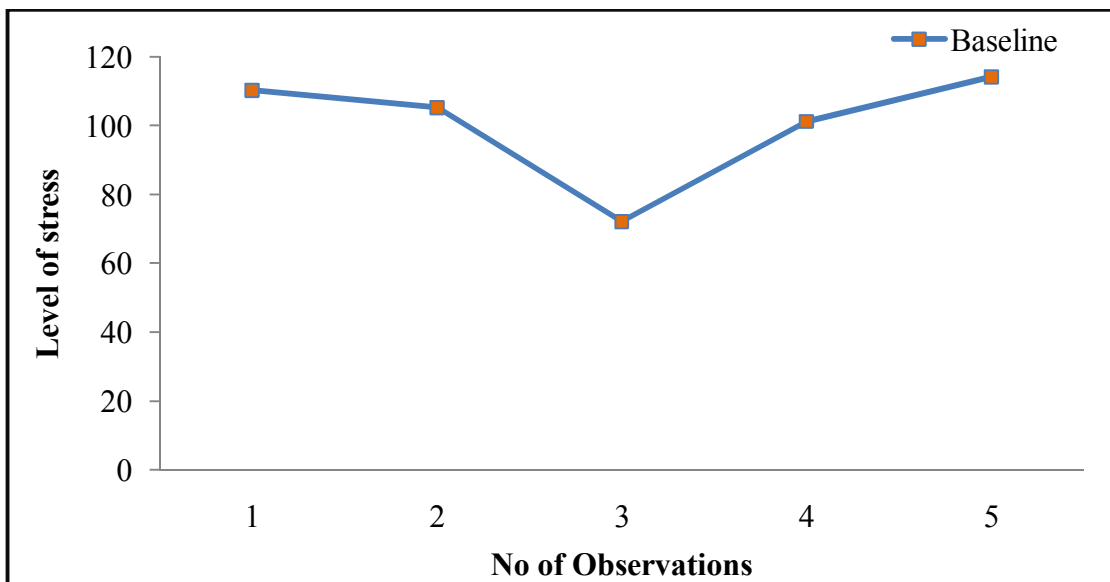
Case No. 5:

He is middle aged, tall police personnel. Whenever he finds even a little spare time, he makes the most of it and enjoys it. He is a soft spoken, sensitive, reticent and moody.

In the baseline data collection process researcher visited the police stations at a fixed time in morning if he had a day duty. If he had a night shift/*bandobast* duty, the researcher arranged administration, which is quite relaxing. It went up in fourth and fifth observations due to work load and additional *bandobast*.

Graph No. 5.5

The Pre intervention measurement scores of Case 5



The graph shows cyclical trend in the baseline phase and level of stress changes according to change in the work environment of the police personnel.

Case No. 6:

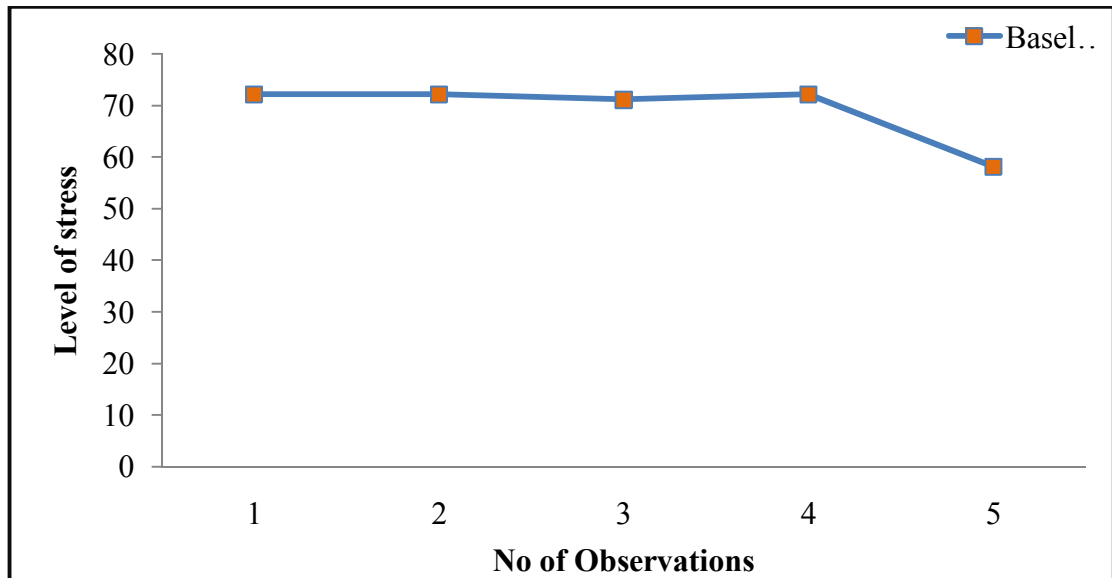
He is a soft spoken, middle age person with medium build. Due to unpredictable and irregular duty hours he is suffering from blood pressure. He also felt that work stress disturbed mental health.

He has no specific responsibility in the police station; constant change in duty annoys him. During the baseline data collection process researcher visited the police *chouki* to meet the case. It was found that in the first four observations the level of

stress was high and stable. Again it went down in the last observation as he had not any extra work load

Graph No. 5.6

The Pre intervention measurement scores of Case 6



The trend of this graph shown stable trend which reveals that no extraneous variables are affecting the level of stress.

Case No. 7:

He is middle aged, simple man. He always tries his best to complete his task given by the authority. He has good relations with his collogue. He is solution oriented person. He tries to keep himself healthy. He required guidelines only for mental health.

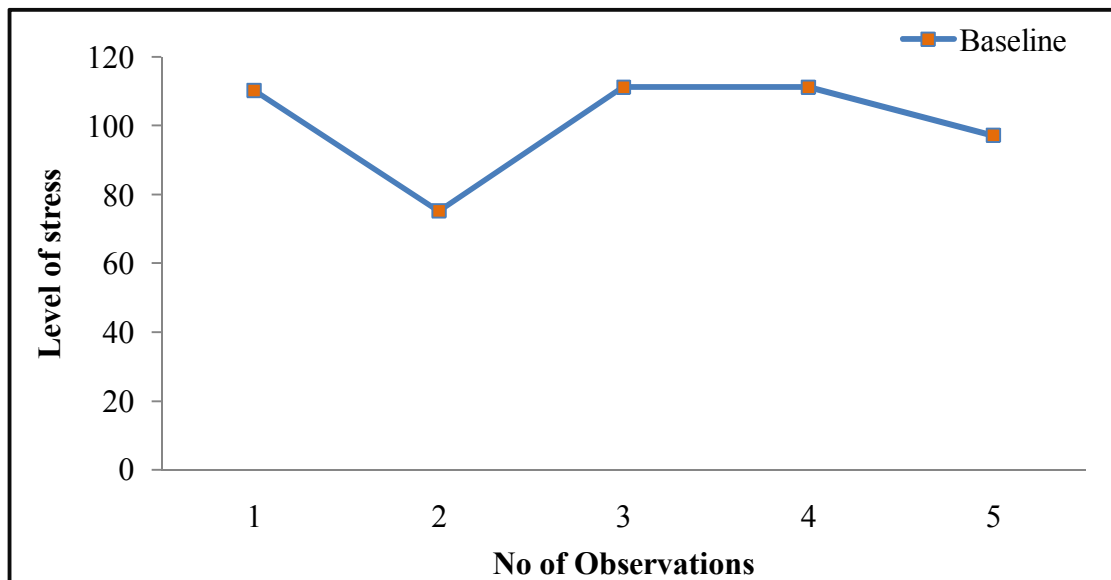
During the baseline data collection researcher visited him where ever he was placed on duty like station, *chouki*, *Bandobast area*. The response by the case depended on the situation at the venue.

In the first observation the level of stress was high due to non cooperation of public at the bandobast place. At that time he was quite angry. In the second observation the level of stress went down as it used to be morning time and he would be in fresh mood at the police station.

During the third observation, he had come from court in the afternoon and was quite upset. So the level of stress was rose. Then in the last two observations it was stable.

Graph No. 5.7

The Pre intervention measurement scores of Case 7



The baseline trend of this case was stable; there wasn't much difference in the observations.

Case No. 8:

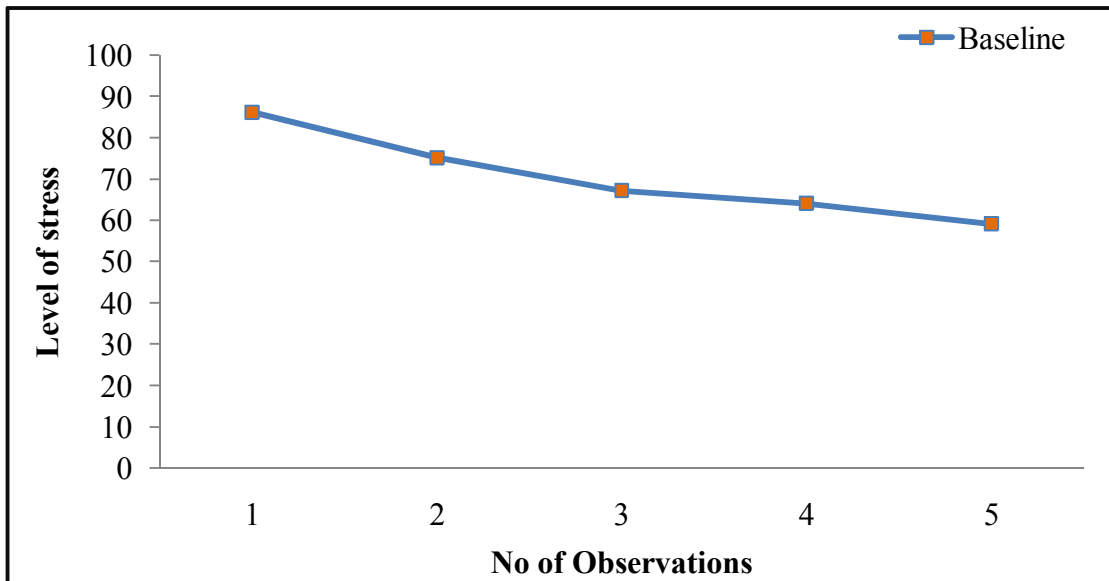
She is the young, petite female police personnel. She is polite and quite simple in appearance.

Initially she was reluctant to participate in this research. She retained the Stress scale with her but refused to fill up any forms as participant. As the researcher developed rapport with her, she became interested and offered to cooperate in the research.

Although reasonably healthy, she suffers from body pain, lower back pain, headache etc. At times she grows anxious about her daughter and so she wants to learn methods of stress management.

Graph No. 5.8

The Pre intervention measurement scores of Case 8



During baseline phase the level of stress was quite high however due to her calm and quite nature, the trend of baseline was found to be stable in nature.

Case No. 9:

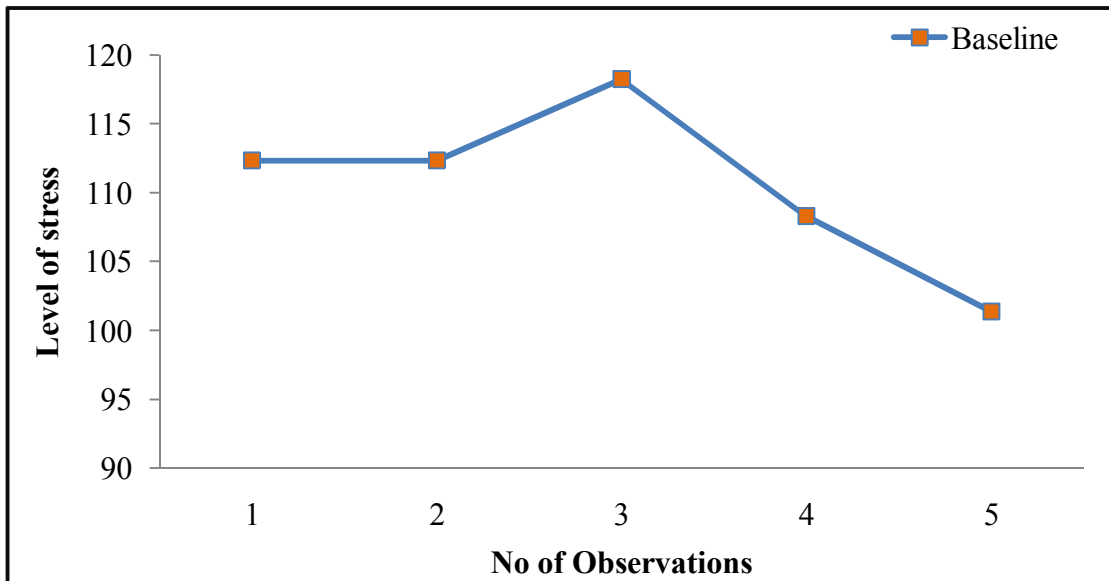
He is middle aged person with medium build. He is working in the crime investigation section. New issues keep coming up in the community and he has to deal with them carefully and sensitively. Rest of his time is devoted to paper work related to criminal investigation and its status report.

There are new issues arising in the community and it comes to the police station. So he has to be very careful and conscious in his duty. Many times he was very busy in his paper work that he could not give time to researcher in police station. Maximum his time spent in police station in collection of papers related to any criminal case.

He suffers from backache and headache. In the process of investigation when he has to work for long hour he suffers from severe acidity.

Graph No. 5.9

The Pre intervention measurement scores of Case 9



In the process of baseline data collection in the first two observations the level of stress was high and stable. In the third observation it rises due to constant night duty in festival season and long working hours. Afterwards As his duty regularized, there was a steady decline in the level of stress in the fourth and fifth observations, it goes down. The trend of this baseline shows cyclical trend.

Case No. 10 :

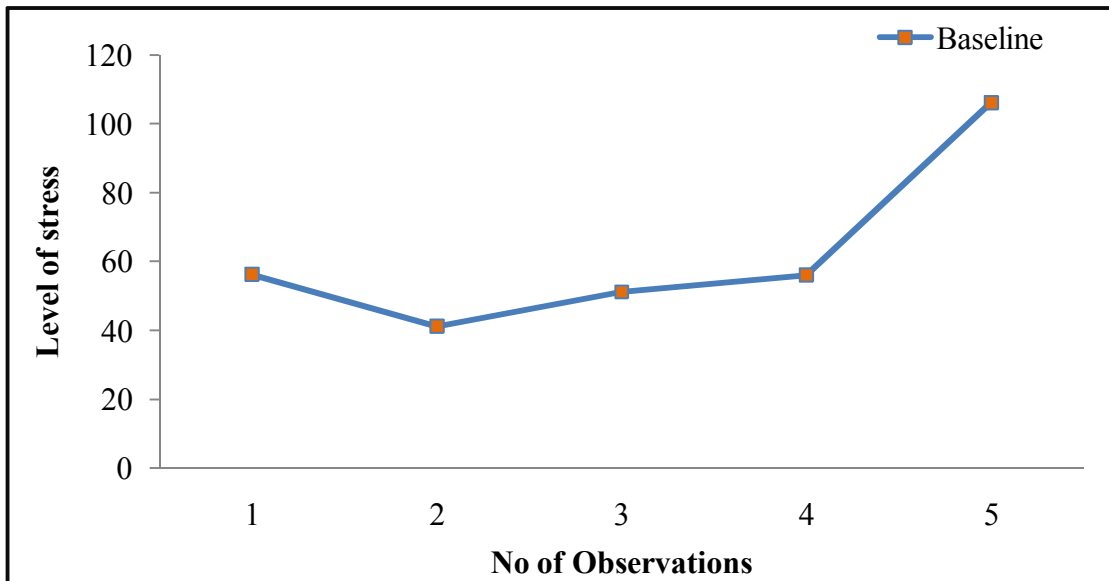
He is a tall, strongly built middle aged person. He works in the passport verification department of the police station.

He suffers from blood pressure and sugar (diabetes) and he felt that due to irregular duty time i.e. day duty and night duty; he is not able to exercise regularly.

In the baseline data collection process of researcher used to visit police station in the morning, afternoon or evening, depending on the availability of the case in the same place. At times researcher had to wait for hours together to meet him as he had a very hectic schedule.

Graph No. 5.10

The Pre intervention measurement scores of Case 10



During the baseline data collection the first observation in the morning used to be low because the case used to be fresh. In the next three observations it was found that the level of stress was quite stable and then in the last observation it raised high due to conflicts with his authority.

Case No. 11:

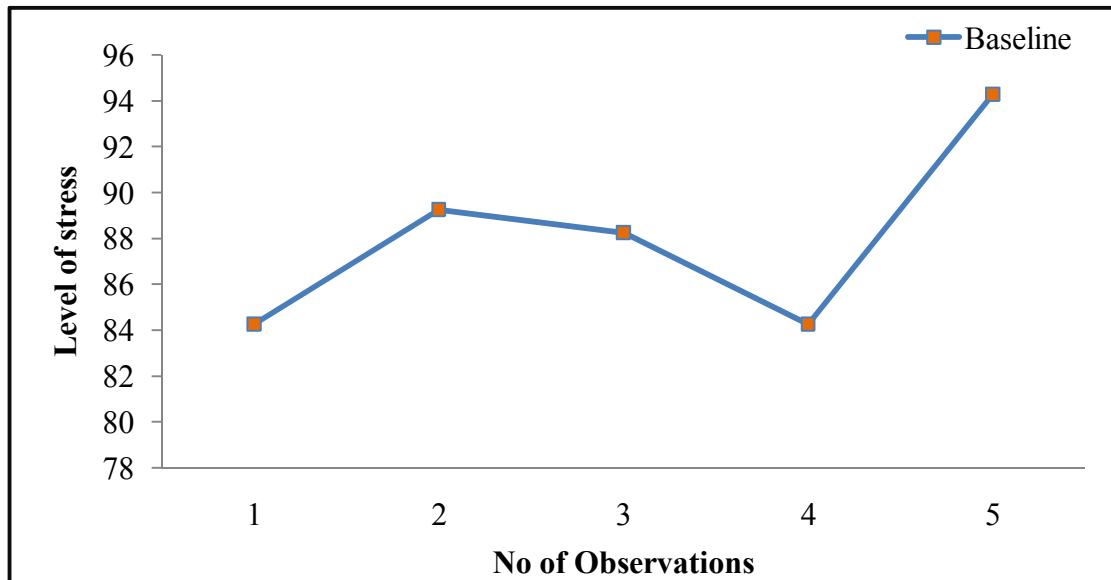
He is tall and has a medium build. He is an experienced person nearing his retirement. He felt that it was necessary to regularize the working hours and also restrict them to 8 hours per shift. He expressed concern about the inconsiderate attitude of his superiors and their style of working. The stress so generated affects his mood and working style. He suffers from high blood pressure and becomes irritable at work place.

