

TO STUDY THE JOB STRESS ISSUES AMONG POLICE
PERSONNEL OF U.T CHANDIGARH
(FIELD STUDY)

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Abstract

“Stress”, means a state of mental or emotional strain or tension resulting from adverse or demanding circumstances. It is a state when we realize that each and every thing appears to have too much, we are overloaded and we really can face the critical situations placed upon us. Now a day the concept of job stress is very common in each and every profession and it is inescapable among police personnel also. The main motive of this research paper is to recognize issues of job stress among police personnel and comparison has been done among married and unmarried police personnel. Simple random sampling technique was used to select a sample of 60 police personnel in Chandigarh city. Self prepared questionnaire on job stress was used for collection of data, T-test was used to find the significant difference among married and unmarried police personnel in job stress. It was found that most prominent issues of job stress like No timely promotion, Lot of sudden assignments, Unsatisfactory working conditions, Excessive paper work and Lack of opportunities to utilize abilities were on the top of the list and also there was no significant difference among married and unmarried police personnel in job stress.

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Introduction

Stress is a complicated phenomenon. An individual's experience of stress depends upon varied aspects associated with personality, atmosphere and a number of other discourse factors. Job stress is a matter of concern within the current situation. Police personnel play a crucial role in maintaining the disciplinary and legislative homeostasis of the society. Stress among police personnel is being acknowledged as a global phenomenon of great concern. Political pressure, lack of time for family, negative public image and low salary are the primary causes of stress among police personnel. It also emerged that stress is considerably pronounced among those police personnel who are younger, more educated, posted in rural areas and have less work expertise (Bano, 2011). Many studies have shown that the job of policing is very stressful. These stress experiences impair their health and result in high rates of mental illness (Colwell, 1988; Niederhoffer & Niederhoffer, 1978; Somodevilla, 1978 & Violanti, 1992).

Stress related illnesses are of particular concern and are reflected in tragically high suicide rates, divorce, alcoholism, decreased job satisfaction and burnout (Curran, Finlay & McGarry, 1988; Lester, 1983; Richard & Fell's, 1975). Studies also stated that prolonged or intense stress can have a negative impact on an individual's mental and physical health (Health and Safety Executive, 2001; Cooper et al., 2001).

Job Stress

Work-related stress is a pattern of reactions that occurs when workers are presented with work demands not matched to their knowledge, skills or abilities and work which challenge their ability to cope i.e. perceived imbalance between demands and environmental or personal resources, which causes certain reactions. (Houtman & Jettinghoff, WHO, 2007).

- Physiological reactions (increased heart rate, changing of blood pressure, hyperventilation, secretion of 'stress' hormones such as adrenaline and cortisol, etc.)
- Emotional reactions (feeling nervous or irritated).
- Cognitive reactions (reduction or narrowing of attention and perception, forgetfulness).
- Behavioral reactions (aggressive, impulsive behavior, making mistakes)

Stress occurs in many different circumstances, but is particularly strong when a person's ability to control demands at work is threatened. Concerns about successful performance and fear of negative consequences resulting from performance failure evoke powerful negative emotions of anxiety, anger and irritation as well as the related negative health outcomes and increased accident risk (WHO,2007). The experience of stress is intensified if no support or help is available from colleagues or supervisors. Therefore, social isolation and lack of cooperation increase the risk of prolonged stress at work.

High levels of stress will cause negative effect on employees physical and mental well being ultimately shows effect on performance. (Nikam et al., 2014). Job of police is very stressful as they continuously got to face challenges to their life by taking risk in daily work. A study by Johanson et al.(2005) found that police was one in all the six professions like prison officer, ambulance, customer services – call centre, social services providing care(like de addiction centers), teachers, nursing etc. Stress lead to poor health and low job satisfaction. The results of stress are harmful to people, society and organizations.

The very nature of a police officer's job is to become deeply concerned within the lives of those who have either committed a criminal offence or been the victim of a criminal offence. On each ends of this spectrum it is probability that the people concerned are suffering in a way or another. Spending most of the day working with people who are experiencing high levels of distress is sure to have an effect on one's own emotions. The unfortunate truth is that police persons spend most of their time around pain, sufferings and disappointment (Hansen, 2014).

