

**Adjustment between Emotional Intelligence and Occupational Stress of Security Personnel
of Madhepura District (Bihar): A Study**

Dr. Hema Kumari (Kashyap)

Madhepura, Bihar (India)

Abstract

The Bihar Police remains the most discussed of all security outfits in India. In spite of great efforts by the government and the police organization the crime rates are increasing along with new techniques and latest sophisticated weapons are being used by the criminals. The day to day work and its constant reallocation, brings police personnel directly in contact with a number of anti-social activities resulting in increased work burden, which causes strain, stress and anxiety and facing the great threat of adjustment.

Key Words: Adjustment, Emotion, Intelligence, Stress, Police.

Introduction

The Police force is one of the largest organizations in India. With the rapid pace of technological advancement, in our day-to-day life, our social fabric is witnessing a sea - change in all spheres. In spite of great efforts by the government and the police organization the crime rates are increasing along with new techniques and latest sophisticated weapons are being used by the criminals. The police has to encounter not only traditional types of crimes but has to deal with socio-economic crimes, white collar crimes, blue collar crimes, organized crimes, abuse of drugs and narcotic trafficking, crimes related to slum and so on. Now- a-days, police personnel are also busy in VIP securities; they also control various religious processions. In short, the day to day work and its constant reallocation, brings police personnel directly in contact with a number of anti-social activities resulting in increased work burden, which causes strain, stress and anxiety and facing the great threat of adjustment.

In the modern age the biggest killer is psychological problems, and we see that

very high level of stress found in police. The police sector is becoming increasingly competitive around the country and the level of product and service quality being offered to public is almost same.

Methodology

The present investigation is an endeavour to study Adjustment – a dependent variable, as a function of Emotional Intelligence and Occupational Stress –independent variables. The nature of investigation warranted us to apply Pearson Product Moment Correlation (r) to see their relationship on adjustment and Analysis of Variance (ANOVA), to find out the influence of independent variables on the dependent one (Adjustment) variable. Wherever significant differences were found out ‘was computed to know the significance of difference between two Means.

The description of results follows:

Table-1.1 shows the Descriptive statistics between Adjustment, Emotional Intelligence and Occupational Stress of security personnel (Police officers, Head constables and Constables) of Madhepura district.

Table-1.1

Descriptive statistics between Adjustment, Emotional Intelligence and Occupational Stress of security personnel (Police officers, Head constables and Constables)

Descriptive Statistics			
	Mean	Std. Deviation	N
ADJUSTMENT	64.9900	4.55783	200
EMOTINALINTELLIGENC E	2.6274E2	31.29291	200
OCCUPATIONALSTRESS	2.2519E2	4.45682	200

Table-1.1 gives the descriptive Statistics namely Mean (X) and Standard Deviation (σ) for the three variables and number of variants. Mean Adjustment is 64.9900 ± 4.5578 , Emotional Intelligence is 2.6274 ± 31.29291 and the Occupational Stress is 2.2519 ± 4.45682 .

Table-1.2 shows the Correlation between Adjustment, Emotional Intelligence and Occupational Stress of security personnel (Police officers, Head constables and Constables) of Madhepura district.

Table-1.2

Correlation between Adjustment, Emotional Intelligence and Occupational Stress of security personnel (Police officers, Head constables and Constables)

		Correlations		
		ADJUSTMEN T	EMOTINALINT ELLIGENCE	OCCUPATIO NALSTRESS
ADJUSTMENT	Pearson Correlation	1	-.022	.062
	Sig. (2-tailed)		.758	.385
	N	200	200	200
EMOTINALINTELLIGENC E	Pearson Correlation	-.022	1	.026
	Sig. (2-tailed)	.758		.716
	N	200	200	200
OCCUPATIONALSTRESS	Pearson Correlation	.062	.026	1
	Sig. (2-tailed)	.385	.716	
	N	200	200	200

Table-1.2 is in the form of a matrix. The values on either side of the diagonal are the mirror images of each other, i.e., the values are the same. We can refer and interpret the

values on one side of the diagonal. The r -value (-.022) is negative for the “variable adjustment” and “variable emotional intelligence”, the p -value.758 is above 0.05,

so we accept that there will be no significant correlation between adjustment, emotional intelligence and occupational stress among police personnel working in Madhepura district.