He is young old person, nearest to the retirement age He was also talking about the necessity of eight hours duty and unpredictable work pattern. He is heighted but middle build personality. His attitude was pointing the authority about their work pattern and inconsideration of subordinates. He felt that he is carrying the mental stress which makes him irascible and it affects on blood pressure.

During the baseline data collection phase, researcher used to visit the police station where he reported daily early in the morning. It was found that mornings and afternoons he used to be comparatively fresh and relaxed.

Graph No. 5.11

The Pre intervention measurement scores of Case 11



In the first observation, the level of stress taken in the morning was low as he used to be in a fresh mood. In the second and third observation the level of stress was comparatively high but stable as he had the tedious responsibility to collect detailed information about police pensioners. In the fourth observation the level of stress went down and then again in the fifth observation it rose on account of some domestic problem.

The trend of this baseline is cyclical trend which reveals that extraneous variables affected the stress levels of this case.

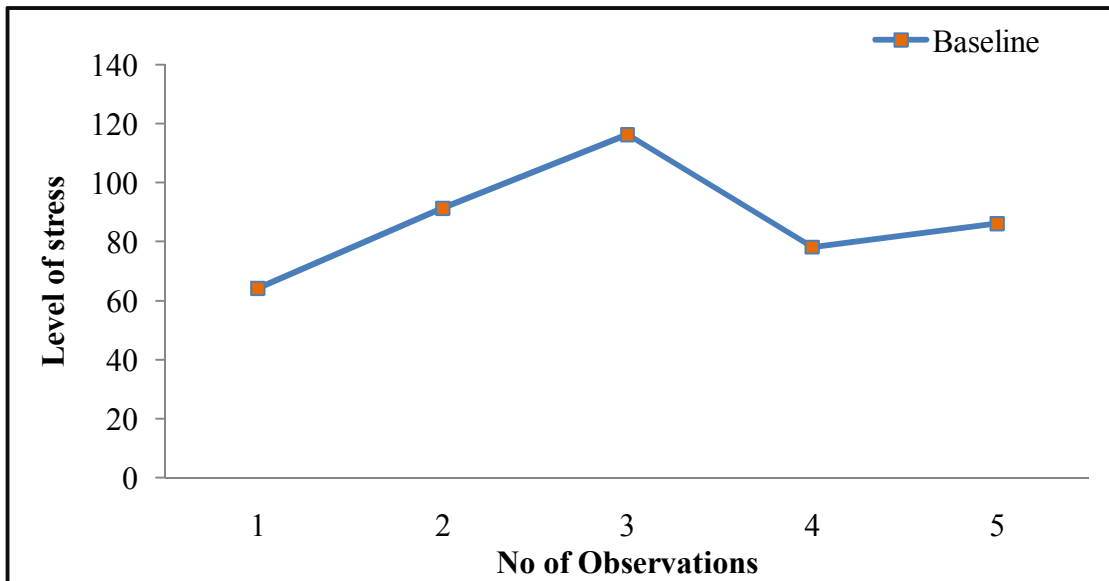
Case No. 12:

He is tall and has a medium build. He is an experienced person nearing his retirement. Majority of his time, he is engaged in Nakabandi, patrolling, supervising and court attendance duties.

He has to constantly deal with nagging people and patiently deal with their demands. This makes him belligerent and aggressive and increases his mental stress.

Graph No. 5.12

The Pre intervention measurement scores of Case 12



During the baseline data collection phase in the first observation the level of stress was not so high. It was afternoon, at that time he was in the police *chouki* and was in charge of registering complaints. In the second observation the level of stress was quite high because he was shouldering the work burden of the personnel on leave. In the third observation it rose again due to same reason. In the fourth and fifth observations it went down as he was comparatively relaxed. The trend of this baseline shows stable trend.

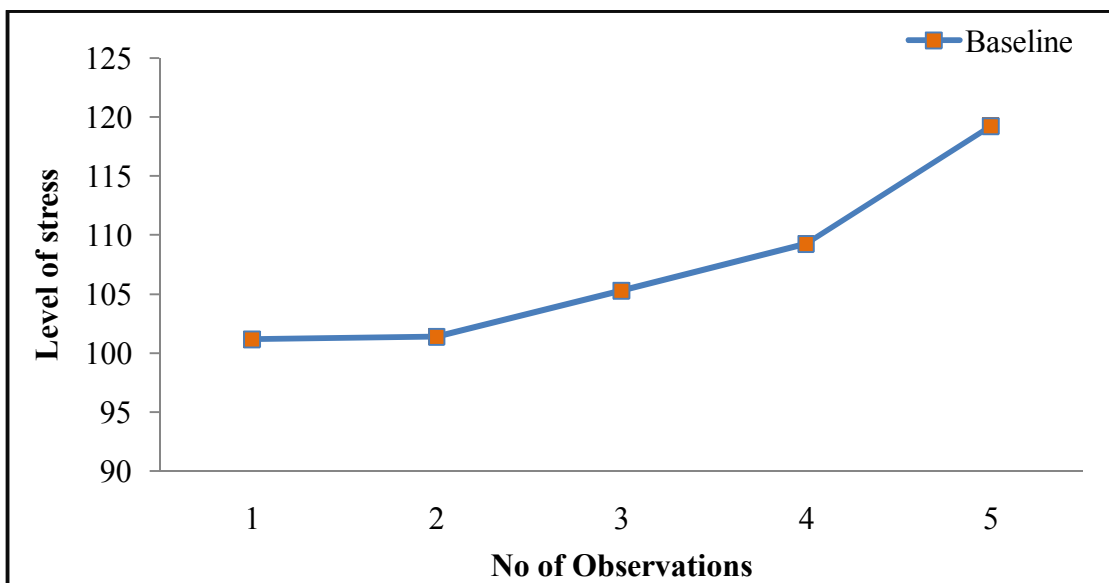
Case No. 13:

He is young, cheerful and energetic police personnel and does not face any health issues. He was very anxious about his role. Sometimes he became frustrated by the responses and feedback he received from people and authority. Being new in the department, he is unaware of the hardships previously faced by his seniors.

Since the pension scheme for police is not proportional to their workload, he feels that his future is not so secured.

Graph No. 5.13

The Pre intervention measurement scores of Case 13



During the baseline data collection phase in the first two observations the level of stress was high but stable. He was under stress because he was fed up of no work separation in the department. His level of stress kept on increasing in the next three observations, on account of cancellation of weekly off, seniors rage. The trend of this baseline is increasing trend.

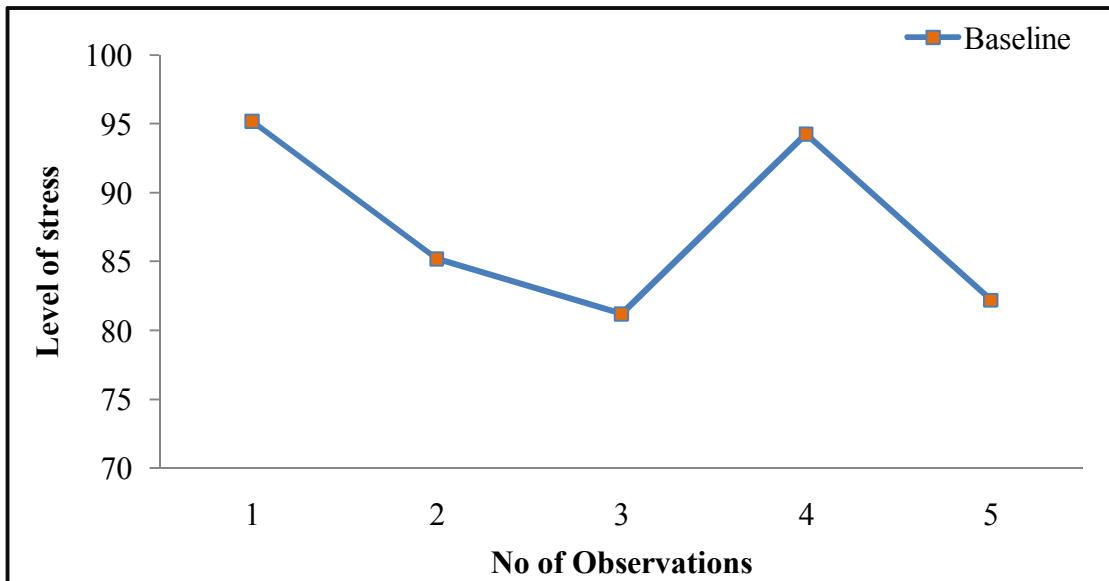
Case No. 14 :

He is young police personnel with very reserved and unsociable personality. He is a clerk and maintains case records in the police station. His dream is to climb up the promotion ladder by writing competitive exams.

During baseline phase he was frustrated due to his routine, monotonous desk job. So level of stress in the initial observation was high. During latter interactions he told the researcher about his efforts to achieve his aim in life. He was not able to find time to study or concentrate. In the second and third observations the level of stress decreased. It rose high in the fourth observation due to his workload in the police station. Consequently it decreased in the last observation due to temporary change in the nature of his work. The trend of this baseline was cyclical trend.

Graph No. 5.14

The Pre intervention measurement scores of Case 14



Case No. 15:

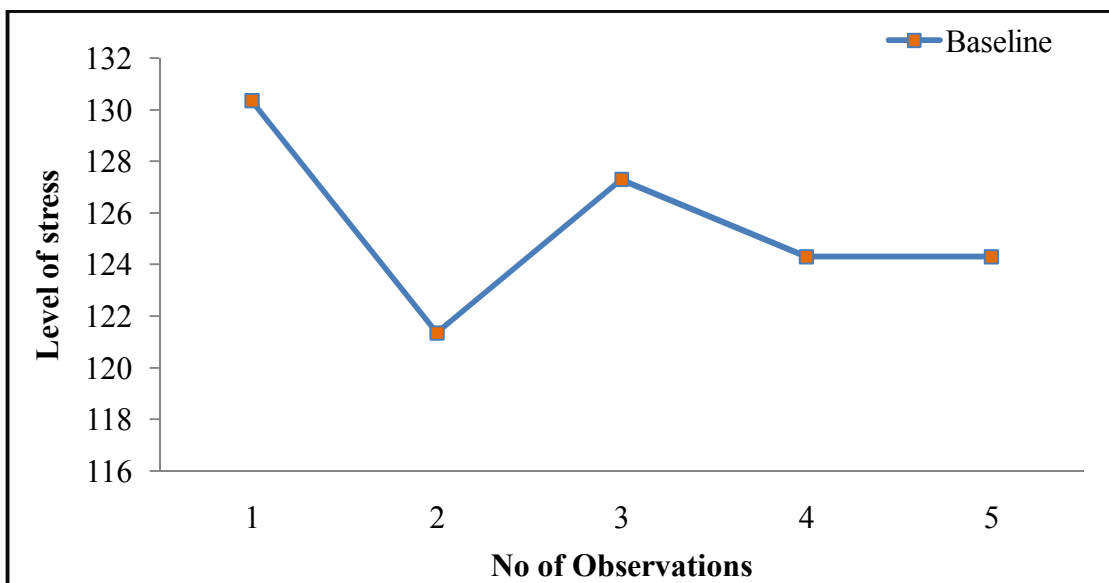
He is young police personnel with medium height and medium build. He is active in his job and tries to complete it within the given framework and time frame.

He felt that police department is understaffed and overworked. All personnel in general faced health problems and mental stress due to irregular shifts and heavy workload.

He personally suffers from insomnia and irritation.

Graph No. 5.15

The Pre intervention measurement scores of Case 15



During the baseline data collection process it was observed that initially the level of stress was almost high as he had to prepare some documents with limited time and limited resources. The second observation shows decrease in the level of stress as he was back after a break. Having spent time at home with his family, he was fresh and relaxed.

Subsequently in the third observation the level of stress increased and then it was stable in last two observations. The trend shows cyclical trend in the baseline phase.

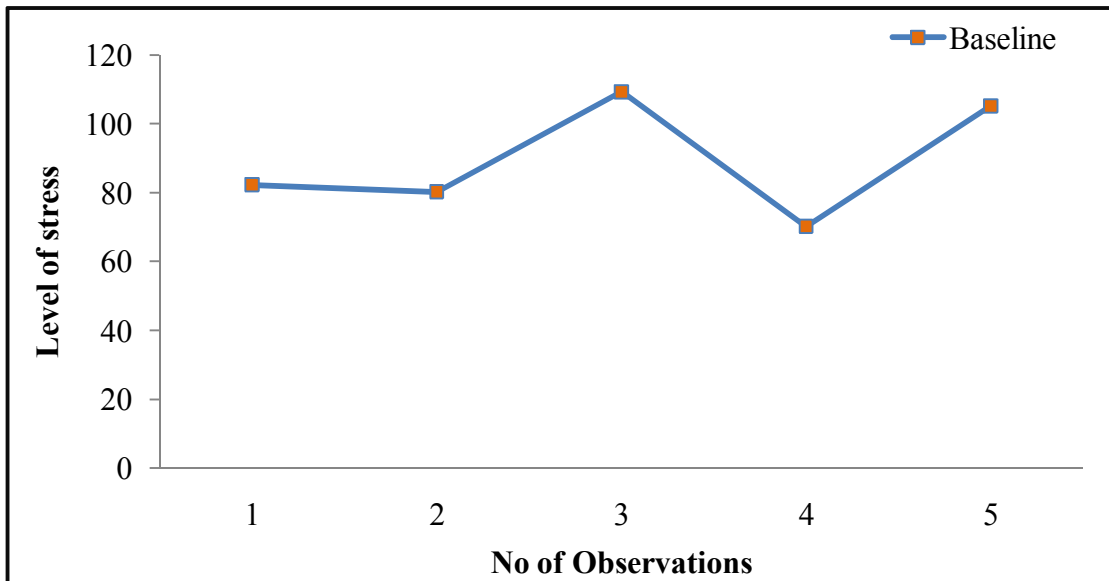
Case No. 16:

She is very young and enthusiastic female police personnel. Her residence is around twenty five kilometers from the police station. Travelling long distance at odd hours is a challenge and causes mental stress and physically induces backache for her.

Majority of health problems occur during festival *bandobast* due to unavailability of public health facilities. Eating healthy food at workplace is major problem which causes acidity.

Graph No. 5.16

The Pre intervention measurement scores of Case 16



During the baseline data collection phase in the first two observations level of stress was quite stable. In the morning time subject felt fresh at work. The stress levels rose in the afternoon and evening. She has an infant daughter. Whenever duty hours get stretched, she gets worried about the baby and her stress levels begin to rise. The baseline trend shows cyclical trend.

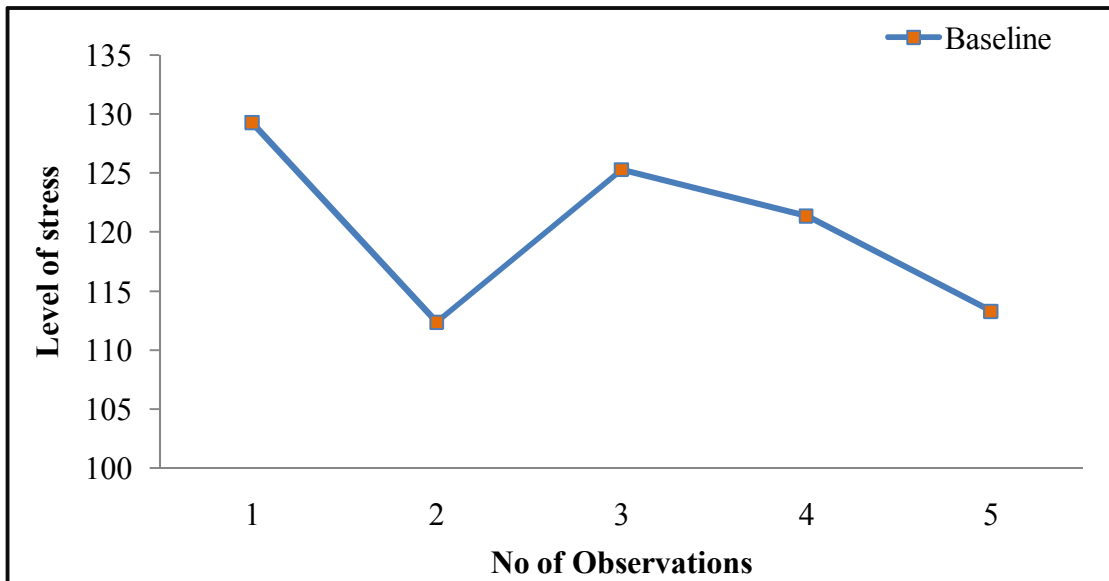
Case No. 17 :

She is very young female police personnel, excited and active in her work. She too stays more than twenty kilometers away from the police station.

Uneven duty hours lead to irregular eating habits. At times she has to go hungry or skip a meal altogether due to heavy workload.

Graph No. 5.17

The Pre intervention measurement scores of Case 17



During the baseline data collection process it is observed that in the first observation the level of stress was high as she reported tired for her morning shift after completing her domestic chores. She had to race against time to finish her domestic duties and report for morning shift. The level of stress was lower if she reported for afternoon or evening shift.

In the second observation the level of stress decreased as was evening time and she was eager to meet her child. Then in the third and fourth observation the level of stress increased but stable due festival *bandobast* responsibility. In the fifth observation it decreased slightly.

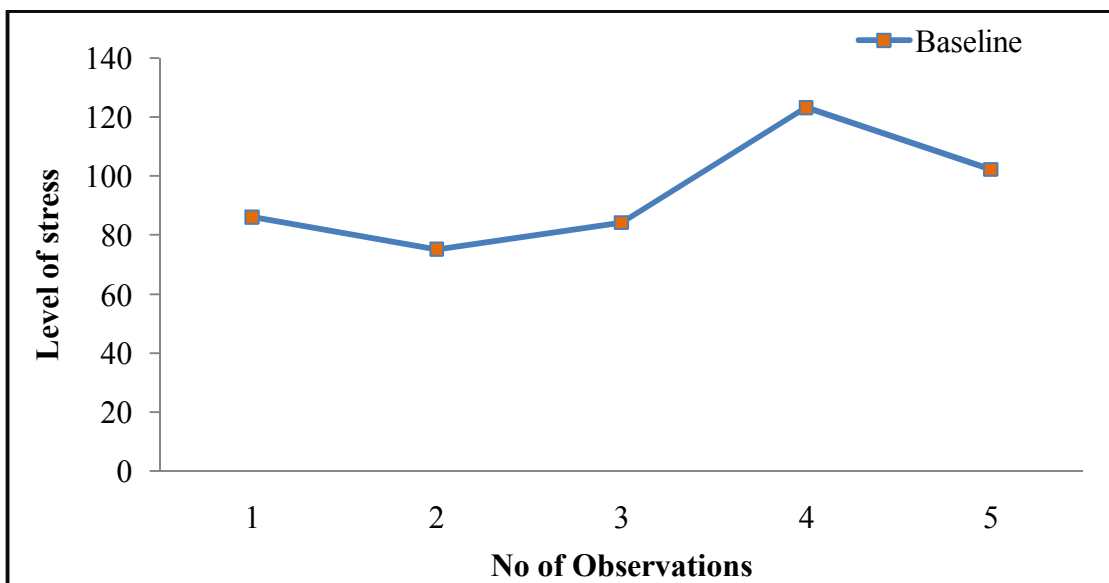
The trend of this baseline is flat.