Rationale of the study

The researcher in any area gets a boost when the varied problems connected with its theory and practice attracts attention for a serious study. In view of the above, the researcher thought of undertaking in depth study on job stress issues among police personnel.

The findings of the study are expected to make substantial contribution towards understanding factors or issues causing stress among police personnel and suggest them to reduce stress and increase the efficiency of police personnel.

Objectives

1. To find the issues of job stress with regard to:
 - i. Work burden among police personnel.
 - ii. Unfairness at work place among police personnel.
 - iii. Unsuitable organizational climate/structure among police personnel.
 - iv. Poor compensation and benefits among police personnel.
 - v. Conflict in job/task among police personnel.
2. To compare the job stress level among married and unmarried police personnel.

Hypotheses

1. There is no difference in job stress among married and unmarried police personnel.
2. There is no significant difference in job stress issues like work burden, unfairness at work place, unsuitable organizational climate /structure, poor compensation and benefits, and conflict in job/task among married and unmarried police personnel.

Methodology

Descriptive survey method was used for data collection. Interview technique was used to find out the reasons behind the job stress among police personnel.

Sample

For the present study 60 police personnel were randomly selected from twelve police stations of Chandigarh city. From each police station 5 police personnel were taken in which 30 were married and 30 were unmarried. Police personnel from both types of job (field/desk) and with different work profile were included in the sample.

Tool and Technique

Self prepared questionnaire schedule was used to find out the opinion of police personnel on issues of job stress. This questionnaire was divided into five sub-categories i.e. work burden, unfairness at work place, unsuitable organizational climate /structure, poor compensation and benefits, and conflict in job/task, in all 24 questions were asked from police personnel related to job stress.

Data collection

Data was collected by personally visiting the different police stations. Interview technique was used for data collection.

Statistical Techniques

Simple statistical technique i.e. frequency percentage technique was used for analysing the sample. The issues of job stress was found with the help of rank method and for comparison t-test was used to understand the significant difference between married and unmarried police personnel in stress related issues.

Results and Discussion**Table No. I****Profile of the sample**

Basic Information			
Age	22-32 Years	33-42 Years	43-52 Years
	17(28%)	20 (34%)	23 (38%)
Educational Qualifications	Graduation	Post-Graduation	Any Other (Diploma/Computer Course etc.)
	18 (30%)	16 (27%)	26 (43%)
Marital Status	Married		Unmarried
	30(50%)		30(50%)
Job Experience(years)	Less than 3years	3-6 years	More than 9 years
	10 (17%)	32 (53%)	18 (30%)

Table No. I shows the distribution of police personnel on the basis of their basic information. Out of the total sample of 60 police personnel, three age groups were considered viz. 22-32 years, 33-42 years, and 43-52 years. The examination of respondents age group was revealed that 17(28%) police personnel fall in the age group 22-32 years, 20(34%) were in age group 33-42 years and 23(38%) police personnel were in the age group 43-52 years, further observations of above table revealed that 18(30%) police personnel were graduate, 16 (27%) were post-graduate and 26(43%) police personnel had done post graduation diploma in different streams.

When asked the number of years of their working experience, to which 10(17%) police personnel said they had working experience less than six years, 32(53%) had experience between 6 to 9 years and 18(30%) had more than 9 years of working experience.

Thus it is concluded from the above observations that maximum police personnel were well qualified and had less than 6 years experience.

Police Personnel's Opinion Regarding Reasons of Job Stress.

Table No. II

Job stress on the basis of issues related to work burden

Job stress statements	Disagree		Total	Agree		Total
	M	U		M	U	
Lot of work	3(5%)	3(5%)	6(10%)	27(45%)	27(45%)	54(90%)
Excessive paper work	9(15%)	7(12%)	16(27%)	21(35%)	23(38%)	44(73%)
Risky and complicated assignments	10(17%)	11(18%)	21(35%)	20(33%)	19(32%)	39(65%)
Lack of time to spend with family	14(22%)	12(21%)	26(43%)	16(27%)	18(30%)	34(57%)
Have to do work under tense conditions	12(20%)	15(25%)	27(45%)	18(30%)	15(25%)	33(55%)
Lot of sudden assignments	18(30%)	17(28%)	35(58%)	13(22%)	13(22%)	26(44%)
Work burden	11(18%)	11(18%)	22(36%)	19(32%)	19(32%)	38(64%)

