

Job Satisfaction Of Police Personnel's Through Emotional Labour And Occupational Stress

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Abstract

Purpose: This research endeavor delves into the intricate dynamics between emotional labour, job satisfaction, and the well-being of police personnel, seeking to elucidate the nuanced mechanisms by which emotional labour influences job satisfaction in this unique occupational context.

Design: A mixed-methods approach was employed, combining primary data collection through a survey of 23/7 police personnel members, with secondary data gathered from reputable sources such as Google Scholar, Science Direct, and Semantic Scholar.

Findings: The findings reveal a significant negative relationship between emotional labour and job satisfaction, with high levels of occupational stress exacerbating this effect. The study's conclusions underscore the critical impact of job satisfaction and occupational stress on police personnel performance.

Originality Value: The contribution of the research to the existing body of knowledge by highlighting the importance of addressing emotional labour in police personnel, with a view to improving job satisfaction and overall well-being. The study's findings have significant implications for policy-makers and police administrators seeking to mitigate the negative effects of emotional labour. (EL)

Keywords: Police Personnel's, Emotional Labour, Job Satisfaction, occupational stress.

Introduction:

Emotional labour refers to an individual's capacity to acknowledge and comprehend their emotional state, as well as the skills they utilize to navigate interpersonal interactions and manage their own emotions. While academic credentials and specialized expertise are essential for professional growth, they are insufficient on their own. To excel in their roles, individuals must also cultivate self-awareness, emotional regulation, and effective relationship-building skills. By doing so, they can optimize their performance, achieve their objectives, and maintain a positive emotional tone.

Purpose: This study examines the impact of EL and job satisfaction on police personnel, with a focus on the EL process and its role in developing persuasive skills. Emotional labour is defined as the combination of skills that enable individuals to understand, recognize, control, and express emotions appropriately.

The concept of EL is crucial in understanding how individuals can leverage their skills and talents to make valuable contributions in the workplace. By recognizing and understanding others' emotions, individuals can foster a positive work environment and support the well-being and success of

themselves and others.

Research has shown that individuals with exceptional emotional labour skills tend to excel in their professional environments. However, police personnel often face elevated stress levels, which can lead to physical and psychological harm.

Previous study shows correlation of stress levels and job satisfaction among police personnel. For instance, a study on traffic constables in Kolkata found that 79.4% experienced moderate to high levels of stress. Similarly, research on county police constables and sergeants in the UK revealed that 41% of the population experienced high stress levels.

The effects of stress on police personnel can be severe, including depression, alcoholism, physical ailments, and even suicide. Therefore, it is essential to investigate methods for reducing psychological stress and promoting the well-being of police personnel.

This study aims to explore the association between personality traits, coping mechanisms, and psychological stress among police personnel. While existing research has focused on external and occupational stressors, this study seeks to examine the impact of personality traits and coping methods on stress levels among police personnel.

The police service is a high-stress profession, and constables, in particular, face significant challenges in maintaining their composure and sensitivity in the face of hazardous situations. The study's findings will contribute to a better understanding of the factors that influence stress levels among police personnel and inform strategies for promoting their well-being and job satisfaction.

Table: 1 The numerous works one motional labour, job satisfaction, occupational stress, and Police Personnel's are reviewed in this section

S. No.	Area	Contribution	Authors
	Police Personnel's	Research has shown that police officers experiencing stress are at risk of developing severe consequences, including depression, alcoholism, physical ailments, and even suicide. These findings highlight the critical need for effective stress management and support systems within law enforcement agencies.	Zukauskas
	Emotional Labour(EL)	EL refers to the deliberate management and regulation of one's emotional expressions when interacting with others, specifically in the context of one's occupational role.	Hochschild (1983)[5]
	Aspects of EL	In this context, emotional labour plays a vital role. Several key components of emotional labour are proposed to be considered, including: <ol style="list-style-type: none"> 1. The necessity of expressing both positive and negative emotions 2. Sensitivity requirements 3. Emotional interaction flexibility 4. Emotional control mechanisms 5. Sensitivity needs 6. Emotional dissonance (the discrepancy between genuine emotions and expressed emotions) These elements are crucial in understanding the emotional labour process and its implications.	Zapf et (2005) [7] [8]
	Emotional labour Physicians and Nurses Larson and Yao (2005), Chen, C. K., Lin, C., Wang(2009)	Physician-patient interactions should be characterized by empathy, as the human connection between healthcare providers and patients remains crucial to optimal treatment outcomes, despite advancements in medical technology. Similarly, nurses should receive training on emotional intelligence to effectively manage their emotions and respond to challenging situations, including workplace conflicts. Furthermore, fostering positive relationships between nurses and	

		patients can help reduce nurses' intentions to leave their jobs, leading to improved job satisfaction and retention rates.	
	Occupational stress	According to the study, too much and work stress might lead to unhappiness. Respondents occupational stress while ignorant supervisor's Performance evaluate High occupational stressed	