Case No. 18 :

He is younger police personnel. He is thoughtful and has a lot of control over his feelings and emotions. He feels that irregular hours and heavy workload cast a toll on his physical and mental health.

Graph No. 5.18

The Pre intervention measurement scores of Case 18



During the baseline data collection phase the level of stress was high but quite stable in the first three observations as he was under pressure from authority. In the last two observations it increased due to cancellation of weekly off on account of festival *bandobast*.

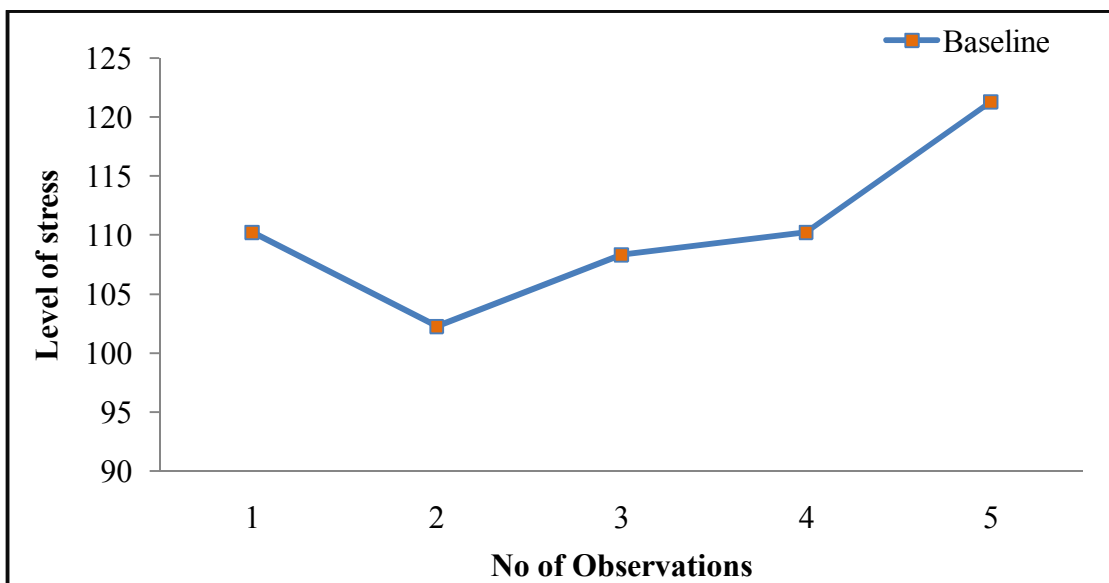
The trend shown increasing trend of baseline.

Case No. 19:

He is middle age person of medium build. He tends to be anxious, worried and moody. He is the in charge of a police *chouki* that is located in slum area. Every now and then slum dwellers approach him with complaints on various issues. Some issues are trivial but many are serious. He is unable to take a firm stand on many issues due to various limitations. He constantly works under pressure and is unable to find time for his family. He suffers from high blood pressure.

Graph No. 5.19

The Pre intervention measurement scores of Case 19



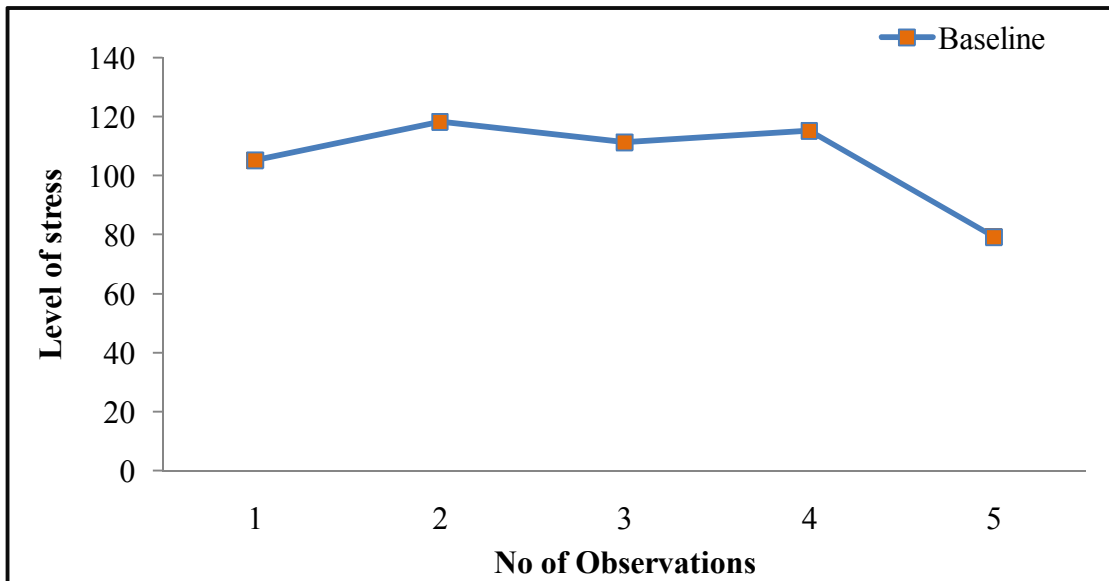
In the process of baseline data collection it was observed that the level of stress was high in the first observation during which he was open and shared about the apathy of the government towards police. Subsequently in the second observation it went down and again increased in the last three observations where he shouldered the responsibility of procession *bandobast* in his area during festival period .The trend of this baseline is increasing trend.

Case No. 20:

He is of medium build, very young and enthusiastic. He is cheerful and robust. As per the instructions of higher authority, he carries out duties on various fronts. Being single, he does not have domestic obligations. He gets mentally fatigued after long and extended duty hours and heavy work load.

Graph No. 5.20

The Pre intervention measurement scores of Case 20



During the baseline data collection phase initially the level of stress was high due to constant change in work pattern and public response. In next three observations the level of stress was high but stable. In the last observation the level of stress decreased due to change in responsibility. The trend of this baseline shows stable trend.

• **Sum up :**

During the pre intervention data phase the initial rapport with individual as well as a group was very useful for researcher to understand the stressors among police personnel. In the life of an individual, there is influence of his environment which reflects on his reactions, response and behaviour. It same apply to police personnel. These stressors are related to their work environment, work pattern, hierarchy issues, facility problems and public response.

In the first case the person have strong influence of socialization which shows strong belief on patriarchy. According to him work pattern and duty hours create stress and have effect on health. In the second case initial reluctance change in the openness due to constant meetings and trust building. According to him due to family issues he was not able to concentrate on work and thus not able to manage stress. Third case shows that hierarchy in police system and behavior of authority towards

subordinate makes him irritate. Public response towards police is one major stressor expressed by him. Various dimensions of police system creates stress in his life. The fourth case highlighted the economical condition of police personnel and their children's future. Health concern of police personnel was focused by him. Ignorance of system towards health and economic condition of police creates stress in his life. Case fifth has not more complaints but his narration shows that hectic schedule was responsible for his stress. In the sixth and seventh case constant change in the work pattern annoyed them. Eighth, Ninth, Tenth, Eleventh case explained about due to irregular duty hours police were not able to follow healthy lifestyle and healthy habits. Effects of stress had on health which lead to savior acidity, blood pressure, diabetes and body pain, lower back pain, headache etc. Case twelve stated about the expectations of public and their irresponsible behavior makes him aggressive and increase his mental stress. Case thirteen reported that he became frustrated by the responses and feedback he received from people and authority. Case fourteen was not satisfied in police profession due to unpredictable work pattern and looking for better government job. Case fifteen personally suffers from insomnia and irritation and according to him heavy workload is major stressor for him. Case sixteen emphasized on gender related health concerns and unavailability of health facilities make her stressed. According to Case Seventeen uneven duty hours lead to irregular eating habits which affects on health. Her pre intervention data shows change in the level of stress as the time change (morning, afternoon, evening) .

Weekly off gives some change and relaxation from work to police personnel. Case eighteen was felt more under stress when his weekly off was canceled during festive season. Case Nineteen was under stress due hierarchy pressure and apathy of government towards police. In the case twenty long duty hours and heavy work load was major stressors for him.

It shows that police personnel are daily facing with variety of stressors and the level of stress is depends upon the severity and consistency of that stressors. Due to these stressors police personnel also have ill effects on health. Hence there is necessity to make intervention on this issue.

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CHAPTER - VI

SOCIAL WORK INTERVENTION

The International Federation of Social Workers states of social work today, that, “social work bases its methodology on a systematic body of evidence- based knowledge derived from research and practice evaluation, including local and indigenous knowledge specific to its context. It recognizes the complexity of interactions between human beings and their environment, and the capacity of people both to be affected by and to alter the multiple influences upon them including bio- psychosocial factors. The social work profession draws on theories of human development, social theory and social systems to analyze complex situations and to facilitate individual, organizational, social and cultural changes.

According to Werner Boehm, Social work seeks to enhance the social functioning of individuals, singularly and in groups, by activities focused upon their social relationships which constitute interactions between individuals and their environments. These activities can be grouped into three functions: restoration of impaired capacity, provision of individual and social resources, and prevention of social dysfunction. (S. Reddy 2013)

The Schwartz mediating model rest on the assumption that the interest of the individual and the interest of society are essentially the same, but that in a complex and changing society the individuals desire to belong as a full and productive member and the society’s ability to integrate and enrich its people are sometimes blocked. (S. Reddy 2013)

Social work intervention is directed toward these blockages and toward freeing the “individual’s impetus toward health, growth, and belonging; and the organized efforts of society to integrate its parts into a productive and dynamic whole.”The focus of social work intervention is on the interactions between human and their environments.

It is essential that social workers understand their theoretical orientations so that they can provide interventions in thoughtful and systematic manner. A practice theory is coherent set of ideas about human nature including concepts of health,

illness, normalcy, deviance that provide explanation for behaviour and rational for interventions.(Frank & Frank 1993). Practice theories usually include concepts about what internal and external factors help people to change. There are dozens of practice theories available for use in human service. Such as ego psychology (change through insight), cognitive theory (change through more rational thinking), behavior theory (change through new reinforcers), narrative theory (change through a new life story) and social support theory (change through the reworking and acquisition of resources) to name just a few. (Walsh 2009)

In social work profession since its inception various leaders have sought ways to use science to guide social work practice. Studies show the effects of social work interventions useful for social work research. (Rubin, Babbie 2011)

Group is very natural response of humans as they love interacting with others. They come together in groups to achieve number of needs which can only be met through collective efforts. Social functioning competence depends to a great extent on the experiences of the persons in their interactions with people in their social environment. Cooley (1909) highlights about the relation between the Socialization and social learning which implies that the individual learns about values ,norms, acceptable behavior and life style through interactions with others. Hence it is imperative for social work as a helping profession dealing with social functioning issues and competence to understand groups and their functioning issues and competence to understand groups and their functioning and impact on members.

The scope of group work has expanded in recent years and that intending the expansion in scope and development in knowledge about the groups in various disciplines, to work with different kinds of client groups. The skills of working with the groups are developed and used in the wider context of overall expertise of human relations developed by social work profession, using the theoretical insights developed by social sciences and the experience gained by social work practitioners and other helping professions. (Siddiqui 2008)

The present study is social work intervention study where researcher used group work method as social work intervention on the stress of police personnel.

6.1 Description of Intervention

- **Pre-Group planning**

The presence of stress at work is almost inevitable in many jobs. Police jobs are more stressful due to the nature of work and the desired role and expectations of stakeholders in the society. Occupational stress is more in police organization as well as any defense force. In urban areas like Mumbai, Pune the level of stress is more due to the increase in population, slum areas, unemployed youth, migration, industries, pressure of work, travelling time etc. (P.Mathur 1999)

Typical stress management intervention include small group treatment 6-19 sessions in the length that average 10-15 hours of client exposure to treatment. (Ong. Linden & Young 2004). Generally stress management intervention is teaching the client six different techniques, means providing exposure to alternative behavior and some skills acquisition rather than mastery of any technique.

During this phase researcher develops an intervention strategy which aims at modification of behavior, change in the attitude towards profession and situations. While working with a specific group having stressed, one of the primary methods of social work; i.e. social group work was appropriate as an effective method for this research.

The strategy includes set of interventions sessions. So the same high stress police personnel were divided into two groups. Sessions were planned separately for those groups. The group comes under treatment group and the purpose of treatment groups is to meet member's socio-emotional needs and enable the members to use their full potential to cope with stress in positive way.

In treatment groups, communications are open and members are encouraged to actively interact. Member roles in treatment groups evolve as a result of interaction. In treatment groups, self-disclosure is expected to be high, proceedings are kept within the group, and group success is based on individual member's success in meeting the treatment goals. A unique characteristic of group work is use of program media such as laughter exercise, play, discussion, art and craft, play drama, which facilitate mastery of skills and serve as vehicle for fostering human relationships.

- **Formation of group:**

The pre group stage consists of all factors involved in the formation of a group. Careful thoughts and planning are necessary to lay a solid foundation for any group, including designing a proposal for a group, screening and selecting members and orientation process. Association of Specialist of Group Work (ASGW, 2008) 'Best Practice Guidelines' state: "Group Workers screen prospective group members if appropriate, Group workers identify group members whose needs and goals are compatible with the goals of the group"(A.7.a). The screening and selection process of the group members was based on statistical analyses of stress test filled by 182 police personnel. The analysis resulted to identify 46 police personnel with high stress in third quartile. Out of the 46 identified police personnel with high stress there are 11 women police. Further in the process of collection of pre intervention data due to unavoidable reasons 28 police personnel were able to give 5 repeated measures of stress test.

- **Composition of Group:**

Age, gender, social and economic status etc., are all important factors in determining their status in a group relationship and power sharing. In the present study age, gender, designation, police station, years of experience these factors play significant role during the process of storming phase. In the initial stage of group is the time of orientation and exploration. Members are discovering and testing their limits.

Typically, members bring to the group certain expectations, concerns and anxieties, and it is vital that they be allowed to express them openly. In the present study at the stage of Uncertainty-exploration regarding sharing of power and resources are difficult areas to cover in the present study due to their various positions in different police stations. Whether group should have a homogeneous membership or a heterogeneous one depends on the group's purpose and goals. Similarity of the members can lead to a great degree of cohesion, which in turns allows for an open and intense exploration of their life crises. Even though the members may share common problem, their life experiences will differ, which brings another level of diversity into these homogeneous groups. In the present study group members are

police personnel and regular transfers are unavoidable part of their life. Though there was similarity in the problems and experiences faced by them in group members, cohesion was quite difficult, due to obligations of profession.

- **Size of the Group:**

The size of the group depends on several factors: age of clients, experience of the leader, and type of group, and problems to be explored. It should be big enough to give ample opportunity for interaction and small enough for everyone to be involved and to feel a sense of 'group'. (Marianne Schneider, Gerald, Cindy Corey 2014).

Total 28 members were able to give 5 repeated measures for pre intervention data in the present study. These members were divided into 2 groups (14-14). Actually for all sessions members were not able to present due to their work planning, weekly off. Average 35% members were present for sessions.

- **The Setting/ Place for group meetings:**

Groups often fail because of their physical setting. Group room should not be cluttered and that allows for a comfortable setting arrangement and need to be preferred. The setting for sessions was specifically planned related to purpose of the study. Privacy was maintained. Considering work pattern of police personnel and their work environment and time constraint researcher consciously tried to create sound proof pleasurable, comfortable environment and sitting arrangement. To develop open interactions among group members and resource person specific psychological barrier were avoided.

The group in the present study was closed group; include only those members selected at the time of group formation. Closed groups typically have some time limitations with the group meeting for a predetermined number of sessions. Generally, members are expected to remain in the group until it ends, and new members are not added.

In this study, implicit and explicit norms were formed about expected behavior aimed at making group function effectively. Implicit norms are like a group is a place where everything must be said, with no regard for privacy. Following

explicit norms were followed in the present study and specific formal procedures tracked about permission to participant to participate in the group.

- Members were expected to attend the sessions regularly
- The other side of norm of support was provided members with encouragement to look at them. Members need to learn how to confront others without arousing defensiveness.
- Group guided under the norm of exploring personal problems or a norm of problem solving.
- Members taught about the norm of listening without thinking of quick rebuttal and without becoming overly defensive.

- **Beginning Stage**

The group was formed under the specific goals mentioned below:

1. To provide platform to express their emotions, anxiety in the group.
2. To educate members about overall knowledge of stress as well as self awareness.
3. To help members to learn coping strategies for stress management.
4. To facilitate members to develop positive attitude and problem solving skills.
5. To guide them to gain personal and family level stress management skills.
6. To train them to learn interpersonal and intrapersonal conflict resolution skills.

Remedial Model of group work was used in the present study. Remedial model focuses on the individual dysfunction and utilizes the group as a context and means for altering deviant behavior. This approach to group work practice emphasizes its utility in removing the adverse conditions of individuals whose behavior is disapproved by the society.

According to remedial model, the group can be used to treat problems of adjustments in personal and social relations. The remedial model is considered more as a clinical model that seeks to help the socially maladapted to improve social functioning through guided group experience. The remedial model facilitates the interaction among members of the group to achieve change for the individual.

Intervention is focused and addresses the problem of dysfunction in the group and within the full range of the individual's relationships. In the present study through this model whatever the changes were brought, they were explicitly limited to organizational elements, which were responsible for individual's dysfunction. This remedial stress management model focuses on preventive aspects also.

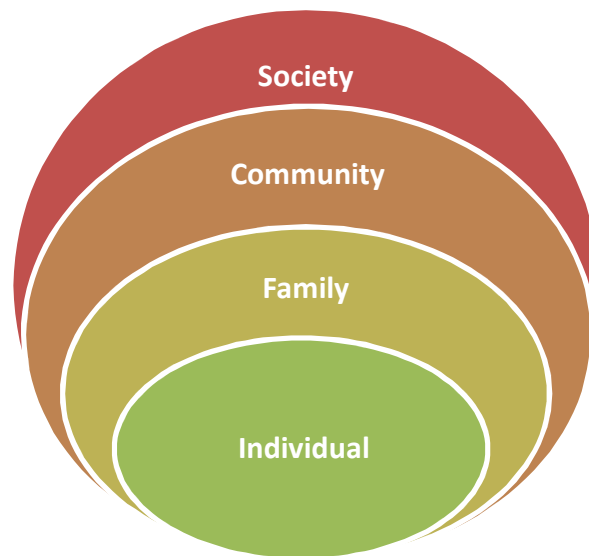
Cognitive-Behavioral intervention was used and it was multimodal in nature which included following modalities.

