



A STUDY ON WORK STRESS AND JOB SATISFACTION OF TAMILNADU POLICE WITH SPECIAL REFERENCE TO COIMBATORE CITY

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ABSTRACT

This study explores the relationship between work stress and job satisfaction among the police personnel of Tamil Nadu, specifically focusing on the Coimbatore City Police (CCP). The research aims to identify the key sources of stress faced by police officers and how these stressors impact their overall job satisfaction. Through a combination of surveys and interviews, the study examines various factors such as workload, work-life balance, organizational support, and interpersonal relationships within the police department. By analyzing the experiences of officers in Coimbatore, the study aims to provide insights into the broader issue of police well-being, offering recommendations for improving working conditions, reducing stress, and enhancing job satisfaction. The findings are expected to contribute to the development of strategies that can promote a healthier work environment and improve the performance and morale of police personnel.

I.INTRODUCTION

Work stress and job satisfaction are critical components that significantly influence the effectiveness and well-being of police personnel, particularly in urban settings like Coimbatore City. The role of police officers is inherently demanding, as they are tasked with maintaining law and order, responding to emergencies, and ensuring public safety. These responsibilities often expose them to high levels of stress due to the nature of their work, which can include dealing with violent incidents, managing public interactions, and working long and irregular hours. Such stressors can lead to burnout, decreased job performance, and a negative impact on mental health. In Coimbatore, a rapidly growing city with its unique socio-economic challenges, police officers face a variety of stressors that can affect their job satisfaction.

1.1 OBJECTIVES OF STUDY

- “Police” and “Law & Order” being State subjects, as per the Constitution of India, the needed police reforms and transformations have to be undertaken primarily by the State.
- The Mission shall focus both on the special requirements.
- The Mission shall review the ongoing Scheme of the Government of India.

1.2 SCOPE OF STUDY

Preventing crime and protecting the public. They do this by patrolling on foot in uniform and in police cars. Responding to crimes Investigating crime Arresting and detaining suspects. To reduce delay in the resolution of disputes. To by-pass ineffective and discredited court procedure and system. To increase popular satisfaction with dispute resolution. To increase access to justice for disadvantaged groups. To support and complement court efforts. To reduce the cost of resolving disputes. To provide individual satisfaction, individual autonomy, social control, social justice, social solidarity and personal transformation.

1.3 LIMITATION OF STUDY

Even though the study is pioneering, innovative and extensive, on aspects of human resource management and Work stress and job satisfaction of Tamil Nadu police special reference to Coimbatore city. The major limitations are the following.

- The data was collected during the work hours the employee were busy in their routinework so they were less responsive
- It was difficult to form questions which convey the exact same meaning to each otherrespondent as the researcher meant.
- Bias from the part of respondents was another limitation of the study.

II.REVIEW OF LITERATURE

This chapter provides elaborate review pertaining to family and personal life, work life, balancing time, monetary benefits, work life balance provisions and socio-economic factors in the institution of higher education. The outcome of literature reviews underpins the gap in the literature to evolve the objectives and research aims. It proved helpful in fixing the research propositions that can be closely related to the objectives of the study. Earlier studies can provide the rationale for research hypothesis, and can indicate of what needs to be done, also forming the basis for justifying the significance of the study. Another important function of the literature review is to point out research strategies and specific procedures and measuring instruments that have and have not been found to be productive. For any worthwhile study in any field of knowledge, the researcher needs an adequate familiarity with the work, which has already been done in the area of their choice.

Thomas (2001)¹ in his study found that job satisfaction level is much higher in managers of non-credit co-operatives. They also found that majority of managers in co-operatives are unsatisfied with the present salary structure.

In a study conducted by **Thomas and Sasikumar (2002)**² to determine factors which are important in deciding job satisfaction of managers in co-operative sector, the following were found to be important - job security, opportunity to use knowledge and skill, opportunity to participate in decision making connected with job, variety in job and challenge in job.

Bruck (2002)³ examined whether there would be differential relationship across the job satisfaction facets. These tests revealed no significant differences across facets for any of the conflict measures. These results provide important implications for practitioners who are implementing organizational interventions designed to combat work family conflict.

Jha and Pathak (2003)⁴ in their study of the nature of differences in the levels of job satisfaction among executives of four public and private sector organizations of Eastern and Northern part of India found the differences in different aspects of job satisfaction, viz., job itself, pay and security were felt by the executives. These aspects were found to be significantly higher in the case of private sector organizations as compared to public sector organizations.

Ilies and Judge (2003)⁵ attempted to identify personality traits that might mediate the relationship between genetics and job satisfaction. They found that personality traits only partially mediated this relationship and suggested that perhaps other heritable traits, such as intelligence, may better explain this relationship.

Yadav (2004)⁶ states that nature of work or the job content also influences the level of job satisfaction of employees in the organization.

Rao (2004)⁷ in his article stated that reward systems have undergone a sea change since globalization. In today's talent market place, one can retain one's best people only by differentiating in their favour and by offering a mix of monetary and non-monetary rewards. The key though is not to reward high, but to reward the right people in the right way.

III. RESEARCH METHODOLOGY

Research methodology is a way of systematically solving the Research problems. Research methodology is a systematic method of or process of dealing with identifying problems, collection of facts or data, analyzing these data for the purpose of making the decision. The methodology includes publication research, interviews, surveys and other research techniques, and could include both present and historical information. The methodology includes publication research, interviews, surveys and other research techniques, and could include both present and historical information.