Married Police personnel	Mean =19	SD=4.79		t = 0.00		
Unmarried Police personnel	Mean =19	SD=5.15				

M= Married Police Personnel, U= Unmarried Police Personnel

Table No. II shows the distribution of sample on the basis of job stress issues related to work burden, which causes job stress among police personnel. Issues related to work burden according to police personnel were: Lots of work 54(90%), excessive paper work 44(73%), risky and complicated assignments 39(65%), and lack of time to spend with family 34(57%), work under tense conditions 33(55%), and lot of sudden assignments 26(44%). Thus it is inferred from the above data that average 64 percent police personnel were affected by job stress due to work burden related issues of first category.

The findings given in above Table No.II also shows that there was no significant difference found between married and unmarried police personnel regarding stress related to issues of work burden as calculated value of t-test was 0.00 which is less than table value at 0.05 level of significance (6.40). Thus it is said that married and unmarried police personnel had almost equal stress on the basis of issues of work burden.

Table No. III

Job stress on the basis of issues related to Unfairness at work place

Job stress statements	Disagree		Total	Agree		Total
	M	U		M	U	
Officer's contradictory instructions	12(20 %)	8(13%)	20(33%)	18(30%)	22(37%)	40(67%)
Authorities do not respect to juniors	14(23%)	14(23%)	28(37%)	16(27%)	16(27%)	32(54%)

Lack of significance to job and task by higher authorities	18(30%)	18(30%)	36(60%)	12(20%)	12(20%)	24(40%)
Difficult to adjust between political pressure and formal instructions	22(37%)	24(40%)	46(77%)	8(13%)	6(10%)	14(23%)
Unfairness at work place	17(28%)	16(27%)	33(55%)	13(22%)	14(23%)	27(45%)
Married Police personnel	Mean = 13		SD= 4.43		t = 0.12	
Unmarried Police personnel	Mean= 14		SD= 6.73			

M= Married Police Personnel, U= Unmarried Police Personnel

Table.No.III illustrates the job stress among police personnel on the issues related to unfairness at work place, to which two third i.e. 40 (67%) police personnel said that unfairness was due to officer's contradictory instructions, followed by higher authority did not give respect to juniors 32 (54%), lack of importance to job and task by higher authorities 24 (40%), where as 14(23 %) said that it was difficult to adjust between political pressure and formal instructions. Thus it is concluded from the above analysis that little less than 50 percent i.e. 27(45%) police personnel revealed that stress was due to unfairness at work place.

When compared the opinion of married and unmarried police personnel towards issues related to unfairness at work place, there was no significant difference as calculated value of t-test was 0.12 which was less than table value at 0.05 level of significance i.e.(9.36). Hence married and unmarried police personnel had almost equal stress on issues related to unfairness at work place.

Table No. IV**Job stress on the basis of issues related to unsuitable organizational climate/structure**

Job stress statements	Disagree		Total	Agree		Total
	M	U		M	U	
Unsatisfactory working conditions	7(12 %)	6(11%)	13(23%)	23(38%)	24(40%)	47(78%)
Lack of opportunities to utilize abilities	9(15%)	8(13%)	17(28%)	21(35%)	22(37%)	43(72%)
Lack of opportunities to develop aptitude and proficiency	11(18%)	8(13%)	19(31%)	19(32%)	22(37%)	41(69%)
Unclear guidelines regarding duties	14(23%)	10(17%)	24(33%)	16(27%)	20(33%)	36(60%)
Unsuitable organizational climate/structure	9(15%)	9(15%)	18(30%)	20(33%)	22(37%)	42(70%)
Married Police personnel	Mean =20		SD=4.43		t = 1.32	
Unmarried Police personnel	Mean=22		SD=6.73			

M= Married Police Personnel, U= Unmarried Police Personnel

Table.No.IV shows the job stress on the issues of unsuitable organizational climate/structure to which 43(70%) police personnel revealed that they had stress due to unsuitable organizational climate/structure. They were further asked about the aspects of unsuitable organizational climate/structure, the pattern of response to this query was as follows, unsatisfactory working conditions 47 (78%), lack of opportunities to utilize abilities 43 (72%), lack of opportunities to develop aptitude and proficiency 41 (69%), and unclear guidelines regarding duties 36 (60%). Thus it is concluded that more than two third i.e. 43(70%) police personnel were stressed by unsuitable organizational climate/structure.