- Relaxation
- Self-monitoring / self-talking
- Assertiveness training
- Problem solving
- Positive Thinking
- Creative thinking /activities
- Healthy family relationship training

The cognitive behavioral approaches are based on structures, psycho educational model and they tend to emphasize the role of homework, place responsibility on the group member to assume an active role both during and outside of the group sessions and draw from variety of cognitive and behavioral techniques to bring about change. A basic assumption underlying the cognitive behavioral approaches is that most problematic behaviors, cognitions, and emotions have been learned and can be modified by new learning. Members of a group are involved in a teaching and learning process and are taught how to develop new perspective on ways of learning. Group members are encouraged to try out more effective behaviors, cognitions and emotions. Problem may arise due to a skills deficit—adaptive behaviors or cognitive strategies that have not been learned—and group members can acquire coping skills by participating in this educational experience. (Marianne Schneider, Gerald, Cindy Corey 2014)

- **Program Planning:**

Structuring the group sessions involves two aspects. First is the structuring the time and second addresses the There were limitations in to routine pattern for the group to follow due to their unpredictable work pattern and it affects on the presence of police personnel in sessions. Structuring of group and distribution of roles and responsibilities among members were quite difficult due to hierarchy pattern in police system as police personnel only follows the instructions given by their authority. Intervention sessions were planned in accordance with operational stress factors. The present study explored some organizational as well as operational stressors. While planning the intervention sessions for organizational stress factors (i.e. political torpidity, policy changes and reforms) certain limitations may arise. Operational stress test has given a direction to introduce psycho-social intervention. The stressors contained in the stress scale are related to individual perspective, family relationship, police as community concerns and society responses so to implement these intervention sessions the use of health promotion intervention model used for the same.



In the process of psycho-social intervention the individual level of stress could be reduced by focusing each police personnel, their family relationship, police as a community and society

As program plan intervention sessions were introduced. At specific location a group of highly stressed police personnel has been identified

6.2 Details of sessions conducted during research period.

Table No. 6.1

Details of Sessions

Sr. No.	Month	Session topic	Resource person details	Method
1	April 2015	Understanding of Stress Concept , Causes of stress, Symptoms of stress.	Dr. Shirisha Sathe (Clinical psychologist and practitioner)	Lecture , discussion and relaxation exercise
2	June 2015	Family relationship and stress management	Mr. Milind Chavan (Social work practitioner)	Lecture and discussion
3	August 2015	‘Self identification and Stress’	Dr. Shirisha Sathe (Clinical psychologist and practitioner)	Lecture and discussion
4		‘Laughter – a Remedy for Stress’	Mr.Makarand Tillu (Laughter therapist)	Laughter Exercise
5		‘Conflict Resolution, Decision Making and Problem Solving’	Ms. Ravibala Kakatkar (Neuro Linguistic Programme Trainer)	Activities ,Film screening & Discussion, Play drama
6		‘Factors influencing on family and social relationship’	Mr. Anand Pawar (Social Work Practitioner)	Lecture and discussion
7		‘Positive Thinking’	Dr. Shirisha Sathe (Clinical psychologist and practitioner)	Lecture and discussion

Sr. No.	Month	Session topic	Resource person details	Method
8	November 2015	‘Origami- a Creative Task to Release Stress ’	Mr. Rushikech Sabnis (Origami Expert)	Actual demonstration
9		‘Stress and Family Relationship’	Ms. Ketaki Gokhale (Social Work Educator)	Presentation and Discussion
10	December 2015	‘Stress and Coping Mechanism’	Dr. Medha Kumthekar (Retired Psychology Educator)	Presentation ,Discussion and cognitive exercise
11	February 2016	'Power of Thoughts (Positive)'	Mr. K.C. Kakatkar (Life Skill Trainer)	Presentation & discussion
12		‘Use of internal and external resources in problem solving process'	Ms. Rashmi Tamuli (Retired Social Work Educator and Practitioner)	Discussion

6.3 Description About the sessions:

The main intention of all these intervention sessions was to provide some basic skills and techniques useful for the members in their daily routine.

- **Session 1** was conducted on Understanding of Stress Concept, Causes of stress, and Symptoms of stress. Session starts with one story related to group of people's experience of stress and their response towards it. Further it explained about physical as well as psychological implications. The purpose of this session was to educate the police personnel about the knowledge of basic concept of stress. Majority of group members were aware about the causes of their stress. The session helps the police personnel to understand how stress is inevitable and how we can respond to the stress? Through this session members were able to know

the symptoms of stress i.e. physiological reactions like increased heart rate, Irritability, Insomnia, Fatigue etc. Lastly some tips were given to the members like importance use of lime water in regular life in releasing stress. Demonstration of deep breathing, relaxation technique introduced.

- **Feed back of members:** The immediate feedback was given by the group members. They were happy and feel relaxed. It was new information for them to use of lime water and scientific reason in releasing stress.

- **Session 2** was conducted by experienced social work practitioner on 'Family relationship: gender perspective'. Gender differences are also found in police system. Women police personnel have to face the discrimination and secondary status both at home and on duty. The session helps to sensitize police personnel about gender equality particularly in their work environment. Few case studies and suitable examples in the session were used to give detail understanding about balancing roles, responsibilities and expectations with family members and developing healthy pattern of communication, behavior, expressions in the family.
 - **Feed back of members:** Members responded that such sessions need to be conducted with our family members also. Some members had influence of patriarchy questioned about need of equality.

- **Session 3** was on self identification and stress. Session was totally based on discussion method, which focus on to help members to understand their self image, goal setting, This session also guide them to think about qualities and limitations. This session was helpful for them to provide platform to discuss and share views about the way of response towards stress. Members were able to understand the relationship between self image and flight and fight response towards stress. Through this session members were able to recognize the importance of types of personality in relation to stress management.

At the end of the session few tips were given to members by expert about prevention of stress i.e. regular exercise like jumping, hopping in releasing stress.

- **Feed back of members:** Members were agreeing on use of flight and fight response used by them depend on situations. Most of the time defense mechanisms were used by them to

- **Session 4** was totally based on laughter therapy. Expert gave detailed knowledge about scientific use of laughter therapy for mental stress, its use for blood circulation and muscle relaxation. Expert makes the member belly up laughing by giving various examples in daily life of police personnel. Laughing exercise was also taught by the expert with small tips.
 - **Feed back of members:** Members were enjoyed this session a lot and fully participate in the session. They felt that they learn the new positive coping mechanism which is very easy.

- **Session 5** was based on Neuro linguistic program. The session helps the members to give firsthand experience to understand the situation which create stress. Through this session members were able to understand causes of interpersonal and intrapersonal conflicts and approach towards these conflicts. Film screening helps the members to think about the reality in which they live and reaction they give to stress. Role play was used in this session to know in better way the hierarchy in police system. It also helps members to look the same situation from third person's eye. Session facilitate the members to consider any difficult situation calmly before taking any decision.

Following few problem solving techniques were highlighted in the session; acceptance of problem, watch out for old habits, overcome fears, don't be tied to a problem; try to look at it with detachment, don't let procrastinate for problem, controlling of inclination for reactive solutions, avoidance of emotional responses and always attempt to be rational.

- **Feed back of members:** Members responded that role play was good activity, through which they internalize and refine their attitudes.

- **Session 6** was on ‘factors influencing on family and social relationship’ conducted through discussion. The session was on focused on external factors like political, social factors influenced on family relationship. The needs and demands of families are changing due to market culture is changing. Expert throws a light on mismatch of increasing needs, status value of family members and economic condition of police personnel. e.g. increasing importance of mobile, deodorant etc.
 - **Feed back of members:** Group members were actively participated in discussion. Members responded that the discussion conducted by expert was totally based on ground reality. It helps the members to look into new way towards social relationship.

- **Session 7** was on positive thinking. It was closely linked with earliest self identification, self image session. Various examples of people were given who has a low self-esteem and finds it difficult to appreciate others, care for others wholeheartedly, because of the insufficiency within. Only a person with a positive self-esteem can face challenges of life healthily. There is a need in very human being to build a positive self-esteem. Role Plays of Teacher Student, Boss – employee, Parents –Children, Mother in laws – daughter in laws were conducted. An example of a glass, half filled with water was given and discussed on how people perceive the world through the tinted glass of their self-concept. Few positive thoughts were given at the end of the session to use regularly to guide themselves.
 - **Feed back of members:** Members realized to identify happiness in little things, and how it influenced on daily routine. Members were also acknowledged a single positive thought create energy and help to think in positive way.

- **Session 8** was on Origami- a Creative Task to Release Stress. An expert in the field of origami conducted this session. The session was totally based on demonstration with simple origami folds and creases used to make a wide variety

of designs, including animals, boat etc. The art of origami involves folding and creasing paper. This uses both sides of your brain. Stress is a physiological problem, so origami engages both the mind and hands to produce a calming effect.

- **Feed back of members:** Members experienced the method of balancing body and mind origami certainly helps. Members felt that if they establish a routine of setting aside even ten minutes daily to developing origami skills this will aid in a less stressful life.

- **Session 9** was on stress and family relationship conducted by co investigator of the present study. The session was fully focused on use of quality time with family members and sharing of happiness. Connecting with previous positive attitude session small tips were given to members to enjoy their family life in stressful profession like appreciation on child's small achievement, use of applause, put smiles on face while returned home, show interest in the small activities of children. Family is valuable support for police personnel. Members were sensitized to understand the expectations of family members in their point of view.
 - **Feed back of members:** The session helps member to have different look towards needs of family members. Members felt that the tips suggested in the session were important and can use in simple way. Members felt that session gives an outlook to think about others.

- **Session 10** was conducted for only female police personnel. Female police personnel those who are not members of the present study were also invited in this session. The session was conducted by well-known expert in the field of psychology on stress and coping mechanisms. The points focused in this session were work related stress, house related stress, and gender related stress and its ill effects on psychological and physiological health. Expert used various poems to explain coping mechanism, particularly on time management, control over emotions, divergent thinking etc.

- **Feed back of members:** Female police personnel enjoyed this session with active participation. Members and non members expressed that they were trying their best while shouldering the both responsibilities, however the session was brainstorming. It gives specific tricks to cope up with stress.
- **Session 11** was conducted on power of thoughts. The session was conducted by life skill trainer. The emphasize was given in this session was on building up confidence and motivational discussion. This session helps the members to understand thought power is the key to creating reality and leads to positive feeling and action. It is a creative power, which one can strengthen and use to make changes in the life.
 - **Feed back of members:** Members were happy and felt that they learn something new to think in different manner. They were able to understand the importance of positive thinking to make some positive change in their life.
- **Session 12** was session on 'use of internal and external resources in problem solving process' conducted by retired social work educator and practitioner. The session was totally interactive in this to identify challenges faced by the police personnel and how they use the external and internal resources in problem solving process. The session facilitates the members to know their inherent skills and possibility of application of those skills in daily routine. The emerging needs were list out by the researcher through this interaction.
 - **Feedback of members:** The session was appreciated by the members as in all these sessions there was opportunity to express their views, emotions, opinions. The discussion was guided and it helps us to introspect ourselves, our attitude in relation to problem solving process.

6.4 Principles of Group work followed by researcher during research process

1. Principle of Planned group formation:

The group was formed according to their level of stress which was calculated through quartile (statistical calculation). There were limitations to gather all

group members due to their work pattern for sessions but researcher emphasized and approached higher authority to allow them to participate in the sessions.

2. Principle of Specific Objectives:

Specific objectives for individual and group development were formulated by the researcher in the harmony with group wishes and capacities keeping their working agency functions in mind.

3. Principle of purposeful worker group relationship:

Consciously purposeful relationship established between worker (researcher) and members. Researcher always keen about group willingness to accept help from worker tried to establish confidence of members on researcher.

4. Principle of Guided group interactions:

Researcher concentrates on interactions and reciprocal on responses of members depend on quality of participation. Through profound discussion and various activities members were enabled to interact and share their experiences related to stress.

5. Principle of Evaluation:

To fulfill the objectives of group work researcher concentrate on continuous evaluation of individual and group. As it is the research the effect of group work was also evaluated statistically.

6.5 Evaluation of Group Work:

Researcher evaluates the individual growth on the basis of presence and level of participation of group members in group activities. Due to working nature continuous attendance was not possible for all members. However worker evaluated the growth of skills, knowledge gained by members, methods of problem solving to cope with stress through group experience through qualitative data.

Further researcher evaluated the effect and growth of group as a whole statistically. Mutual understanding, cooperation and cohesion have not seen among

group members due to their cadre differences and limitations of profession for involvement.

Bernstein and Douglas combination of chart was used to evaluate member's contribution for group development.

Table No. 6.2

Evaluation of member's contribution for group development

Constructive Participation	Group member's Number
Good attention and interest and outstanding Participation	4,6,9,11,16
Considerable trust and openness	1,3,4,6,7,8,11,12,16
Minor contribution such as ,helping to arrange chairs ,getting equipments etc	4,5,16.
More important contribution ,e.g. Thoughtful consideration new members, sharing experiences	4,16,6
An outstanding contribution such as helping to resolve conflicts, unusual efforts in relation to responsibilities etc.	11,4,16,12,
Destructive Participation	
Inattentiveness , lack of participation and interest	9,14,20
Average Sensitivity and listening	5,9,13,14

6.6 Termination and Evaluation of group work at individual and group level.

Group worker evaluated the group of skills, techniques and knowledge gained, changed in attitude, interest in learning, problem solving skills, participation in sessions through group experiences.

Though 28 police personnel were able to give pre intervention data of five repeated measures, all of them were not able to participate in intervention sessions. Among these 28 only 20 police personnel were able to participate in sessions and able to give post intervention data. Assessment of intervention effects ascertains whether

the intervention strategy has achieved the desired result in the subject.(Das Lal 2005).

This phase is featured with the following characteristic elements.

- This phase brings programme end to the relationship of the researcher with the police personnel.
- This phase review the feelings and progress of the relationship of the researcher with the police personnel.
- This phase evaluate progress towards the desired goal of the research and its success.
- This phase facilitate to establish a mechanism for the future needs.
- And this phase ends with a post intervention data collection by the researcher.

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CHAPTER - VII

POST INTERVENTION MEASUREMENT

Subsequent to the completion of the intervention, the instrument police stress questionnaire (psq-op) was administered again to the subjects and the scores of the post intervention measurement were recorded. To ensure the reliability of the information collected during post intervention measurement, same instrument was administered and it was repeated either on every third day of month or immediate after intervention to identify changes in the stress. This was purposefully done to ensure that the change should be near permanent. Subject wise and Group wise pre and post intervention scores, graphs and test results are presented below.

Case No. 1

Table 7.1
Pre and Post Intervention Scores of Case 1

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	136.00	126.00
2	137.00	103.00
3	137.00	101.00
4	127.00	94.00
5	135.00	94.00
N	5	5

To know if there is significant difference in pre and post intervention scores ‘Wilcox on Signed Ranks Test’ was administered.

Wilcox on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE- INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics

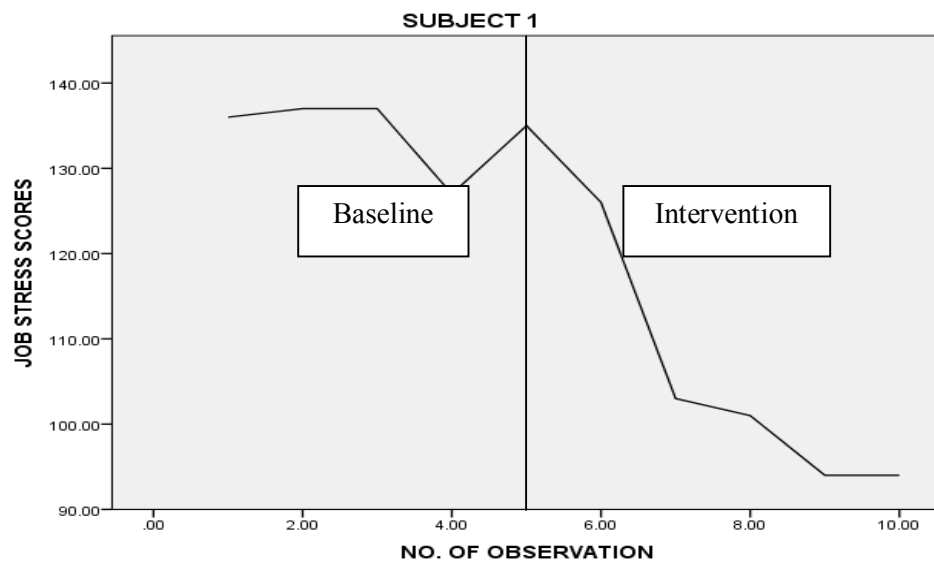
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.023 ^a
Asymp. Sig. (2-tailed)	.043

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .043).

Graph No. 7.1

Pre and post scores obtained by Case 1 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant, Two Standard Deviation method was used. The results of the test are presented below.

Mean Pre-Intervention Score = 134.4

$$\begin{aligned} \sigma \text{ (Standard Deviation)} &= 4.219 \\ 2 \sigma &= 8.438 \\ \text{Range} &= \text{Mean Pre-Intervention Score} \pm 2 \sigma \\ &= 134.4 \pm 8.438 \\ &= 142.838 \text{ to } 125.962 \end{aligned}$$

As a rule, if three consecutive scores out of five post intervention scores are beyond the range (either above the highest value or below the lowest value of the range) we can infer that the change is statistically significant at .05 (Rubin and Babbie,1993, p.518). In this case, four post intervention scores (Table 7.1) are below the lowest value of the range (125.962). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

During post intervention phase, the subject expressed that the sessions helped him to think about himself as well as the environment around him in a more composed manner. The sessions were also useful in responding appropriately towards stress experienced during daily routine. It was found that the level of stress gradually decreased due to his newly learnt ability to cope with stress.