3.1 SAMPLE DESIGN

Research design can be explained as a detailed outline of how an investigation will take place. A research design will typically include how data is to be collected, what instruments will be employed, how the instrument will be used and the intended means for analyzing data collected. This research study is descriptive research based on measure on the collection of primary data. This study applies to all of the research objectives,

which are primarily based on questionnaires and scheduling method.

3.2 SAMPLE SIZE

Sample size is selected through random sampling method from selected Work stress and job satisfaction of Tamil Nadu Police with Special Reference to Coimbatore City. The size of the Sample is 250.

3.3 SOURCES OF DATA

Data was gathered from both primary and secondary sources of information. The questionnaire is the source of primary data and the secondary data was formed on the basis of information from books, Journals, websites.

3.4 TYPES OF DATA

Primary data - Primary data is the data which is used or collected for first time and it is not used by anyone in the past. There are number of sources of primary data from which the information can be collected. For gathering primary data, a well design structured questionnaire was prepared and all the necessary information useful for the study was collected through Google form. Data Collection through QUESTIONNAIRE -This method of primary data collection is quite popular, Particular in case of big enquiries. Here in this research. I had set 35 questions (11 open ended and 26 closed ended questions) and request the respondents to answer these questions with correct information through Google forms.

Secondary data - Secondary data is a type of data that has already been collected in the past. It includes information from books, journals, and websites.

3.5 STATISTICAL TOOL

- **Chi Square Analysis**

CHI-SQUARE TEST

The Chi Square test is the most important and most used method in statistical tests. The purpose of Chi Square test is to know the difference between an observed frequency and expected frequency. This test sometimes is also used to test the differences between the two or more observed data. Its value can be calculated by using the given observed frequency and expected frequency.

$$x^2 = \sum (O-E)^2 / E$$

IV. DATA ANALYSIS AND INTERPRETATION

4.1 CHI SQUARE ANALYSIS BETWEEN AGE AND WELFARE ACTIVITIES.

Null hypothesis H0: There is no association between age and welfare activities

Alternative hypothesis H1: There is an association between age and welfare activities.

	Value	Df	Asymptotic Significance
Pearson Chi-Square	5.365a	6	.498
Likelihood Ratio	5.580	6	.472
Linear-by-Linear Association	.037	1	.847
N of Valid Cases	250		

Conclusion

Chi square table shows the significant value is 0.498. When compare with p value (0.05), calculated value is greater than the p value ($0.498 > 0.05$). Therefore, we have to reject Alternative hypothesis H1. Hence there is no association between age and welfare activities.

4.2 CHI SQUARE ANALYSIS BETWEEN AGE AND WORK AREA.

Null hypothesis H0: There is no association between age and work area.

Alternative hypothesis H1: There is an association between age and work

	Value	Df	Asymptotic Significance
Pearson Chi-Square	3.521a	6	.741
Likelihood Ratio	3.364	6	.762
Linear-by-Linear Association	.010	1	.922
N of Valid Cases	250		

Conclusion

Chi square table shows the significant value is 0.741. When compare with p value (0.05), calculated value is greater than the p value ($0.741 > 0.05$). Therefore, we have to reject Alternative hypothesis H1. Hence there is no association between age and work area.

4.3 CHI SQUARE ANALYSIS BETWEEN GENDER AND LEAVE.

Null hypothesis H0: There is no association between gender and leave.

Alternative hypothesis H1: There is an association between gender and leave.

	Value	Df	Asymptotic Significance
Pearson Chi-Square	2.228a	3	.526
Likelihood Ratio	2.237	3	.525
Linear-by-Linear Association	.001	1	.979
N of Valid Cases	250		

Conclusion

Chi square table shows the significant value is 0.526. When compare with p value (0.05), calculated value is greater than the p value ($0.526 > 0.05$). Therefore, we have to reject Alternative hypothesis H1. Hence there is no association between gender and leave.

4.4 FINDINGS

This study focused on understanding the work stress and job satisfaction of Tamil Nadu Police personnel in Coimbatore City, with an emphasis on the impact of various factors such as age, gender, welfare activities, work area, and leave policies. The data collected from 250 respondents using a structured questionnaire revealed no significant associations between these factors and job satisfaction. Chi-square analysis conducted for various hypotheses showed that neither age nor gender influenced participation in welfare activities or leave policies. Specifically, the relationship between age and welfare activities ($p = 0.498$), age and work area ($p = 0.741$), and gender and leave ($p = 0.526$) all produced p-values greater than 0.05, leading to the rejection of the alternative hypotheses. This suggests that age and gender do not significantly affect the availability or participation in welfare activities, assignment of work areas, or access to leave among police personnel in Coimbatore. These findings highlight that job satisfaction among Tamil Nadu police officers may be influenced by other factors not covered in this study.

V. CONCLUSION

This study explored the work stress and job satisfaction of Tamil Nadu Police personnel in Coimbatore City, focusing on factors such as age, gender, welfare activities, work areas, and leave policies. The Chi-square

analysis revealed no significant associations between these variables and job satisfaction, as the p-values for all tested relationships were greater than 0.05. These findings suggest that age and gender do not significantly influence participation in welfare activities or the allocation of work areas and leave. Future research could explore additional factors like workload, working hours, and psychological well-being to gain deeper insights into police job satisfaction.

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