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## BURNOUT AMONG POLICE OFFICERS

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### Abstract:-

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*Hans Selye the pioneer was responsible for GAS (general adaptation syndrome), he coined this term to behavioral pattern one adopts in the face of continued stressful and threatening situation. However, in spite of continued resistance and fight against the stressful event, a times come when the fighting spirits and energy are drained and depleted. It leads to number of physical and psychological problems in the form of low job performance, absenteeism, depression, fatigue, anxiety to name few. Psychologists term this condition "BURNOUT". Maslach (1978) defined Burnout as a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment that can occur among individuals. The present study was done to examine if the Direct IPS and Promoted IPS differ with regard to Burnout Syndrome, and also to examine differences in the degree of burnout among direct RPS and Promoted RPS. Results revealed significant differences in burnout between direct and promoted IPS and between direct RPS and promoted RPS*

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### INTRODUCTION

Burnout (BO) is a phenomenon which has been widely acknowledged as an important issue with man minute-management. The broadest definitions equate burnout with stress, connect it with a long list of adverse health and well-being variables, and suggest that it is caused by relentless pursuit of success. It decreases, job satisfaction job involvement and

efficiency which in turn impairs quality of life. Maslach (1978) defined Burnout as a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment that can occur among individuals. Similarly various stages of BOSS is identified i.e. Honeymoon stage, fuel stage, crisis stage and hitting the wall stage. Generally, highly routine and mechanical roles, requiring constant public dealing (Police officers, nurses, teachers, inspectors) experience burnout more. The perspective from which the phenomenon of Burnout has been described range from psychodynamic to societal (Paine, 1981). Review of the findings of stress and BO relationship reveals positive relationship of BO with occupational stress (Demerouti E, Bakker AB, Nachreiner F, Schaufeli WB 2001). life stress inclusive of work stress and non-work stress, was found to be related with BO (Hintsala T, Elovainio M, Jokela M, Ahola K, Virtanen M, Pirkola S 2016).

In contemporary times, the civil services because of the nature of the job, face constant criticism, public hostility and hence are more likely to experience stress.

The purpose of studying stress and consequences on police personnels assumes greater importance due to the dual role the police plays in our society today, and all the more because of the startling gruel some and horror producing grievances the public has against the police. People with all vehemence at their command decry the police as barbarous and inhuman. But this is only one side of the coin. The job of police is highly stressful and tension ridden. Performance of police is under a close review and a demanding public is engaged in a critical assessment of it. Thus it is viewed that the problem faced by police though significant, have often been neglected and relegated to the background. Hence, to prevent militant assertion by police personnel for their rights and redressal of grievances, and to provide channels for ventilation of grievances it is necessary that sincere efforts be made for psychological understanding of police personnel.

## **PURPOSE**

The purpose of this study was to find out Burnout among police officers of different cadres.

## **HYPOTHESES**

- IPS & RPS officers will differ on Burnout experienced. RPS officers will have more Burnout than IPS offices.
- Promoted officers are likely to experience more Burnout as compared to direct ones.

## **SAMPLE**

The data was collected from 80 IPS and 80 RPS officers both direct and promoted from district headquarters all over Rajasthan, Rajasthan Police Academy and other offices in Jaipur.

IPS (80)	Direct	40
	Promoted	40
RPS (80)	Direct	40
	Promoted	40

## **TOOLS**

Burnout was measured with the help of Maslach Burnout inventory (MBI) developed by Maslach and Jackson (1981). The scale consists of three subscales:

1. Emotional exhaustion.
2. Depersonalisation.
3. Personal accomplishment.

Burnout is viewed as a continuous variable ranging from low to moderate to high degree of Burnout.

## **PROCEDURE**

The questionnaire was given to the police officers individually. They were asked to read the instructions carefully and were assured that their response would be kept secret and would be used for research purpose only. The officers were requested to answers all the questions and leave no question unanswered. The filled in questionnaires were collected personally by the investigator and scoring was done according to the manual.

## **STATISTICAL ANALYSIS**

Mean, SD & t-test were computed.

## **RESULT AND DISCUSSION**

It consists of degree of Burnout among police officers as a whole. Further indepth analysis of Burnout in all dimensions among IPS and RPS direct and promoted officers is done with help of following tables.

## Burnout in different group of police personnel

**Table - 1**

**Mean and SD dimension of Burnout for police personnel (N=160)**

Sl. No.	Variables	Mean	SD
1	Emotional exhaustion	10.84	5.73
2	Depersonalisation\	06.49	3.67
3	Personal accomplishment	32.16	8.91

1.