Case No. 2

Table 7.2
Pre and Post Intervention Scores of Case 2

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	107.00	105.00
2	107.00	106.00
3	107.00	105.00
4	112.00	105.00
5	111.00	104.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

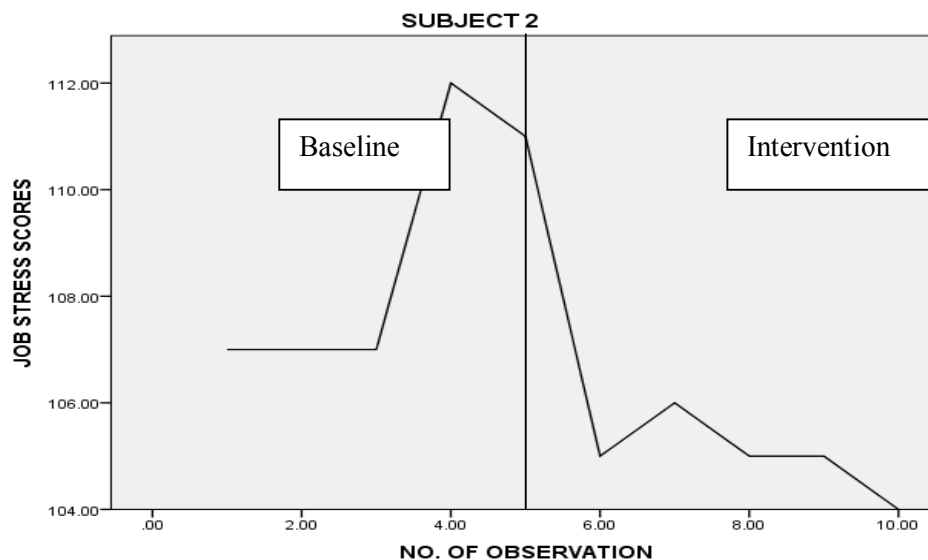
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.041 ^a
Asymp. Sig. (2-tailed)	.041

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .041)

Graph No. 7.2

Pre and post scores obtained by Case 2 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a sheer decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 108.8

Standard Deviation (σ)=2.489

$2 \sigma = 4.978$

Range = Mean Score $\pm 2 \sigma$

= 108.8 ± 4.978

= 113.778 to 103.822

In this case all the post intervention scores (Table 7.2)are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

Subject was relatively happy during intervention sessions. He liked to attend this intervention sessions but sometime due to insufficient police force he was not allow to participate in the sessions. Due to his inconsistency in attendance significant effect was not found in the level of stress.

Case No. 3

Table No. 7.3

Pre and Post Intervention Scores of Case 3

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	135.00	125.00
2	136.00	115.00
3	135.00	115.00
4	135.00	115.00
5	133.00	103.00
N	5	5

To identify if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

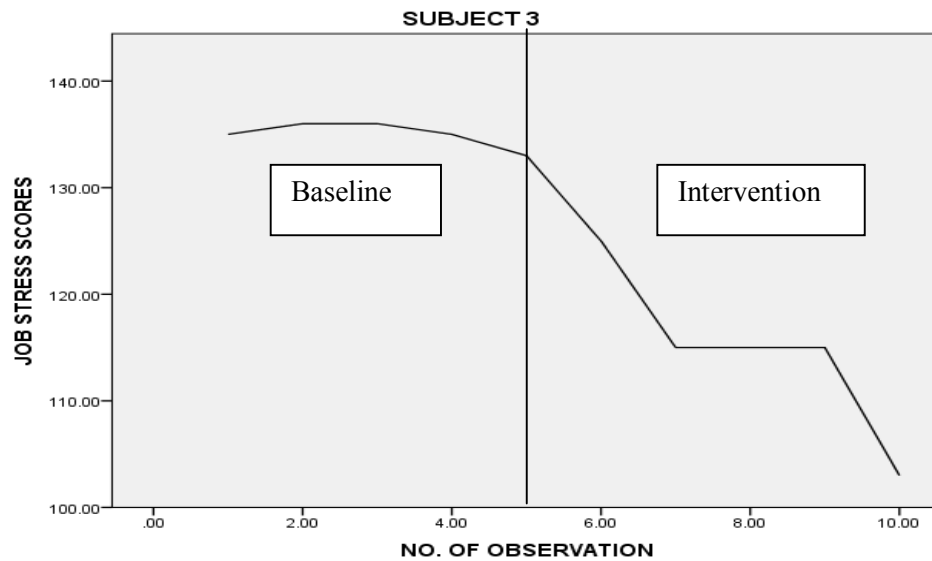
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.032 ^a
Asymp. Sig. (2-tailed)	.042

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .042).

Graph No. 7.3

Pre and post scores obtained by Case 3 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a sheer decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 134.8

Standard Deviation (σ) = 1.09545

$2\sigma = 2.19$

Range = Mean Score \pm 2σ

= 134.8 ± 2.19

= 136.99 to 132.61

In this case all the post intervention scores (Table 7.3) are below the lowest value of the range (132.61). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

In the intervention sessions the subject was participated actively. He always advocate about the condition of police personnel and attitude of authority towards

them. He was able to share that these sessions are guideline to remember some tips to react towards stress. He felt that the sessions conducted for them are like patch work stress will be only released after some concrete measures can be done by the government for police personnel. Positive attitude towards profession and colleague help him to manage his stress.

Case No. 4

Table No. 7.4
Pre and Post Intervention Scores of Case 4

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	109.00	91.00
2	85.00	85.00
3	85.00	82.00
4	109.00	82.00
5	119.00	82.00
N	5	5

To recognize if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	2.50	10.00
	Positive Ranks	0 ^b	.00	.00
	Ties	1 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

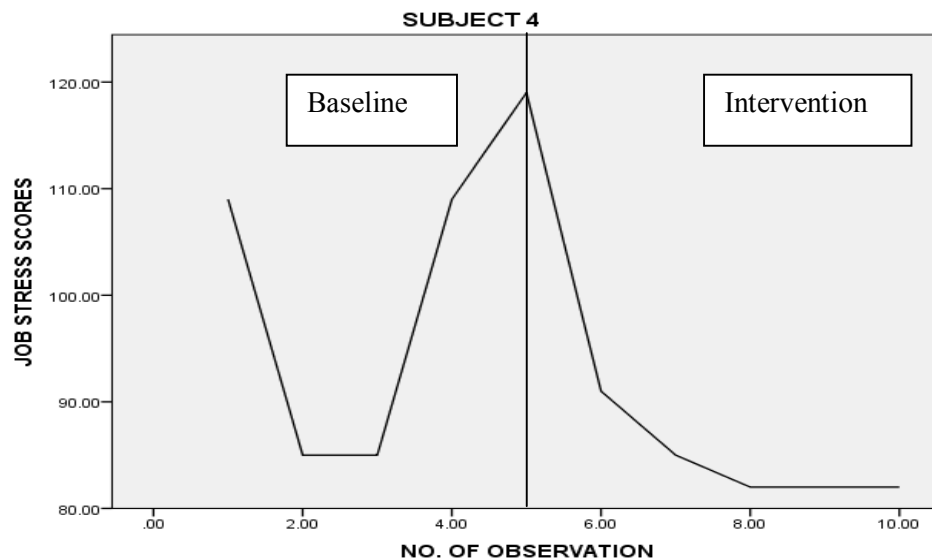
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.826 ^a
Asymp. Sig. (2-tailed)	.068

- a. Based on positive ranks.
 b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .068$).

Graph No. 7.4

Pre and post scores obtained by Case 4 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a sheer decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 101.4

Standard Deviation (σ) = 15.52

$2\sigma = 31.04$

Range = Mean Score $\pm 2\sigma$

$$= 132.44 \pm 31.04$$

$$= 132.44 \text{ to } 70.36$$

In this case all the post intervention scores (Table 7.4) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

During the intervention sessions subject was very happy and actively participated in these sessions. He expressed his views about the intervention sessions was these sessions help me to release stress for some period and he was used to shared the content of these sessions with his other colleague. However may be due to constant anxiety of employment of his son statistical significance was not shown in decreasing level of stress.

Case No. 5

Table No. 7.5
Pre and Post Intervention Scores of Case 5

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	117.00	92.00
2	75.00	34.00
3	75.00	35.00
4	107.00	36.00
5	119.00	34.00
N	5	5

To recognize if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	2.50	10.00
	Positive Ranks	0 ^b	.00	.00
	Ties	1 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

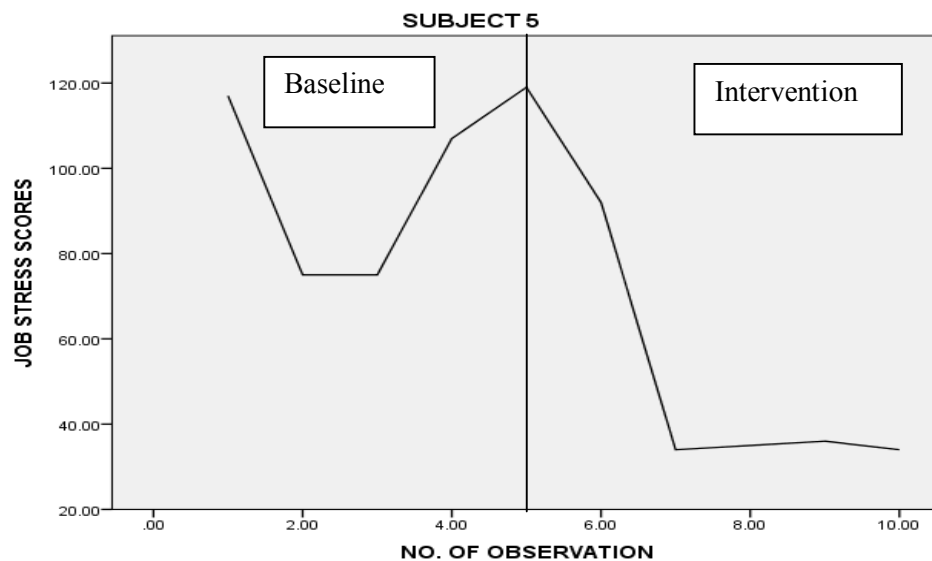
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.826 ^a
Asymp. Sig. (2-tailed)	.068

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .068).

Graph No. 7.5

Pre and post scores obtained by Case 4 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a sheer decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 98.6

Standard Deviation (σ) = 22.02

$2 \sigma = 44.04$

Range = Mean Score $\pm 2 \sigma$

= 98.6 ± 44.04

= 142.64 to 49.56

In this case 4 out of 5 post intervention scores (Table 7.5) are below the lowest value of the range. (49.56). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

In the post intervention data collection phase subject was contented with some brain storming sessions about person's environment, his perception and response towards it. He felt that laughter sessions help him to release stress and feel relaxed. When he was under stress he tries to look it as healthy manner.

Case No. 6

Table 7.6
Pre and Post Intervention Scores of Case 6

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	71.00	75.00
2	80.00	73.00
3	81.00	73.00
4	81.00	75.00
5	81.00	61.00
N	5	5

To distinguish if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	1 ^a	1.00	1.00
	Positive Ranks	4 ^b	3.50	14.00
	Ties	0 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.753 ^a
Asymp. Sig. (2-tailed)	.080

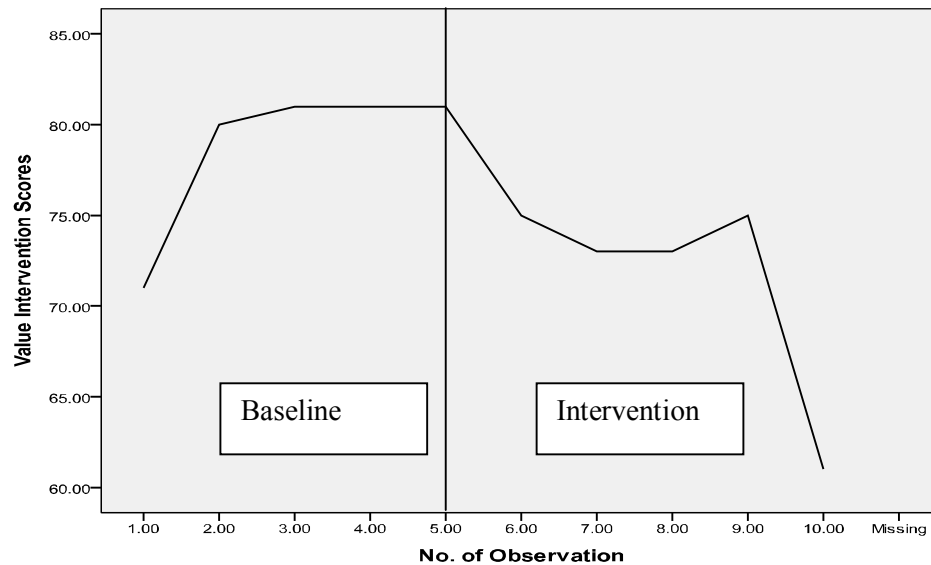
a. Based on negative ranks.

b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant (p= .080).

Graph No. 7.6

Pre and post scores obtained by Case 6 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 78.8

Standard Deviation (σ) = 4.38

$2 \sigma = 8.76$

Range = Mean Score \pm 2σ

= 78.8 ± 8.76

= 87.56 to 70.04

In this case four post intervention scores (Table 7.6) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

During post intervention data collection phase subject expressed his views about how these sessions helped him in releasing stress. However statistically it is not

significant change may be due to he got the knowledge to release stress, his attitude also change but to use it in practice found to be difficult for him.

Case No. 7

Table No. 7.7
Pre and Post Intervention Scores of Case 7

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	109.00	91.00
2	85.00	85.00
3	85.00	82.00
4	109.00	82.00
5	119.00	82.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	3.25	13.00
	Positive Ranks	1 ^b	2.00	2.00
	Ties	0 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.483 ^a
Asymp. Sig. (2-tailed)	.138

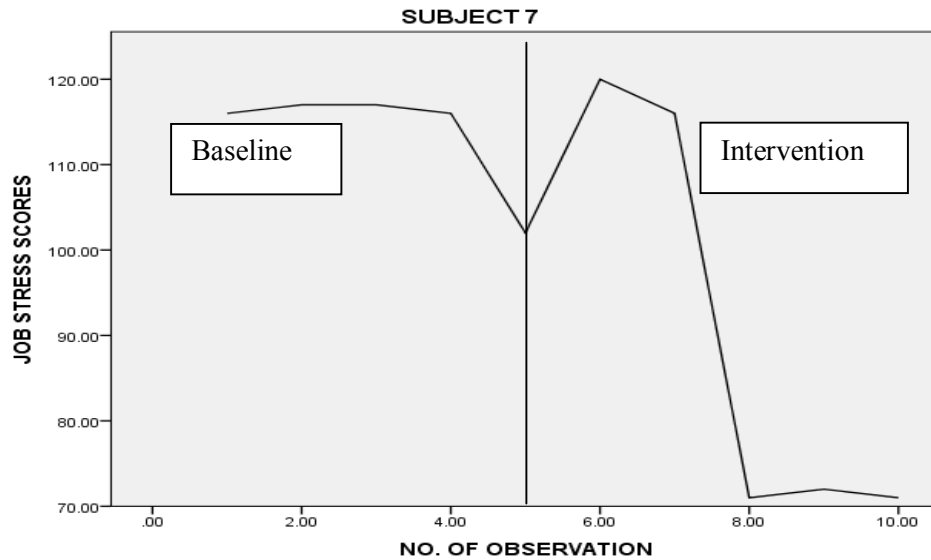
a. Based on positive ranks.

b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .138$)

Graph No. 7.7

Pre and post scores obtained by Case 7 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 113.6

Standard Deviation (σ) = 6.5

$2 \sigma = 13.0$

Range = Mean Score $\pm 2 \sigma$

= 113.6 ± 13

= 126.6 to 100.638.8

In this case 3 consecutive post intervention scores (Table 7.7) are below the lowest value of the range.(100.638). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject was pleased to participate in the sessions. It helps him to solve the problems he faced in daily life. It gave him peace of mind. He expected to organize such sessions regularly for them. He felt that the duration of these sessions were less it needs to be increased.

Case No. 8

Table No. 7.8
Pre and Post Intervention Scores of Case 8

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	90.00	51.00
2	71.00	62.00
3	71.00	52.00
4	67.00	52.00
5	62.00	52.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test**Ranks**

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE- INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

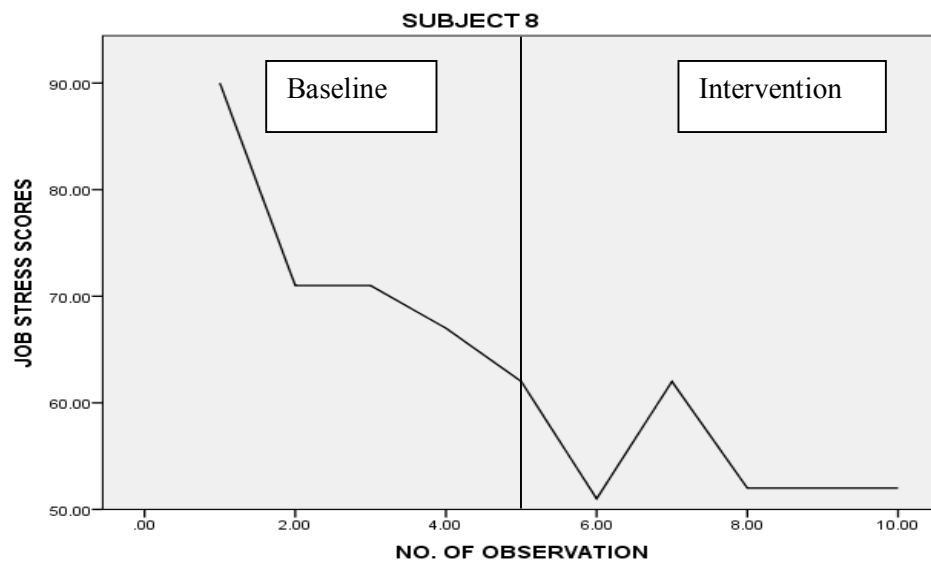
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.023 ^a
Asymp. Sig. (2-tailed)	.043

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .043).

Graph No. 7.8

Pre and post scores obtained by Case 8 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 72.2

Standard Deviation (σ) = 10.616

$$2 \sigma = 21.232$$

$$\text{Range} = \text{Mean Score} \pm 2 \sigma$$

$$= 72.2 \pm 21.232$$

$$= 93.432 \text{ to } 50.968$$

In this case all the post intervention scores (Table 7.8) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

Subject has attended maximum sessions and very much eager to attend the same. She was initially ignored to participate but afterwards she has keen interest and regularly attended it.

Subject was impressed by these sessions and the experts who conducted it and given some small tips which police personnel can use it in their regular busy schedule. However she was not able to balancing while dealing with daughter's problem, and professional responsibilities and new pregnancy as it shows cyclical trend in post intervention phase.