Above table No. IV also revealed that there was no significant difference found between married and unmarried police personnel regarding job stress due to unsuitable organizational

climate/structure as calculated value of t-test was 1.32 which is less than table value at 0.05 level of significance (1.91). Therefore married and unmarried police personnel had almost equal stress due to unsuitable organizational climate/structure.

Table No. V

Job stress on the basis of issues related to Poor Compensation and benefits

Job stress statements	Disagree		Total	Agree		Total
	M	U		M	U	
No timely promotion	2(4 %)	3(5%)	5(9%)	28(47%)	27(45%)	55(92%)
Unfavorable govt. decisions/policies	12(20%)	10(17%)	22(37%)	18(30%)	20(33%)	38(63%)
No reward for hard labor and efficient performance	14(23%)	11(18%)	25(41%)	16(27%)	19(32%)	35(59%)
Less salary	15(25%)	16(27%)	31(52%)	15(25%)	14(23%)	29(48%)
Lack of cooperation from colleagues and subordinates	21(35%)	17(28%)	38(63%)	9(15%)	13(22%)	22(37%)
Poor compensation and benefits	13(22%)	11(18%)	24(40%)	17(29%)	19(31%)	46(60%)
Married Police personnel	Mean =17		SD=5.59		t = 0.35	
Unmarried Police personnel	Mean=19		SD=6.91			

M= Married Police Personnel, U= Unmarried Police Personnel

Table.No.V deals with the job stress on the issues related to poor compensation and benefits, to which 46 (60%) agreed that stress was due to poor compensation and benefits. They were further revealed that issues related to poor compensation and benefits were as follows: no timely

promotion 55 (92%), unfavorable government decision/policies 38 (63%), followed by no reward for hard labor and efficient performance 35 (59%), less salary 29 (48%), and lack of cooperation from colleagues and subordinates 22 (37%). Whereas only 24 (40 %) were disagreed with the statement that they had stress due to poor compensation and benefits.

When compared the opinions of married and unmarried police personal on issues of poor compensation and benefits in job and found no significant difference as calculated value of t-test was 0.35 which was less than table value at 0.05 level of significance (7.77). Hence married and unmarried police personnel had almost equal stress on the issues of poor compensation and benefits.

Table No. VI

Job stress on the basis of issues related to conflict in job tasks

Job stress statements	Disagree		Total	Agree		Total
	M	U		M	U	
Have to do non-police work also	17(28%)	12(20%)	29(48%)	13(22%)	18(30%)	31(52%)
Have to do work with disliked persons	17(28%)	13(22%)	30(50%)	13(22%)	17(28%)	30(50%)
Unfamiliar duties often given	18(30%)	15(25%)	33(55%)	12(20%)	15(25%)	27(45%)
Job does not enhance social status	21(35%)	18(30%)	39(65%)	9(15%)	12(20%)	21(35%)
Have to work against sentiments	23(38%)	18(30%)	41(68%)	7(12%)	12(20%)	19(32%)
Conflict in job/task	19(32%)	15(25%)	34(57%)	11(18%)	15(25%)	26(43%)
Married Police personnel	Mean = 11		SD = 2.68		t = 2.31	
Unmarried Police personnel	Mean = 15		SD = 2.77			

M= Married Police Personnel, U= Unmarried Police Personnel

As a sequel to the previous questions the police personnel were further asked whether they were stressed due to conflict in job tasks, in response to this query less than 50 percent i.e. 43 percent police personnel revealed that they were stressed due to conflict in job tasks. The issues related to conflict in job tasks were: non-police work 31 (52%), work with disliked persons 30 (50%), unfamiliar duties were often given 27 (45%), job does not enhance social status 21 (35%), and have to work against sentiments 19 (32%). Thus it is concluded from the above observation that less than 50 percent i.e. (43%) police personnel revealed that stress was due to conflict in job tasks.