Theoretical and Conceptual Framework

Hochschild's Theory (1983) introduced the concept of "emotional labour," which involves managing one's emotions to present a desired outward appearance. This con modified form of emotional expression is a crucial aspect of many professions.

Grandey's Theory (2000) expands on emotional labour by incorporating emotional deregulation theory. She argues that EL is influenced by environmental cues, such as social expectations and emotional events, and highlights two long-term consequences: individual well-being and organizational well-being.

Zapf's Model (2002) prefers the term "emotional work" over "emotional labour" and focuses on the psychological processes involved. Zapf emphasizes the importance of understanding these processes in the context of occupational stress.

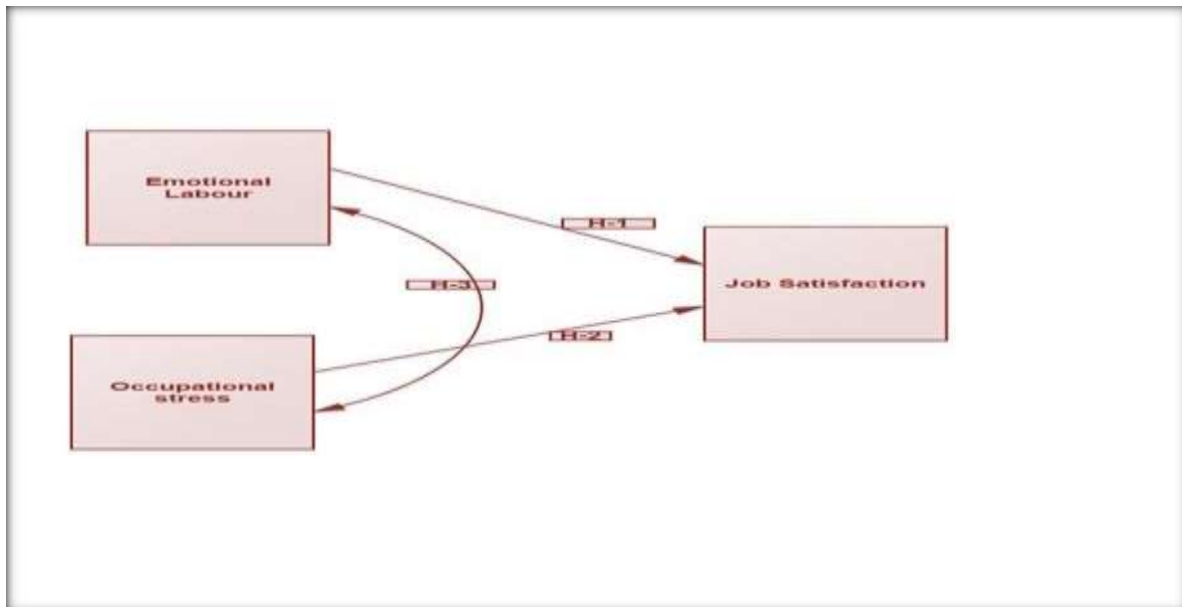


Fig.1: Proposed Conceptual Model (Developed by the researcher)

Figure: 1 presents the conceptual model for this study, grounded in three key postulates that guided the investigation into the impact of emotional labour, occupational stress, and job satisfaction on police personnel. A comprehensive review of existing literature revealed a negative relationship between occupational stress and job satisfaction, as well as a positive relationship between emotional labour and job satisfaction. To operationalize these constructs, the study initially considered 12 items for emotional labour, 9 items for occupational stress, and 6 items for job satisfaction. Following a rigorous refinement process, the final scales consisted of 7 items for emotional labour, 6 items for occupational stress, and 3 items for job satisfaction, all of which exhibited high factor loadings, thereby ensuring the validity and reliability of the measurement tools.

Analysis and Interpretation Research Gap:

A review of the relevant literature reveals a clear knowledge gap with regard to police personnel's in the Thoothukudi district. This study is unusual one which attempts to analyses how workplace stress affects job satisfaction and further. The emotional labour, occupational stress and job satisfaction were all evaluated in this study.