Case No. 9

Table No. 7.9

Pre and Post Intervention Scores of Case 9

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	119.00	76.00
2	123.00	75.00
3	123.00	74.00
4	114.00	74.00
5	108.00	74.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

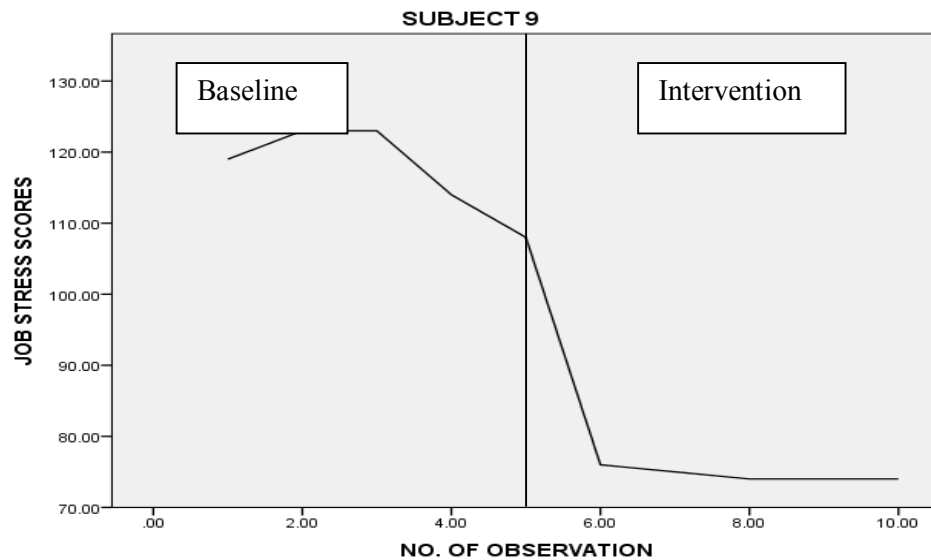
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.023 ^a
Asymp. Sig. (2-tailed)	.043

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .043).

Graph No. 7.9

Pre and post scores obtained by Case 9 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a sheer decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 117.4

Standard Deviation (σ) = 6.42651

$2 \sigma = 12.85$

Range = Mean Score $\pm 2 \sigma$

= 117.4 ± 12.85

= 130.25 to 104.55

In this case all the post intervention scores (Table 7.9) are below the lowest value of the range (104.55). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Conflict resolution techniques subject liked most in all the sessions and felt that the experience of session was good. He learned how to face the problems and challenges in the life. He tries to practice it in daily routine.

Case No. 10

Table No. 7.10
Pre and Post Intervention Scores of Case 10

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	103.00	60.00
2	103.00	54.00
3	100.00	58.00
4	100.00	54.00
5	100.00	54.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon Signed Ranks Test**Ranks**

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE- INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

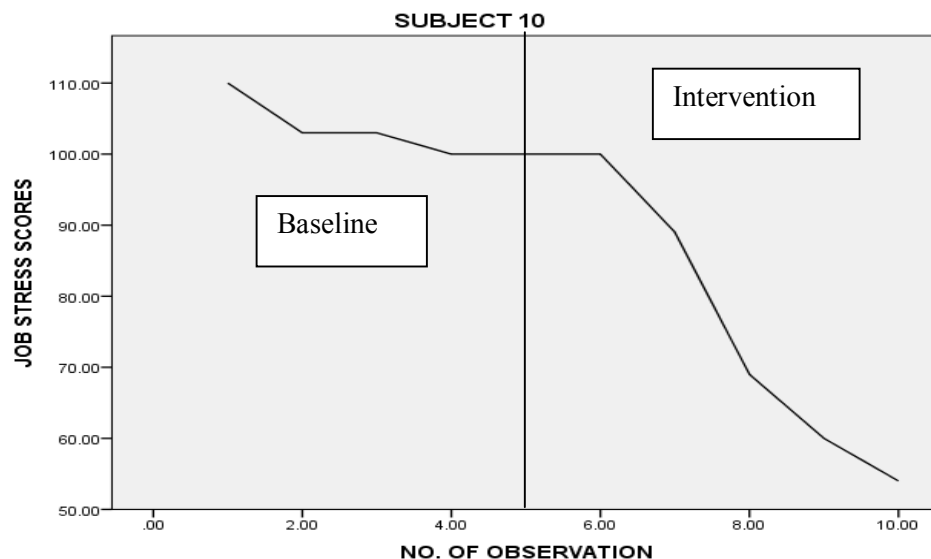
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.032 ^a
Asymp. Sig. (2-tailed)	.042

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .042).

Graph No. 7.10

Pre and post scores obtained by Case 10 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 101.2

Standard Deviation (σ)= 1.6

$$2 \sigma = 3.2$$

$$\text{Range} = \text{Mean Score} \pm 2 \sigma$$

$$= 101.2 \pm 3.2$$

$$= 104.4 \text{ to } 98.0$$

In this case all the post intervention scores (Table 7.10) are below the lowest value of the range (98.0). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject felt that these sessions help him to release stress. Laughter therapy liked most in all sessions and he try keep him happy in difficult condition also. Even he express that all these sessions need to be organized for all police personnel and duration should be increased.

Case No. 11

Table No. 7.11
Pre and Post Intervention Scores of Case 11

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	89.00	92.00
2	93.00	92.00
3	93.00	66.00
4	89.00	66.00
5	100.00	66.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcox on Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	3.25	13.00
	Positive Ranks	1 ^b	2.00	2.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

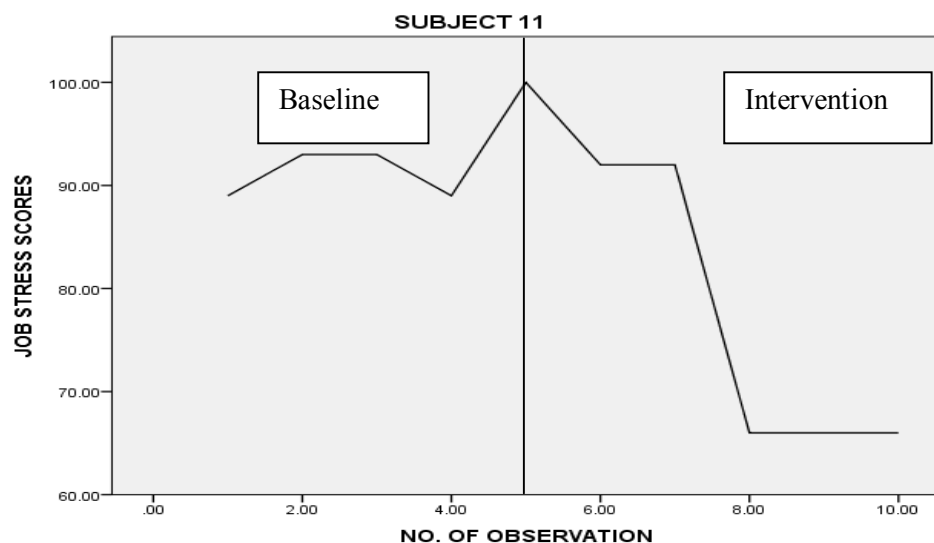
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.483 ^a
Asymp. Sig. (2-tailed)	.138

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant (p= .138).

Graph No. 7.11

Pre and post scores obtained by Case 11 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 92.8

Standard Deviation (σ) = 4.49

$2 \sigma = 8.98$

Range = Mean Score $\pm 2 \sigma$

= 92.8 ± 8.98

= 101.78 to 93.82

In this case all the post intervention scores (Table 7.11) are below the lowest value of the range (93.82). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject was very active and interested in attending the sessions. He felt that all sessions were very nice and given excellent experience. It has positive effect on body as well as on mental state. The prayer related to 'increase of mental energy by thinking of uncontrollable things of environment', which learned in the session, he liked most and he paste it on his table to keep his mental state stable.

Case No. 12

Table No. 7.12
Pre and Post Intervention Scores of Case 12

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	68.00	110.00
2	122.00	123.00
3	122.00	70.00
4	82.00	70.00
5	87.00	61.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	3 ^a	3.33	10.00
	Positive Ranks	2 ^b	2.50	5.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

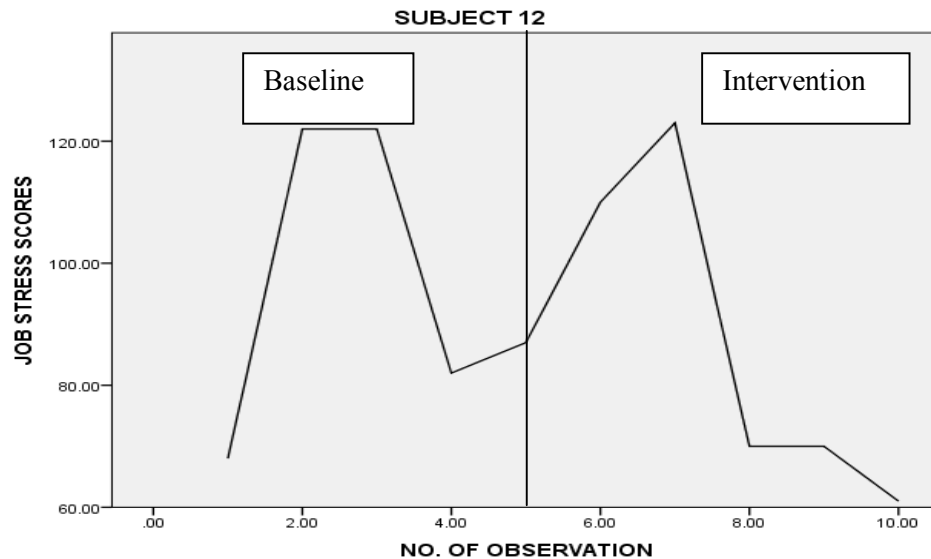
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-.674 ^a
Asymp. Sig. (2-tailed)	.500

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .500$).

Graph No. 7.12

Pre and post scores obtained by Case 12 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method

Mean Score = 96.2

Standard Deviation (σ) = 24.56

$2\sigma = 49.12$

Range = Mean Score \pm 2σ

= 96.2 ± 49.12

= 145.32 to 46.08

In this case all the post intervention scores (Table 7.12) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say

that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

Subject felt that such sessions should be organized three to four times in a month and it is necessary for us. These sessions help him to release the stress, however due to his laid-back approach hardly concentrate on implementation of learned techniques.

Case No. 13

**Table No. 7.13
Pre and Post Intervention Scores of Case 13**

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	104.00	105.00
2	111.00	101.00
3	111.00	101.00
4	114.00	95.00
5	124.00	84.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE- INTERVENTION SCORES	Negative Ranks	4 ^a	3.50	14.00
	Positive Ranks	1 ^b	1.00	1.00
	Ties	0 ^c		
	Total	5		

a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES

b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES

c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

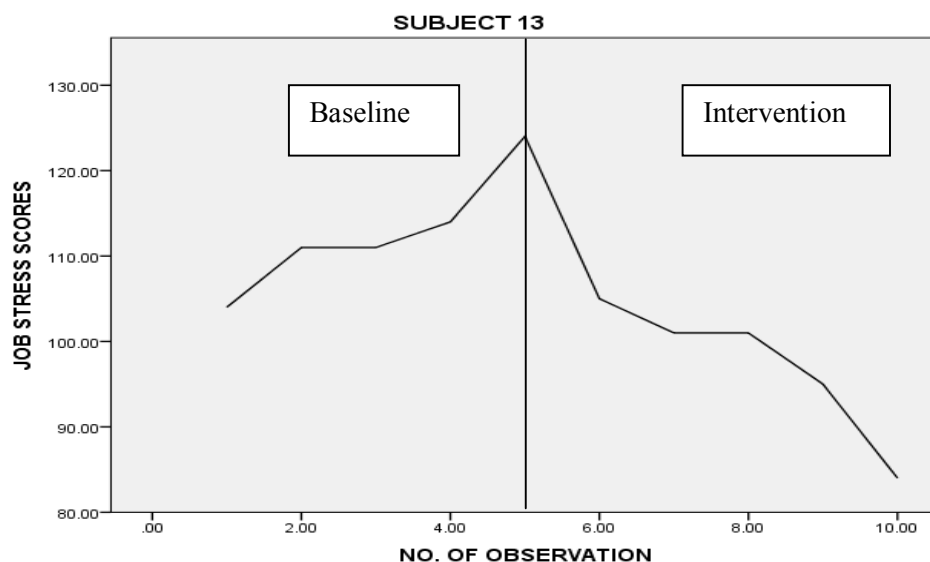
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.761 ^a
Asymp. Sig. (2-tailed)	.078

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .078$).

Graph No. 7.13

Pre and post scores obtained by Case 13 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 112.8

Standard Deviation (σ) = 7.259

$$2 \sigma = 14.518$$

$$\text{Range} = \text{Mean Score} \pm 2\sigma$$

$$= 112.8 \pm 14.518$$

$$= 127.318 \text{ to } 105.541$$

In this case all the post intervention scores (Table 7.13) are below the lowest value of the range (105.541).

Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject expressed that the sessions were good but some permanent change in the police system is essential for them. He was able to use the tips which he learned in the sessions like relaxation technique.

Case No. 14

Table No. 7.14
Pre and Post Intervention Scores of Case 14

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	99.00	82.00
2	85.00	82.00
3	85.00	83.00
4	99.00	81.00
5	86.00	81.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

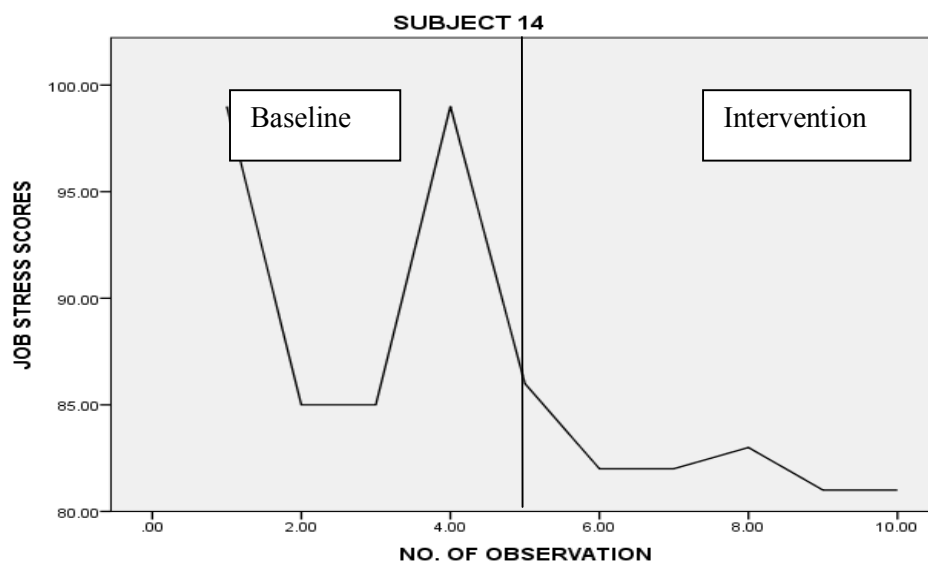
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.023 ^a
Asymp. Sig. (2-tailed)	.043

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .043).

Graph No. 7.14

Pre and post scores obtained by Case 14 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 90.8

Standard Deviation (σ) = 7.49667

$2 \sigma = 14.99$

Range = Mean Score $\pm 2\sigma$

= 90.8 ± 14.99

= 105.79 to 75.81

In this case all the post intervention scores (Table 7.14) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

Subject liked these sessions because it was very interactive and had opportunity to express emotions on the same platform where police personnel from other two police stations were also participated. Different views and perception help him to learn new skills. It helps him to think in different manner for his health, however in daily life he could not practice whenever necessary.

Case No. 15

**Table No. 7.15
Pre and Post Intervention Scores of Case 15**

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	137.00	130.00
2	133.00	130.00
3	133.00	130.00
4	130.00	130.00
5	130.00	101.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	2.50	10.00
	Positive Ranks	0 ^b	.00	.00
	Ties	1 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

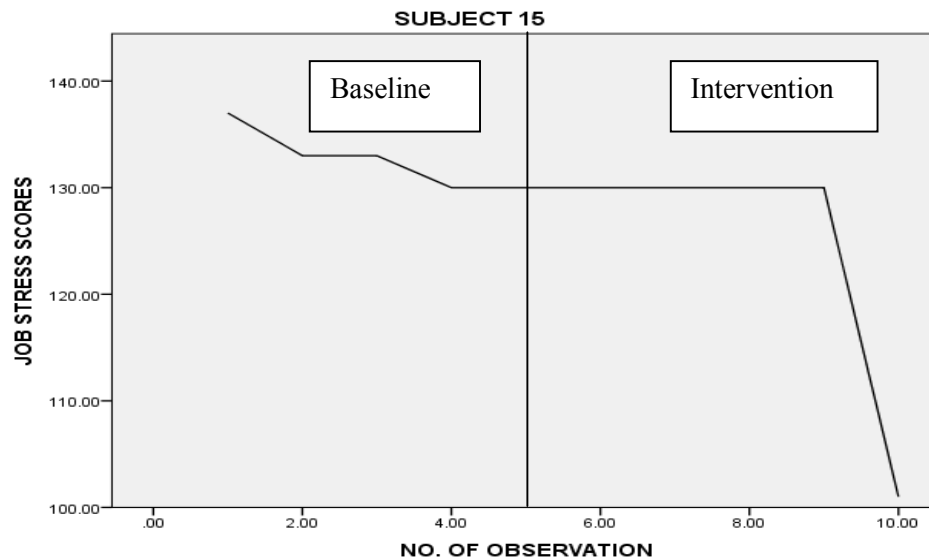
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-1.841 ^a
Asymp. Sig. (2-tailed)	.066

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant (p= .066).

Graph No. 7.15

Pre and post scores obtained by Case 15 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 132.6

Standard Deviation (σ) = 2.88

$2\sigma = 5.76$

Range = Mean Score $\pm 2\sigma$

= 132.6 ± 5.76

= 138.36 to 126.84

In this case 4 out of 5 post intervention scores (Table 7.15) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level of subjects.

Visual Significance:

Subject reveals that these sessions were good however time is constraint for police personnel. These sessions were useful to maintain his family relationship and to decrease irritability. Laughter therapy he liked most and stress relaxation techniques were useful for him. He expressed that it was short term effect.

Case No. 16

Table No. 7.16
Pre and Post Intervention Scores of Case 16

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	89.00	68.00
2	116.00	33.00
3	116.00	63.00
4	74.00	53.00
5	111.00	53.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

Wilcoxon on Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION	Negative Ranks	5 ^a	3.00	15.00
SCORES - PRE-	Positive Ranks	0 ^b	.00	.00
INTERVENTION SCORES	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

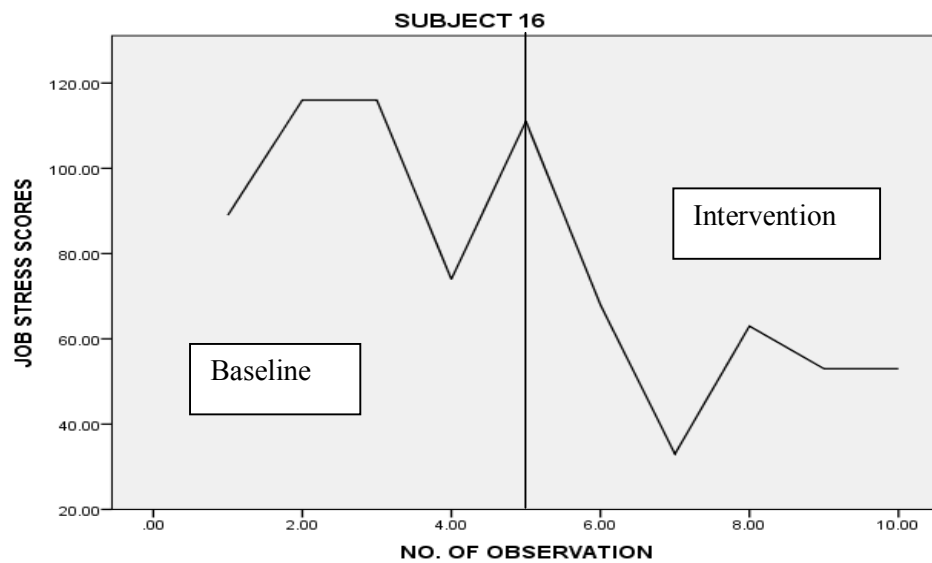
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.032 ^a
Asymp. Sig. (2-tailed)	.042

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .042).