Hence, there is no significant positive relationship between these two. Therefore, adjustment is not affected by emotional intelligence.

The r -value is .062 for the variable adjustment and occupational stress of the security personnel and the p -value (0.385) is highest on .05, so we accept that there will be no significant correlation between adjustment, emotional intelligence and occupational stress among police personnel working in Madhepura district, therefore, insignificant correlation exists between the two, i.e., occupational stress is not positively correlated with adjustment.

In the present endeavour further analyses are applied i.e. One-Way ANOVA to see the effects of each independent variables on the adjustment, the single dependent variables. One more interesting result came out that adjustment of all categories of Police Personnel of Madhepura is influenced by occupational stress. It means occupational stress is present among the police personnel but the intensity and level of degree varies among them. Higher officials have high occupational stress as compare to their lower grade employees, but occupational stress persists among them and their adjustment is influenced or affected accordingly.

We have taken up the further analyses such as Descriptive, ANOVA and Mean Plot to filter out the exact results of each category of Police Personnel (Police Officers, Head

Constables and Constables) of Madhepura District of Bihar. Here too, we have found out that that Adjustment of Police Officers is influenced by Occupational Stress only whereas Adjustment of Head Constables is affected by Emotional Intelligence and Occupational Stress. No significant influences of Emotional Intelligence and Occupational Stress are found out on Adjustment of Constables. The derived results are very interesting and to some extent pointed out the exact figure of Police Personnel.

As we have reviewed a lot of studies related with adjustment, emotional intelligence and occupational stress related with police personnel, it is found out that direct study containing all the three variables under studied is not available either in Indian or foreign perspectives. But Adjustment has been studied in relation to anxiety, work alienation, ego strength, social deprivation, creativity, motives, intelligence, depression, marital discard etc. but not directly in relation to emotional intelligence and occupational stress of police personnel (Alam, 2007).

It is also found out that emotional intelligence are related to life success(Gershon R.M. Robyn, Barocas Briana, Canton N. Allison, Li Xianbin and Valahov David, (2009)), life satisfaction and well being(Morash Merry, Harr Robin and Kwak Dae-Hoon, (2006)), work success and performance, leadership(Morash Merry, Harr Robin and Kwak Dae-Hoon, (2006)). In the present investigation it is derived that emotional intelligence is neither correlated nor have any influence on adjustment of police personnel. But surprisingly it is seen

that adjustment of Head Constables is influenced by emotional intelligence. Our findings led support to the studies of Mayer and Salovey (2000) that one of the personality characteristics of an individual is their emotional or affective intelligence. Goleman (1998) believes that emotional intelligence is a factor that determines the capacity of humans in recognizing their emotions and those of others and helps them motivate themselves, control their emotions, and establish their relationships with others accordingly. Thus, it appears that emotional intelligence must be taken into consideration along with other factors in studying job satisfaction of the employees of any organization. On the basis of our findings it is to mention that emotional intelligence involves the capacity of the individual for accepting the realities of life, the ability to solve emotional problems, and the ability to cope with stress and impulses. People are interacting with others regardless of what their position may be and if they wish to have a high level of efficiency and performance and to achieve their goals in

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concert with other, they need to be equipped with technical abilities along with certain characteristics which he refers to as emotional intelligence. That is because these abilities make the individual self-aware, composed, respectable, observant, supportive, participative, visionary, and receptive in confrontation with others or situations.

Conclusion:

Occupational stress is one of the most common afflictions among police personnel. Perhaps one of the most stress prone occupations is that of police profession. Because police not only acts as a law enforcing agency but also as an instrument of social service, an agent of social change and the protector of the rights and duties of the people. Police personnel are often involved in dealing with criminals, VIP's security duties, outdated laws and collapse of other agencies of criminal justice system. So great can be the stakes as the entire life of police officers is full of tension and stresses.