Research Agenda

- Does emotional labour have an impact on job satisfaction in police personnel?
- Does occupational stress affect job satisfaction?
- Does job satisfaction of police personnel play role in the relationship between emotional labour and occupational stress?

Objective of the Study

1. To measure the impact of Emotional Labour on Job satisfaction of the police personnel's.
2. To study the association between occupational stress and job satisfaction.
3. To examine the relationship between emotional labour and occupational stress affecting the job satisfaction of police personnel's.

Hypotheses:

H1: There is significant impact between Emotional labour and Job satisfaction.

H2: There is an association between Occupational stress and Job satisfaction.

H3: There is significant relationship between Emotional labour and Occupational stress.

Table: 2 Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	No. of Items
0.934	16

Source: Computed from primary data

The table reveals a Cronbach's alpha coefficient of 0.934 for the 16 items, demonstrating a high level of internal consistency of the selected items. This indicates that the questionnaire is reliable in measuring the intended constructs, as the items are highly consistent in their measurement. According to conventional standards, a Cronbach's alpha coefficient exceeding 0.7 is considered acceptable for questionnaire reliability, and in this case, the alpha coefficient substantially exceeds this threshold, providing strong evidence for the reliability of the questionnaire. This suggests that the questionnaire is a dependable tool for assessing the constructs of interest, and the results obtained from it can be trusted with confidence.

Table: 3 Descriptive Statistics on Emotional Labour

Emotional Labour	Mini.	Maxi.
I resist expressing my true feelings	1	5
I pretend to have emotions that I don't really have	1	5
I make an effort to actually feel the emotions that I need to display to others.	1	5
I try to actually experience the emotions that I must show.	1	5
My superior is supportive when I have a problem in work	1	5
My superior is fair and does not show favoritism	1	5

Source: Computed from primary data

Table 3 reveals that police personnel exhibit the highest agreement with the statement "I Pretend to have emotions that I don't really have" (M=3.2428, SD=0.1104). Additionally, respondents show a high agreement level with "I Resist expressing my true feelings" (M=3.0857, SD=0.1146). In contrast, the statement "I try to actually experience the emotions that I must show" received the lowest agreement, with a mean value of 2.9857.

Table: 4 Descriptive Statistics on Occupational Stress

Occupational Stress	Mini.	Maxi.	Mean	S.D
Lack of support: I worry about receiving complaints for not meeting expectations.	1	5	3.0857	0.1146
Time constraints: I don't have enough time to address public and	1	5	3.2428	0.1104

colleague demands.				
Colleague abuse: Colleagues make sarcastic comments and insults towards me.	1	5	3.0285	0.0953
Psychological abuse: I experience threats, discrimination, bullying, and harassment at work.	1	5	2.9857	0.1141
Physical danger: I'm exposed to dangerous situations like violence and hazardous materials.	1	5	3.0571	0.1015
Disease exposure: I'm stressed about encountering contagious diseases during work	1	5	3.1714	0.0996

Source: Computed from primary data

The descriptive statistics for Occupational Stress (Table 4) indicate that police personnel exhibit the highest agreement with a specific statement ($M=3.2428$, $SD=0.1104$), reflecting a high level of stress. Respondents also show a high agreement level with another statement ($M=3.0857$, $SD=0.1146$). Conversely, the statement related to threats, discrimination, behavior, bullying, and harassment received the lowest agreement, with a mean value of 2.9857.

Table: 5 Descriptive Statistics on Job Satisfaction

Job Satisfaction	Mini.	Maxi.	Mean	S.D
I am satisfied with my current job working environment.	1	5	3.0142	0.0943
I am satisfied with superior performance appraisal style.	1	5	3.1285	0.0952
I am satisfied with my monthly allowance at current job.	1	5	3.0571	0.1015

Source: Computed from primary data

The Job Satisfaction (Table 5) reveals that police personnel exhibit the highest agreement with the statement "I am satisfied with superior performance appraisal style" ($M=3.1285$, $SD=0.0952$). Respondents also show a high level agreement with "I am satisfied with my monthly allowance at current job" ($M=3.0571$, $SD=0.1015$). In contrast, the statement "I am satisfied with my current job working environment" received the lowest agreement, with a mean value of 3.0142.

Objective I: Examining the Influence of EL on Job Satisfaction

A linear regression model is developed to investigate the relationship between emotional labour and job satisfaction:

$$Y = A + BX_1$$

Where:

Y = Job Satisfaction

X₁ = Emotional Labour

This model aims to explore the impact of EL on job satisfaction among police personnel.