Graph No. 7.16

Pre and post scores obtained by Case 16 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 101.2

Standard Deviation (σ) = 18.86

$$2 \sigma = 37.72$$

$$\text{Range} = \text{Mean Score} \pm 2\sigma$$

$$= 101.2 \pm 37.72$$

$$= 138.92 \text{ to } 63.48$$

In this case 4 out of 5 post intervention scores (Table 7.16) are below the lowest value of the range (63.48). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject was attended and actively participated in intervention sessions. She discussed in the post intervention data collection process about the sessions help her to develop positive attitude towards work environment. She regularly practices meditation.

Case No. 17

Table No. 7.17
Pre and Post Intervention Scores of Case 17

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	135.00	124.00
2	131.00	123.00
3	131.00	123.00
4	128.00	120.00
5	119.00	109.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

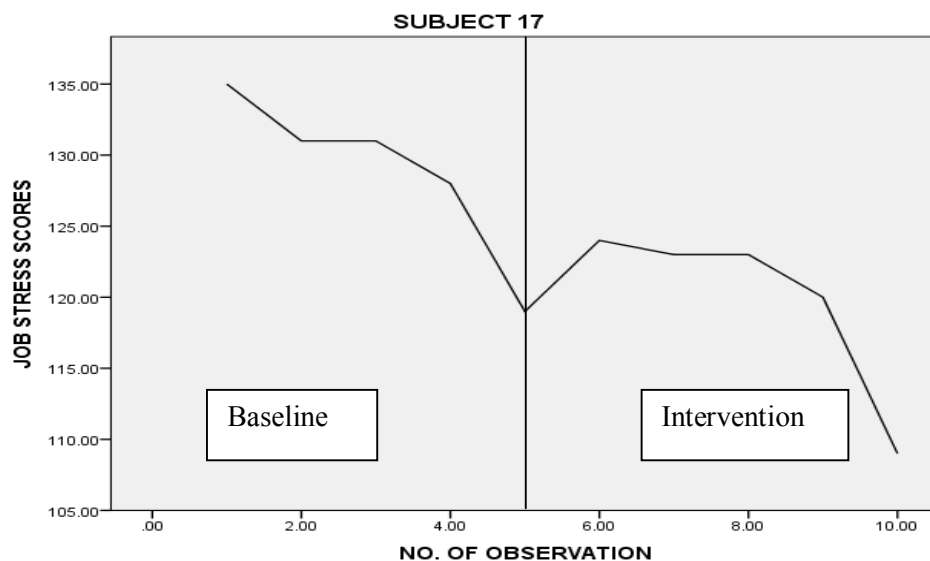
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.060 ^a
Asymp. Sig. (2-tailed)	.039

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .039).

Graph No. 7.17

Pre and post scores obtained by Case 17 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 128.8

Standard Deviation (σ) = 6.016

$2\sigma = 12.03$

Range = Mean Score $\pm 2\sigma$

= 128.8 ± 12.03

= 140.83 to 116.77

In this case 4 out of 5 post intervention scores (Table 7.17) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level of subjects.

Visual Significance:

Subject was mentioned that stress was released by learning new cognitive techniques which help to change the direction of thinking process towards any situation. Even she suggested that frequency of such session need to be increased, she felt that it will create long term effect. Now it was difficult for her to use it regularly. Hence it did not show significant change in level of stress.

Case No. 18

Table No. 7.18
Pre and Post Intervention Scores of Case 18

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	89.00	106.00
2	89.00	106.00
3	89.00	96.00
4	129.00	96.00
5	108.00	96.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	2 ^a	3.50	7.00
	Positive Ranks	3 ^b	2.67	8.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

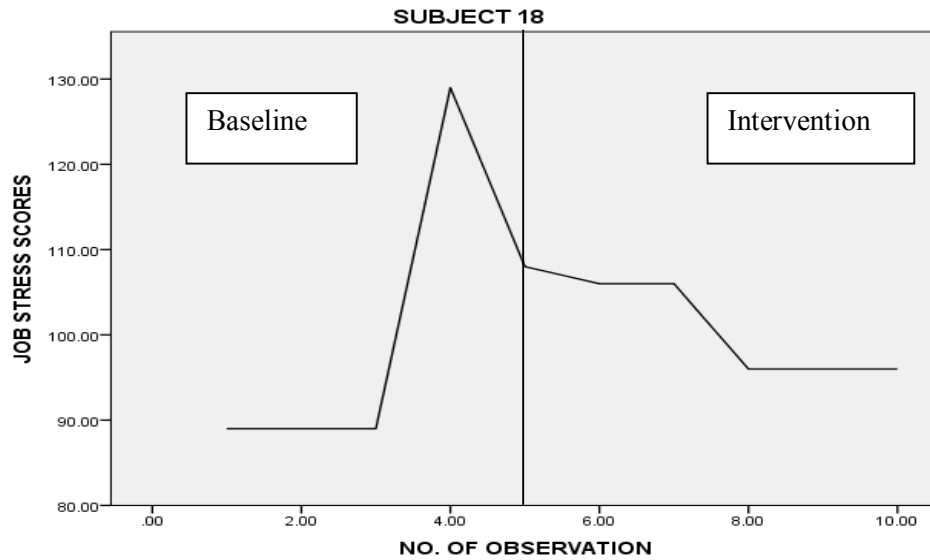
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-.135 ^a
Asymp. Sig. (2-tailed)	.892

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .892$).

Graph No. 7.18

Pre and post scores obtained by Case 18 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 100.8

Standard Deviation (σ) = 17.78

$2\sigma = 35.56$

Range = Mean Score \pm 2σ

= 100.8 ± 35.56

= 136.36 to 65.24

In this case all the post intervention scores (Table 7.18) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say

that the intervention (treatment) has not made a significant change in the stress level subjects.

Visual Significance:

Subject was attended the sessions and impressed by these sessions as the environment in which the sessions were conducted was pleasurable. He shares that the sessions were useful but the effect was not long term. He suggested that the period need to be increased which gives us relaxation from work stress.

Case No. 19

**Table No. 7.19
Pre and Post Intervention Scores of Case 19**

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	115.00	132.00
2	115.00	112.00
3	115.00	110.00
4	115.00	110.00
5	127.00	104.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered.

**Wilcoxon on Signed Ranks Test
Ranks**

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	4 ^a	2.75	11.00
	Positive Ranks	1 ^b	4.00	4.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

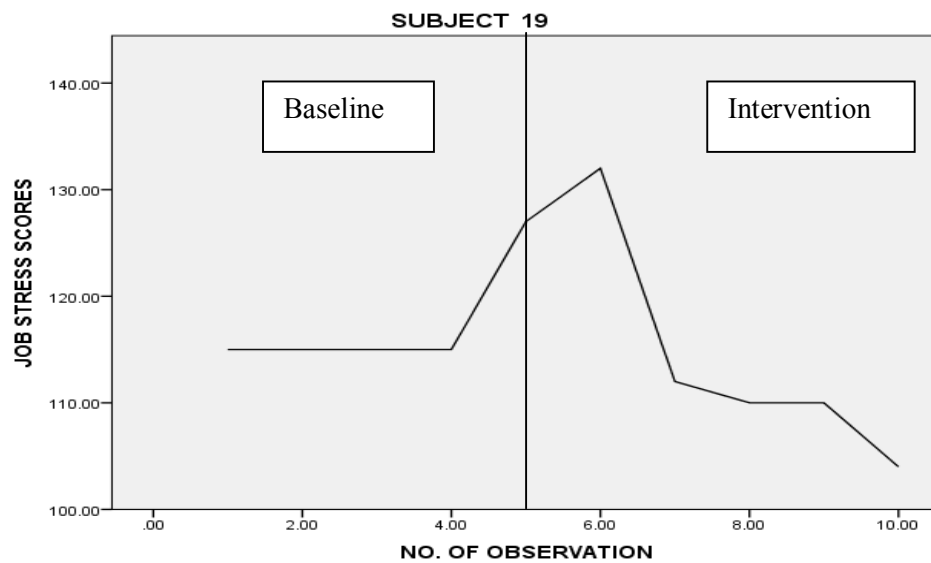
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-.948 ^a
Asymp. Sig. (2-tailed)	.343

- a. Based on positive ranks.
- b. Wilcoxon on Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically insignificant ($p = .343$).

Graph No. 7.19

Pre and post scores obtained by Case 19 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 117.4

Standard Deviation (σ) = 5.36

$$2 \sigma = 10.73$$

$$\text{Range} = \text{Mean Score} \pm 2\sigma$$

$$= 117.4 \pm 10.73$$

$$= 128.1 \text{ to } 106.7$$

In this case 4 out of 5 post intervention scores (Table 7.19) are within the range. Hence, we can infer that the intervention was ineffective. In other words, we can say that the intervention (treatment) has not made a significant change in the stress level of subjects.

Visual Significance:

Subject felt that these sessions were useful and important however very minute stress management techniques were learned in these sessions. Like drinking lime water, use of origami helps in releasing stress which he ever known. After attending the session subject was daily drink lime water when he was on duty. To manage stress at family level was quite difficult for him thus he was suggested that such sessions should be organized for family members also.

Case No. 20

Table No. 7.20

Pre and Post Intervention Scores of Case 20

	PRE-INTERVENTION SCORES	POST-INTERVENTION SCORES
1	121.00	107.00
2	118.00	106.00
3	118.00	106.00
4	121.00	106.00
5	121.00	106.00
N	5	5

To know if there is statistically significant difference in pre and post intervention scores Wilcoxon Signed Ranks Test was administered

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	5 ^a	3.00	15.00
	Positive Ranks	0 ^b	.00	.00
	Ties	0 ^c		
	Total	5		

- a. POST-INTERVENTION SCORES < PRE-INTERVENTION SCORES
- b. POST-INTERVENTION SCORES > PRE-INTERVENTION SCORES
- c. POST-INTERVENTION SCORES = PRE-INTERVENTION SCORES

Test Statistics^b

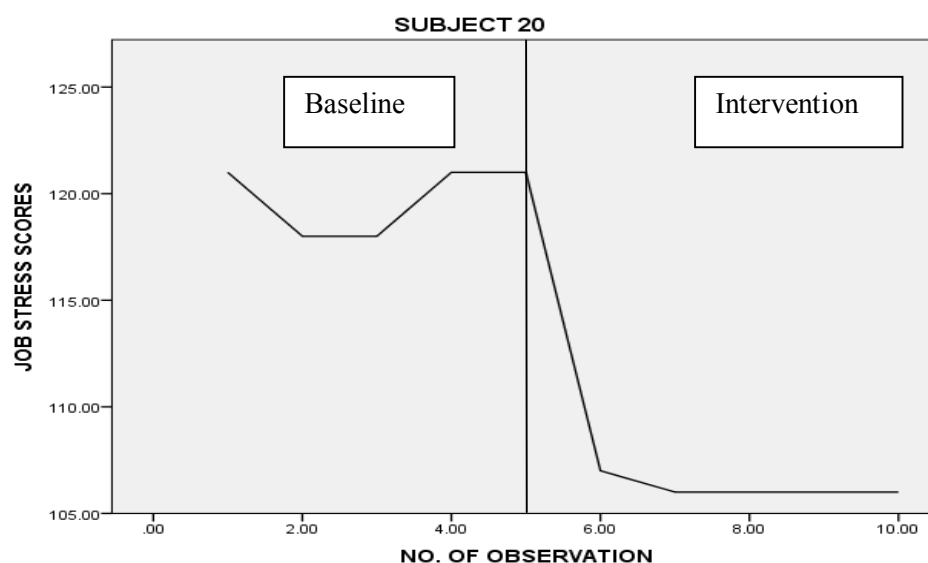
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.041 ^a
Asymp. Sig. (2-tailed)	.041

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant (p= .041).

Graph No. 7.20

Pre and post scores obtained by Case 20 are presented in graphical form below.



The graphical representation of the pre and post intervention scores clearly shows a steep decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know if the decreasing trend is statistically significant Two Standard Deviation method was used. The results of the test are presented below.

Two Standard Deviation Method:

Mean Score = 119.8

Standard Deviation (σ) = 1.640.44

$2\sigma = 3.28$

Range = Mean Score $\pm 2\sigma$

= 119.8 ± 3.28

= 123.08 to 116.52

In this case all the post intervention scores (Table 7.20) are below the lowest value of the range (116.52). Hence, we can infer that the intervention was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

Subject was able to attend few sessions; whatever he attended he liked it. Subject has shown keen interest in learning new things. He was the youngest person in the group. Mostly he has the benefit of laughter show as well as conflict resolution techniques. He has expectations to have change in the system related to leaves and salary of police personnel.

- **Effect on the Group as a Single Subject**

The group post intervention score was recorded and given below. The table shows overall improvement in the level of stress in each observation. After completing all intervention sessions total 20 police personnel were able to fully

participated in research with full consent and active participation despite of their duties and work load.

Table 7.21

Group Pre and Post Intervention Scores (Average)

NO. OF INTERVENTION	PRE INTERVENTION SCORES (AVERAGE)	POST INTERVENTION SCORES (AVERAGE)
1	104.45	99.90
2	104.55	93.10
3	104.55	93.00
4	105.05	90.30
5	106.75	85.60
Mean	105.07	
Std. Deviation	.96799	

To know whether the intervention effects are statistically different, the statistical significance of the group post intervention average given below.

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES	Negative Ranks	17 ^a	14.29	243.00
	Positive Ranks	8 ^b	10.25	82.00
	Ties	0 ^c		
	Total	25		

- a. POST AVERAGE < PRE AVERAGE
- b. POST AVERAGE > PRE AVERAGE
- c. POST AVERAGE = PRE AVERAGE

Test Statistics^b

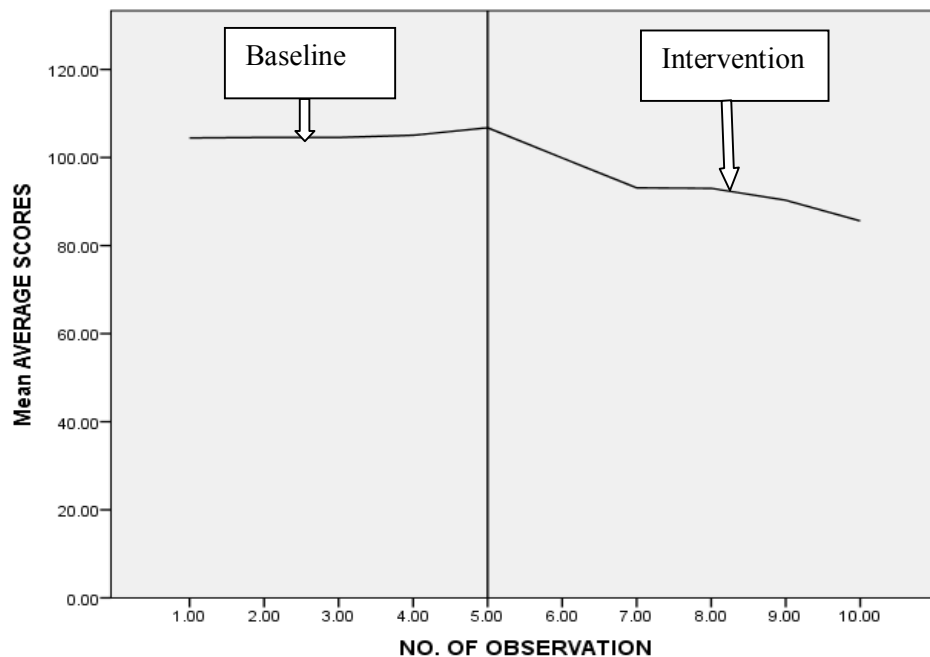
	POST-INTERVENTION SCORES - PRE-INTERVENTION SCORES
Z	-2.166 ^a
Asymp. Sig. (2-tailed)	.030

- a. Based on positive ranks.
b. Wilcoxon Signed Ranks Test

The results of the test show that the difference in pre and post intervention scores was statistically significant ($p = .030$).

Graph No. 7.21

Pre and post scores obtained by group are presented in graphical form below.



The graphical representation of the pre and post intervention group average scores clearly shows a decreasing trend in the post intervention phase. This indicates that the social work intervention was effective.

To know whether the intervention effects are statistically significant Two Standard Deviation Method was used. The results are shown below:

Mean Score = 105.07

$\sigma = .96799$

$$2 \sigma = 1.94$$

$$\text{Range} = \text{Mean Pre Intervention Scores} \pm 2\sigma$$

$$= 105.07 \pm 1.94$$

$$= 107.01 \text{ to } 103.13$$

In the case of group of subjects as a single subject all the post intervention scores (Table 21) are below the lowest value of the range (103.13). Hence, we can infer that the intervention with the group was effective. In other words, we can say that the intervention (treatment) has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Visual Significance:

As a group all subjects were interested in attending the sessions. These sessions gave platform to them to share their experiences. Small norms and easy practice oriented skill were helpful in their daily routine.

- **Follow up:**

Ninety five percent of police personnel were transferred in different section (Traffic Department). Few police personnel were in contact. Though there is change in work pattern few of them really used some skills regularly.

Case 4 has transferred in different department (traffic). He was able to adjust in the new environment. Positive attitude help him to develop good rapport with public as well as his co-worker. As the work pattern change the upcoming challenges are different. Coping is quite difficult for him hence felt necessity to have such stress management training in this department also.

Case 9 was transferred in traffic department indifferent area. He shared that sessions help him to keep him happy by using creative thinking, relaxation techniques.

Case 10 He was also transferred in traffic department. Laughter therapies help him out when he goes under stress. He is deliberately diverse his attention on other

humorous things. He always tries to keep himself happy by accepting the work environment.

Case 11 also transferred in other department. He felt that stress management sessions help him in such a way that he was actively participated in new trainings conducted by department. When situation was uncontrollable he remembered the discussion related piece of mind conducted by experts and handle the situation.