It was found that calculated value of t-test was 2.31 which is greater than table value at 0.05 level of significance (2.30). Thus it was concluded that unmarried police personnel were more stressed on the issues of conflict in job tasks as compared to married police personnel.

Table No. VII

Rank wise distribution of job stress causing issues

S.No.	Job Stress causing issues	Agreed Responses	Rank
	No timely promotion	55(92%)	1
	Lot of sudden assignments	54(90%)	2
	Unsatisfactory working conditions	47(78%)	3
	Excessive paper work	44(73%)	4
	Lack of opportunities to utilize abilities	43(72%)	5
	Lack of opportunities to develop aptitude and proficiency	41(69%)	6
	Officers 'contradictory instructions	40(67%)	7
	Risky and complicated assignments	39(65%)	8
	Unfavorable government decisions/policies	38(63%)	9
	Unclear guidelines regarding duties	36(60%)	10

	No reward for hard labor and efficient performance	35(59%)	11
	Lack of time to spend with family	34(57%)	12
	Have to do work under tense conditions	33(55%)	13
	Authorities do not respect to juniors	32(54%)	14
	Have to do non-police work also	31(52%)	15
	Have to do work with disliked persons	30(50%)	16
	Less salary	29(48%)	17
	Unfamiliar duties often given	27(45%)	18
	Lot of sudden assignments	26(44%)	19
	Lack of significance to job and task by higher authorities	24(40%)	20
	Lack of cooperation from colleagues and subordinates	22(37%)	22
	This job does not enhance my social status	21(35%)	23
	Have to work against sentiments	19(32%)	24
	Difficult to adjust between political pressure and formal instructions	14(23%)	25

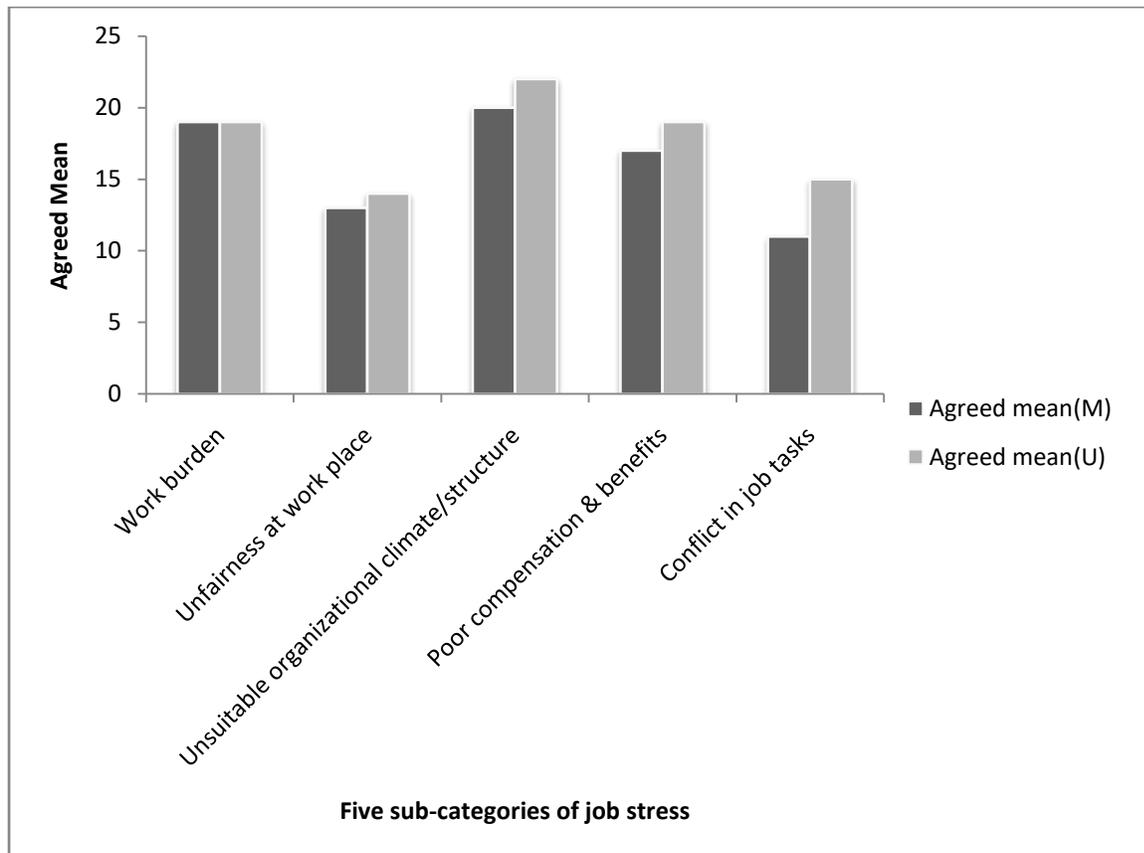
Table .No.VII shows the rank wise distribution of responses related to job stress causing issues among police personnel. The order of priority was as follow: no timely promotion (55,92%), which is further followed by lots of sudden assignments(54,90%), Unsatisfactory working conditions (47,78%), Excessive paper work(44,73%), Lack of opportunities to utilize abilities(43,72%), Lack of opportunities to develop aptitude and proficiency(41,69%), Officer's contradictory instructions(40,67%), Risky and complicated assignments(39,65%), Unfavorable government decisions/policies(38,63%) but very few revealed that job stress was due to lack of cooperation from colleagues and subordinates(22,37%), No enhancement of social status through job (21,35%), work against sentiments (19,32%) and political pressure (14,23%). Thus it is concluded that more stress is due to no timely promotion and sudden assignments.