Table: 6 Regression Model Summary

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std.Error of the Estimate	Durbin-Watson
1	0.776 ^a	0.602	0.596	1.24661	2.339

Table 6 presents a summary of the multiple regression model, including goodness-of-fit statistics. The adjusted R-squared (R^2) value is 0.596, while the unadjusted R^2 value is 0.602. Furthermore, the Durbin-Watson statistic (d) is 2.339, which falls within the acceptable range of 1.5 to 2.5. This suggests that the multiple linear regression data does not exhibit significant first-order auto correlation, indicating that the residuals are randomly distributed and do not exhibit serial correlation.

Table: 7 ANOVA

ANOVA ^b					
Model	Sum of Squares	Df	Mean Square	F	Sig.

Regression	159.526	1	159.526	102.652	0.001
Residual	105.674	68	1.554		
Total	265.200	69			

Source: Computed from primary data

The ANOVA results in Table 7 show statistically significant F-test values at the 0.05 level, indicating a good model fit. The p-value of 0.000 confirms a significant linear relationship between the variables, rejecting the null hypothesis of no relationship.

Table: 8 Coefficients

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
Constant	1.938	0.732		2.647	0.010
Emotional Labour	0.334	0.033	0.776	10.132	0.001

Source: Computed from primary data

The regression coefficients and significance test values reveal that emotional labour significantly influences job satisfaction. The predicted linear regression model is:

$$Y = 0.334 + 1.938X_1 \text{ Where:}$$

Y = Job Satisfaction

X₁ = Emotional Labour

The linear model fit indicates a significant linear relationship between emotional labour and job satisfaction, suggesting that as emotional labour increases, job satisfaction also tends to increase.

Objective II: The association between Occupational Stress and Job Satisfaction:

Table: 9 Correlations

Correlations			
		Occ. Stress	Job Satisfaction
Occupational Stress	Pearson Correlation	1	0.837**
	Sig. (2-tailed)		0.001
Job Satisfaction	Pearson Correlation	.837**	1
	Sig.(2-tailed)	0.001	

Source: Computed from primary data

The analysis revealed a robust positive correlation between occupational stress and job satisfaction, with a correlation coefficient of 0.837, indicating that approximately 80% of the variation in job satisfaction can be attributed to occupational stress. Furthermore, the highly significant P-value of 0.000 led to the rejection of the null hypothesis, confirming that the relationship between occupational stress and job satisfaction is statistically significant, thereby providing strong evidence that as occupational stress increases, job satisfaction also increases.

Table: 10 Occupational Stresses and Job Satisfaction

Person Chi-square value	60.199
d.f	45
P value	<.064
Hypothesis	Accepted
Contingency coefficient	680
Level of relationship between variables	Moderate

Source: Computed from primary data

The Pearson chi-square test yields a value of 60.199, with p-value of 0.064, indicates significant association between occupational stress and age. This suggests that age is a factor influencing occupational stress levels, with the alternative hypothesis being accepted at an 11% significance level.

III Objective: There is significant relationship between Emotional labour and Occupational stress.

Table: 11 KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.865
Bartlett's Test of Sphericity	Approx. Chi-Square	402.709
	Df	45
	Sig.	.000

Source: Computed from primary data

The (KMO) test yielded a value of 0.865, exceeding the threshold of 0.6, indicating that the sample is adequate and suitable for dimensionality reduction techniques.

Furthermore, Bartlett's test of sphericity revealed a highly significant result ($p < 0.001$), confirming the presence of strong correlations between variables. This suggests that factor analysis is an appropriate technique to apply to the data, enabling the identification of underlying patterns and structures.

Table: 12 Communalities

Communalities	Initial	Extraction
I resist expressing my true feelings	1.000	0.671
I pretend to have emotions that I don't really have	1.000	0.629
I make an effort to actually feel the emotions that I need to display to others.	1.000	0.613
I try to actually experience the emotions that I musts how.	1.000	0.670
My superior is supportive when I have a problem in work	1.000	0.652
My superior is fair and does not show favoritism in responding to employees' personal needs	1.000	0.643
My superior accommodates me when I have family or personal requirement to take care	1.000	0.634
I am satisfied with my current job working environment.	1.000	0.667
I am satisfied with superior performance appraisal style.	1.000	0.658
I am satisfied with my monthly allowance at current job.	1.000	0.636

Source: Computed from primary data

Initially, each variable in the communality table has a value of 1.00, indicating that 100% of the variance is explained by each item. However, after extraction, the values range from 0.671 to 0.613, suggesting that the maximum variance explained by an item after extraction is 67.1%, and the minimum is 61.3%.