Case 16 transferred in traffic police station. She expressed about the sessions help her to manage her dual role at home and in police department. Even session helps her to have positive attitude towards public.

- **Sum-up**

The psychosocial intervention at level of individual, family, community and society was implemented by using cognitive behavioural techniques which shows the result on individual and group level. The intervention was effective at the group level which is statistically proved. At individual level ten out of twenty police personnel shows significant change in the level of stress at individual level. It is may be because of irregularity in attending sessions, individual interest, expectations and work load etc.

- **Eysenck Personality Questionnaire - Revised (EPQ-R)**

Further, to assess the personality of police personnel and relation with stress, Eysenck Personality Questionnaire - Revised (EPQ-R) was used. The EPQ measures the traits of

- **Personality:** Psychotism (P), (Extraversion), Neuroticism (N) and Lie (L). Reliability ranges are 0.80 to 0.90 and validity of test is satisfactory.
- **Psychotism:** It describes the personality as looking and liking abnormal, odd and unfamiliar things, aggressive to others sensation, lacking in sensation and responsiveness, cruel, troublesome and solitary.
- **Neuroticism:** It describes the personality as his or her obligation to neurotic collapse under stress, his or her emotional over-responsiveness and as a general emotional liability of an individual.

- **Extraversion:** It describes personality as sociable pro-cultivation of individual, uninhibited, outspoken and out-going.

EPQ-R contains **90** items and covers all the four categories above mentioned. Scoring of EPQ-R can be done manually or with the help of stencils. 1 mark for each response corrects responses according to scoring key of EPQ-R. After calculation of raw scores of P E N L, there is a conversion table to convert raw scores into Sten Scores. The following table shows the conversion of sten score of subjects (cases) who were participated in the present research.

The score of 5-6 denotes average strength of the factor (PENL), score above 6 i.e from 7- 10, express gradually the greater strength of the factor and score below 5, i.e from 1-4, indicates gradual decrease of strength.

Case No	Sten P	Sten E	Sten N	Sten L
1	5	4	4	10
2	4	6	4	10
3	6	3	7	9
4	6	5	4	10
5	4	5	3	10
6	5	4	7	10
7	7	5	4	10
8	4	6	4	10
9	6	6	4	10
10	4	6	6	10
11	6	4	7	10
12	5	6	5	10
13	4	7	4	10
14	7	4	7	8
15	4	6	8	10
16	6	8	7	10
17	6	6	7	10
18	6	3	7	8
19	5	5	5	10
20	7	6	5	10

The above table shows that six police personnel are having a psychoticism kind of personality, seven police personnel are extrovert kind of personality and seven police personnel are neurotic in nature. Even two personnel are having same score in psychoticism and extrovert and in psychoticism and neuroticism.

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CHAPTER - VIII

FINDINGS, CONCLUSION AND DISCUSSION

8.1 Findings :

Childhood desire, attraction of police profession and need of financial support through a secured job, are some motive of these respondents to join the police department. Most of the respondents are from rural or semi urban background. More of the police personnel are middle aged and graduate, some of them have completed their education in higher secondary, and very few have completed secondary education. More respondents had experience between 10 years to 24 years in police department and more respondents are police constables and police Naik.

In Pune city female police representation in the total force is 15% only. Similar weight age was found for representation of women police in this research.

Pre intervention data observation shows that the level of stress police personnel was depends upon the their work schedule, duty hours, work environment, hierarchy pressure, nature of work, family problems and family responsibilities, non cooperation from colleague, society's attitude towards them ,gender discrimination. The level of stress shows variations when above factors influenced on police personnel.

- **Needs and Stressors of police personnel :**

Needs and Stressors of police personnel explored on various levels through self structured interview schedule and found in pre intervention data collection phase are given below

- **Individual level**

At individual level police personnel wish for professional help and support for good mental health and suggested that special medical and specialty hospital facilities and services should be made available for police officers, same like the army officers.

- **Family Level**

Police personnel hopes that police would get financial support to education and employability for their children. Women police personnel expecting quality day and night care facility in police line to take care of their children when they are on duty.

- **Community (Police) Level**

Police personnel strongly insisted on increase salary, eight hours duty and mandatory weekly off which will help to share and spend few happy moments with family, which will in turn help to release stress.

There are situations when higher authorities put undue work pressure which generates tension and unnecessary stress on officers. Police has hopes that it will get changed soon.

Further states that the seniors should understand the domestic problems faced by the police officers and show some concern & support, especially when the family members are in need. Police training should be more practical oriented rather than theoretical. The major concern pointed out towards necessity to reduce hierarchy gap, need to concentrate on accommodation (residential facilities) of constables. Police personnel made so many adjustments in current police line. As rooms are very small they could not invite their relatives to take care of their children. When both husband and wife are in police service they have to send their small children (babies) to village due to insufficient space in house. Hence child is deprived from getting parental affection.

- **Society Level**

Public should support police in their investigation process, they need to understand what rigors and hardships the police face. Police personnel requests that awareness should be created among public about the problems and situations that the police face. Voluntary involvement of students needs to be increased in festive season for *bandobast* to fulfill the gap due to lack of police force.

- **Police Training**

In depth interview with distinguished senior officers from training centres highlighted the need of change in training pattern of police and inevitability of

research in policy framing. Apart from outdoor and indoor training programs like soft skill, positive attitude building and high quality leadership training should be included in training program. Variation was found among trainee police at constabulary level in age, education and maturity which show gaps in receptivity in training, this variation need to be decreased. It was also emphasized that community engagement and community participation should be improved by developing healthy relationship with local stake holders and by using various resources.

To know the impact of personality on the level of stress Eyesenck Personality Test (EPQ-R) was used and results shows psychotism extroversion, neuroticism all these personalities were found in police personnel and no association was found in stress and personalities.

The study being a single subject research design, generalization has many limitations. But this is true that it will be of great help to practitioners who choose to apply the same intervention package with other such cases and group. It will also help practitioner to maintain data to evaluate practice with each case.

The statistically significant results of intervention suggest that ten out of twenty cases shown considerable improvement. The results suggest that specific psycho social intervention does have a positive effect on stress levels of police personnel. It is clear from the findings that cognitive behavioural approach coupled with problem solving skills, relaxation techniques was useful in stress management of police personnel. The results of intervention with group work method was statistically significant, hence it infer that the intervention with the group was effective

The study used both quantitative and qualitative measures to analyze the outcome of a combined intervention approach. The findings also reflect that to get effective results, findings of the study need to be considered in context of several methodological limitations.

8.2 Conclusions

Present research reveals, the stress among twenty police personnel has been pointed to an extent in which the respondents who are helped to be well prepared

psychosocially to cope up their stress. Hence social work intervention was effective with police personnel who were under high stress.

First case the person has strong influence of socialization which shows strong belief on patriarchy. According to him work pattern and duty hours create stress and have effect on health. . He has many conventional expectations from his wife and she performs the duties as a traditional house wife. The intervention was statistically significant and effective which help him to manage his stress in daily life.

In second case was suffered from marital conflicts and expecting help to know the skills in maintaining family relationship. Due to insufficient police force he was not allow to participate in the sessions. In this case intervention was ineffective and not statistically significant.

In the third case that he had experienced a lot of depressing moments while working but he learned how to tackle such situations from his experiences of last twelve years in service various dimensions of police system creates stress in his life. Profound discussions in the sessions make him optimistic and change in the decreased trend of stress level shows statistical significance. The fourth case is the sole bread winner and shoulders all the family responsibilities. Continuous anxiety of economic condition of his family did not show significant change in the level of stress. Case fifth has not more complaints but his narration shows that hectic schedule was responsible for his stress. He was contented with some brain storming sessions about person's environment, his perception and response towards it which shows statistical significant change in the level of stress. In the case six times is major constraint for him to maintain the family relationship. However statistically it was not significant change may be due to he got the knowledge to release stress, his attitude also change but to use it in practice found to be difficult for him. In the case seven

He felt that there is a lot of discrimination done by higher authorities among his fellow workers which creates a stressful situation for him. However the intervention sessions gave him peace of mind and which resulted in statistically significant change in the stress level. The case eight is always worried about her daughter's well being as there are no day care services available in the police line for the children. She has attended maximum sessions and very much eager to attend the same. However she was not able to balancing while dealing with daughter's problem,

and professional responsibilities and new pregnancy as it shows cyclical trend in post intervention phase. In the ninth case, he felt that, lot of stress when family needs him and he cannot fulfill his duties towards family and is unavailable for their help. The intervention was effective for him to release stress. He learned how to face the problems and challenges in the life. He tries to practice it in daily routine. Case tenth undergoes stress due to family problems and health problems. Owing to constantly rotating shift timings he hardly gets time to resolve his health issues which creates more stress. Laughter therapy liked most in all sessions and he try keep him happy in difficult condition also. The change in the level of stress proves statistical significance. In eleventh case, he feels as if he is working 24/7 without a break, his stress level increases he gets more and more impatient and short tempered. The prayer related to 'increase of mental energy by thinking of uncontrollable things of environment', which learned in the session, he liked most and he paste it on his table to keep his mental state stable. The change in the level of stress proves statistical significance.

The twelfth case expressed expectations of public and their irresponsible behavior makes him aggressive and increases his mental stress. The intervention sessions help him to release the stress, however due to his laid-back approach hardly concentrate on implementation of learned techniques. In the case thirteen, he gets stressed due to various social and family problems while performing his duty in police department. He was able to use the tips which he learned in the sessions like relaxation technique and shows statistical significant change in the level of stress. The Case fourteen feels that a lot of physical and mental stress arises due to indefinite and odd working hours. An intervention session helps him to think in different manner for his health, however in daily life he could not practice whenever necessary. Hence statistical significant change in the level of stress was not found in this case. In case fifteen uneven duty schedule and odd hours of work create mental stress for him. The intervention sessions were useful to maintain his family relationship and to decrease irritability. However, pre intervention data shows cyclical trend and hence it is possible that, no statically significant change in the level of stress was found. In the case sixteen fatigues due to shift work, over time and working alone at night, creates lots of stress. Sessions help her to develop positive attitude towards work environment. She regularly practices in various situations. Thus statistical results

show significant change in the level of stress. In case seventeen lack of understanding from family and friends about her job push her in more stressful situation. She was mentioned that stress was released by learning new cognitive techniques but it was difficult for her to practice it regularly. It shows that intervention (treatment) has not made a significant change in the stress level of subjects. Case eighteen states that traumatic events e.g. death, injury, accidents makes him feel that he is on duty twenty four by seven and causes stress. He felt that, the sessions were useful but the effect was not long term. His pre intervention data had variations in the stress level and intervention (treatment) has not made a significant change in the stress level case. According to case nineteen implementing suggestions and instructions given by superiors are sometimes confusing and challenging for him. After attending the session subject was daily drink lime water when he was on duty. To manage stress at family level was quite difficult for him. Case twenty feels stressed due to leave problems and lengthy work hours. Mostly he has the benefit of laughter show as well as conflict resolution techniques. The intervention has made significant change in the stress level and brought down the stress level of subjects to normal functioning.

Researcher noticed a positive change in the behaviour, attitude, and thinking of the respondent. There was a decrease in levels of irritation, negativity and anger etc after intervention. Police personnel were able to try to adjust better in the family, relationship and work environment.



APPENDICES

Annexure 1 - Operational Police Stress Questionnaire

Below is a list of items that describe different aspects of being a police officer. After each item, please circle how much stress it has caused you over the past 6 months, using a 7-point scale (see below) that ranges from “No Stress At All” to “A Lot Of Stress”:

No stress at all								Moderate stress								A lot of stress
1	2	3	4	5	6	7										
1. Shift work																
1)	2	3	4	5	6	7										
2) Working alone at																
1	2	3	4	5	6	7										
3) Over-time demands																
1	2	3	4	5	6	7										
4) Risk of being injured on the job																
1	2	3	4	5	6	7										
5) Work related activities on days off (e.g. court, community events)																
1	2	3	4	5	6	7										
6) Traumatic events (e.g. MVA, domestic, death, injury)																
1	2	3	4	5	6	7										
7) Managing your social life outside of work																
1	2	3	4	5	6	7										
8) Not enough time available to spend with friends and family																
1	2	3	4	5	6	7										

9) Paper work

1 2 3 4 5 6 7

10) Eating healthy at work

1 2 3 4 5 6 7

11) Finding time to stay in good physical condition

1 2 3 4 5 6 7

12) Fatigue (e.g. shift work and over time)

1 2 3 4 5 6 7

13) Occupation related health issues (e.g. back pain)

1 2 3 4 5 6 7

14) Lack of understanding from family and friends about your work

1 2 3 4 5 6 7

15) Making friends outside the job

1 2 3 4 5 6 7

16) Upholding a "higher image" in public

1 2 3 4 5 6 7

17) Negative comments from the public

1 2 3 4 5 6 7

18) Limitations to your social life (e.g. who your friends are, where you socialize)

1 2 3 4 5 6 7

19) Feeling like you are always on the job

1 2 3 4 5 6 7

20) Friends/family feel the effect of stigma associated with your job

1 2 3 4 5 6 7

The Operational Police Stress Questionnaire is provided free for non-commercial, educational, and research purposes.



Annexure 2 - Self Structured Interview Schedule

Name of the police personnel: _____

Education: _____

Age: _____ Experience: _____

Name of the police station: _____

Designation: _____

Why you have joined Police force? (Background)

How you are coordinating family relationship while working in police department?

What are the consequences of your service on your mental health?

After entering into the police force what are the problems or challenges faced by you?

What kind of help and training rendered by police department for your physical and mental health?

What are your expectations to work satisfactorily in police department?

How stress management program organized by Tilak Maharashtra Vidyapeeth was useful for you?

Which session you like most from this program? How you are using it in your daily life?

Do you feel the duration of this stress management program was enough?

While working in police station do you need any professional help for your personal and family problems? Which type of help you are expecting?



11. Would it upset you a lot to see a child or an animal suffer?
 Yes No
12. Do you often worry about things you should not have done or said?
 Yes No
13. If you say you will do something. Do you always keep your promise no matter how inconvenient it might be?
 Yes No
14. Can you usually let yourself go and enjoy yourself at a lively party?
 Yes No
15. Are you an irritable person?
 Yes No
16. Have you ever blamed someone for doing something you knew was really your fault?
 Yes No
17. Do you enjoy meeting new people?
 Yes No
18. Do you believe insurance schemes are a good idea?
 Yes No
19. Are your feelings easily hurt?
 Yes No
20. Are all your habits good and desirable ones?
 Yes No
21. Do you tend to keep in the background on social occasions?
 Yes No
22. Would you take drugs which may have strange or dangerous effects?
 Yes No
23. Do you often feel "fed up"?
 Yes No

24. Have you ever taken anything (even a pin or a button) that belonged to someone Else?
- Yes No
25. Do you like going out a lot?
- Yes No
26. Do you enjoy hurting people you love?
- Yes No
27. Are you often troubled about feelings of guilt?
- Yes No
28. Do you sometimes talk about things you know nothing about?
- Yes No
29. Do you prefer reading to meeting people?
- Yes No
30. Do you have enemies who want to harm you?
- Yes No
31. Would you call yourself a nervous person?
- Yes No
32. Do you have many friends?
- Yes No
33. Do you enjoy practical jokes that can sometimes rally hurt people?
- Yes No
34. Are you a worrier?
- Yes No
35. As a child did you do as you were told immediately and without grumbling?
- Yes No
36. Would you call yourself happy- go- lucky?
- Yes No
37. Do good manners and cleanliness matter much to you?
- Yes No

38. Do you worry about awful things that might happen?
 Yes No
39. Have you ever broken or lost something belonging to someone else?
 Yes No
40. Do you usually take the initiative in making new friends?
 Yes No
41. Would you call yourself tense or “highly-strung”?
 Yes No
42. Are you mostly quiet when you are with other people?
 Yes No
43. Do you think marriage is old-fashioned and should be done away with?
 Yes No
44. Do you sometimes boast a little?
 Yes No
45. Can you easily get some life into a rather dull party?
 Yes No
46. Do people who drive carefully annoy you?
 Yes No
47. Do you worry about your health?
 Yes No
48. Have you ever said anything bad or nasty about anyone?
 Yes No
49. Do you like telling jokes and funny stories to your friends?
 Yes No
50. Do most things taste the same to you?
 Yes No
51. As a child were you ever cheeky to your parents?
 Yes No
52. Do you like mixing with people?
 Yes No

53. Does it worry you if you know there are mistakes in your work?
 Yes No
54. Do you suffer from sleeplessness?
 Yes No
55. Do you always wash before a meal?
 Yes No
56. Do you nearly always have a “ready answer“when people talk to you?
 Yes No
57. Do you like to arrive at appointments in plenty of time?
 Yes No
58. Have you often felt listless and tired for no reason?
 Yes No
59. Have you ever cheated at a game?
 Yes No
60. Do you like doing things in which you have to act quickly?
 Yes No
61. Is (or was) your mother a good woman?
 Yes No
62. Do you often feel life is very dull?
 Yes No
63. Have you ever taken advantage of someone?
 Yes No
64. Do you often take on more activities than you have time for?
 Yes No
65. Are there several people who keep trying to avoid you?
 Yes No
66. Do you worry a lot about your looks?
 Yes No

67 Do you think people spend too much time safeguarding their future with Savings and insurances?

Yes No

68 Have you ever wished that you were dead?

Yes No

69 Would you dodge paying taxes if you were sure you could never Be found out?

Yes No

70 Can you get a party going?

Yes No

71 Do you try not to be rude to people?

Yes No

72 Do you worry too long after an embarrassing experience?

Yes No

73 Have you ever insisted on having your own way?

Yes No

74 When you catch a train do you often arrive at the last minute?

Yes No

75 Do you suffer from “nerves”?

Yes No

76 Do your friendships breakup easily without it being your fault?

Yes No

77 Do you often feel lonely?

Yes No

78 Do you always practice what you preach?

Yes No

79 Do you sometimes like teasing animals?

Yes No

80 Are you easily hurt when people find fault with you or the work you do?

Yes No

81 Have you ever been late for an appointment or work?

Yes No

82 Do you like plenty of bustle and excitement around you?

Yes No

83 Would you like other people to be afraid of you?

Yes No

84 Are you sometimes bubbling over with energy and sometimes very sluggish?

Yes No

85 Do you sometimes put off until tomorrow what you ought to do today?

Yes No

86 Do other people think of you as being very lively?

Yes No

87 Do people tell you a lot of lies?

Yes No

88 Are you touchy about something?

Yes No

89 Are you always willing to admit it when you have make a mistake?

Yes No

90 Would you feel very sorry for an animal caught in a trap?

Yes No

PLEASE CHECK THAT YOU HAVE ANSWERED ALL THE QUESTIONS

PAGE NO.	P	E	N	L
1.				
2.				
3.				
4.				
5.				
6.				
TOTAL				

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