Table No. VIII**Job stress on the basis of five sub-categories**

Five sub- category of job stress	Agreed		Total
	M	U	
Work burden	19(32%)	19(32%)	38(64%)
Unfairness at work place	13(22%)	14(23%)	27(45%)
Unsuitable organizational Fclimate/structure	20(33%)	22(37%)	42(70%)
Poor compensation & benefits	17(29%)	19(31%)	36(60%)
Conflict in job tasks	11(18%)	15(25%)	26(43%)
Average job stress	16(27%)	18(30%)	39(65%)
Married Police personnel	Mean=16	SD=3.87	t = 0.79
Unmarried Police personnel	Mean=18	SD=3.27	

M=Married Police Personnel, U= Unmarried Police Personnel

The findings given in Table.No.VIII shows the job stress issues. It was found that no significant difference between married and unmarried police personnel regarding job stress issues as the calculated value of t-test was 0.79 which is less than table value at 0.05 significance level i.e. (3.43). Thus it concluded that married police personnel and unmarried police personnel had equal job stress.

Diagram 1: Job stress on the basis of five sub-categories

M=Married Police Personnel, U= Unmarried Police Personnel

Conclusion and Suggestions:

The present study revealed that there were many factors responsible for job stress among police personnel. Therefore for efficient functioning of the police department, as well as of the police personnel, serious efforts to reduce job stress sources are required.

In conclusion of the above observations of research paper, majority of discovered sources of job stress are related to workplace problems therefore changes may be made within the police department to prevent stress and its effects.

- The most prominent issues of job stress like No timely promotion, Lot of sudden assignments, Unsatisfactory working conditions, Excessive paper work and Lack of opportunities to utilize abilities should be resolved as soon as possible so it is suggested that changes are to be made at work place of the police stations to prevent stress among police personnel.

- Organize training programmes, counseling sessions and yoga classes for stress management on regular basis for police personnel with these workshops police personnel self-efficacy, coping skills and communication skills can be improved. These programmes will also help them to identify their unconstructive attitudes they can learn to identify their negative reactions and also how to deal with them. Mental-health programs should be organized and implemented to treat stress-related problems of police personnel.
- The police organization can also introduce steps to improve the public image of police staff. It can also help them to increase their social status. Therefore this type of stress releasing training and orientation programs should be organized on regular basis. Job Stress is a wider concept therefore it is suggested that it should also be measure on bank employees, lawyer, doctor, teacher, students and many more.

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