Table: 13 Total Variance Explained

Total Variance Explained									
	Initial Eigen values			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cum. %	Total	% of Variance	Cum. %	Total	% of Variance	Cum. %
1	4.831	48.309	48.309	4.831	48.309	48.309	3.372	33.718	33.718
2	1.040	10.402	58.710	1.040	10.402	58.710	2.499	24.993	58.710
3	.852	8.522	67.232						
4	.756	7.559	74.791						
5	.620	6.201	80.992						
6	.460	4.604	85.597						
7	.454	4.542	90.139						

8	.401	4.015	94.154						
9	.315	3.149	97.303						
10	.270	2.697	100.000						

Source: Computed from primary data

The total variance explained by each component is as follows: Component 1 accounts for 48.309% of the variance, Component 2 accounts for 10.402%, and Component 3 accounts for 8.522%. The Eigenvalue for each factor represents the amount of variance in all variables explained by that factor.

Notably, there are three components with Eigenvalues greater than 1, indicating that these components are significant. Specifically, the Eigenvalue for Factor 1 is 10.0057, suggesting that it explains a substantial portion of the variance in the data.

Table:14 Rotated Component Matrix

Factor	Items	Rotated loading	% of Variance	Eigen Value
Emotional Labour	My superior is fair and does not show favoritism in responding to employees' personal needs.	0.800	6,212	4,205
	I pretend to have emotions that I don't really have.	0.762		
	I try to actually experience the emotions that I must show.	0.658		
	My superior accommodates me when I have family or personal requirement to take care.	0.598		
	I make an effort to actually feel the emotions that I need to display to others.	0.565		
	My superior is supportive when I have a problem in work.	0.792		
	I resist expressing my true feelings.	0.781		

Source: Computed from primary data

Factor 1 has an Eigen value of 4.205, explaining 62.12% of the variance. This factor is associated with Emotional Labour. The items loading onto Factor 1 exhibit significant correlations, ranging from 0.565 to 0.800, indicating a strong relationship between these items and the underlying construct of Emotional Labour.

Table: 15

Factor	Items	Rotated loading	% of Variance	Eigen Value
Job Satisfaction	I am satisfied with superior performance appraisal style.	0.771	6,212	2,007
	I am satisfied with my current job working environment.	0.548		
	I am satisfied with my monthly allowance at current job.	0.688		

Source: Computed from primary data

The Eigen value of factor1 is 2,007 with 6,212% of variance. The items are related to Emotional labour. Factor I have very high significant loading on the items (0.771, and have low significant loading on the items (0.548)

Practical Implications

Due to the nature of their work, police personnel frequently struggle with the issue of emotional consequences and occupational stress. This study is likely to be helpful to the government in developing

policies to lessen these effects and to improve job satisfaction among police personnel. Our result shows that the workers should be prevented from engaging in negative emotional labour (surface acting and deep acting). In order to decrease the harmful impacts of emotional labour, staffs are equipped by conducting training Programmes with the skills necessary to distinguish between obvious and subtle acting and to role-play the techniques in encountering the patients. Yoga and meditation would be helpful to lower the stress at work and boost happiness and satisfaction at job. The identification and positive reinforcement of emotional labour strategies enhance job satisfaction and performances of police personnel should be a part of routine performance management procedures.

Conclusion

Policing is a high-stress profession that demands emotional regulation and stress management when interacting with the public. This study aimed to investigate the relationships between emotional labour, job satisfaction, and occupational stress among police personnel.

The findings indicate that emotional labour has a detrimental impact on job satisfaction. Moreover, high levels of occupational stress and emotional labour were found to negatively affect job satisfaction. The results highlight the adverse effects of work stress and emotional labour on job satisfaction.

To improve job satisfaction, it is essential to strike a balance between emotions and stress. This can be achieved through skill development training programs that promote emotional intelligence and stress management. Implementing effective communication channels, providing guidance and support from superiors, and encouraging self-care practices like meditation and yoga can also help reduce occupational stress and improve emotional stability.

Furthermore, this study underscores the importance of exploring personality traits and coping mechanisms in relation to psychological stress and job satisfaction among police personnel. Future research should focus on developing pre-recruitment and post-recruitment strategies to mitigate stress in police services.

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