Above table shows the mean and SD on different Burnout dimensions. The officers experience high personal accomplishment (M=32.16, SD=8.91) and low emotional exhaustion (M=6.49, SD=3.67) and hence they experience low Burnout.

**Table - 2**

Mean, SD, t ratio and significance level of different Burnout dimension for direct (N=80) and promoted (N=80) police personnel.

Sl. No.	Variables	Direct		Promoted		t
		Mean	SD	Mean	SD	
1	Emotional exhaustion	1.79	6.31	10.89	5.13	
2	Depersonalisation\	06.49	3.83	6.49	3.53	.13
3	Personal accomplishment	31.61	9.69	32.70	8.08	.83

\*\* p<.01      \* p<.05

Above table shows that direct and promoted police personnel do not differ significantly on emotional exhaustion (t=.13 NS) depersonalisation (t=00 NS) and personal accomplishment (t=.83 NS). Police officers experience slightly higher personal accomplishment (M=32.70) than direct officers (M=31.61). Thus the hypothesis that promoted officers will experience more Burnout than direct ones has been disproved.

**Table - 3**

**Mean, SD, t ratio and significance level of different Burnout dimensions for IPS (N=80) and RPS (N=80)**

Sl. No.	Variables	IPS		RPS		t
		Mean	SD	Mean	SD	
1	Emotional exhaustion	1.37	6.08	11.30	5.36	<b>0.96</b>
2	Depersonalisation\	05.92	3.96	07.59	3.28	1.94*
3	Personal accomplishment	33.86	7.68	30.45	9.76	2.57**

\* p<.05

\*\* p<.01

Above table shows that two groups differ significantly on depersonalisation (t=1.94, p<.05) and personal accomplishment (t=2.57, p<.01). RPS officers experience greater depersonalisation (M=7.05, SD=3.28) than IPS officers (M=5.92, SD=3.96) and lower personal accomplishment as compared to IPS.

Thus the hypothesis that RPS officers experience more Burnout has been proved.

**Table - 4**

**Mean, SD, t ratio and significance level of different burnout dimensions for IPS direct and IPS promoted officers.**

Sl. No.	Variables	IPS Direct		IPS Promoted		t
		Mean	SD	Mean	SD	
1	Emotional exhaustion	11.12	7.00	09.62	4.95	<b>-1.30</b>
2	Depersonalisation\	05.45	4.21	06.40	3.69	0.92
3	Personal accomplishment	33.22	7.16	34.50	8.18	0.72

\* p<.05

\*\*p<.01

Above table shows that two groups do not differ significantly on emotional exhaustion, depersonalisation and personal accomplishment. This can be attributed to the fact that IPS officers whether direct or promoted enjoy almost the same power, status and though may differ slightly on experienced stress do not differ on Burnout.

**Table - 5**

**Mean, SD, t ratio and significance level of different Burnout dimension for RPS direct and IPS promoted officers**

Sl. No.	Variables	Direct		Promoted		t
		Mean	SD	Mean	SD	
1	Emotional exhaustion	1.45	5.60	12.15	5.03	<b>1.82</b>
2	Depersonalisation\	7.52	3.12	6.57	3.40	-1.57
3	Personal accomplishment	30.00	11.56	30.90	7.66	0.46

\*p<.05 \*\*p<.01

Table shows that two groups of officers do not differ significantly on emotional exhaustion, depersonalisation and personal accomplishment. Thus direct and promoted officers within RPS though differ significantly on stress experienced, they do not differ on Burnout.

Mostly Indian studies on BO are confined to teachers and doctors using Maslach BO inventory. The level of Burnout was found to be moderate in high school teachers (Bagchi 1993: Ratan 1993), (Wang Y, Ramos A, Wu H, Liu L, Yang X, Wang J, Wang L 2015) and low among intermediate (Pande. 1994) and degree college teachers (Sahu, 1993). Similarly surveys of police officers have identified a variety of potential job stressors, including poor equipment, long hours, shift work and role overload (Morash M., Haarr R., Kwak D.H. 2006), Shane J.M. ( 2010). Goodman (1990) and Patterson G.T. ( 2000) examined the relationship between biographic, demographic and situational variables in predicting Burnout in mail police officers' carriers emphasizing average number of six days per year time of due to family problems, number of social outlets bad delayed court decisions, number of days hospitalized and being wounded. Besides, Dhillon (1990) study with police personal reveals a significant positive, but moderate correlation between job satisfaction, education and organizational level. Erickson, Ritter & Emotional (2001 significant differences were found in three dimensions among policemen with different academic qualifications. Job burnout decreased with the increase of academic qualifications, which was consistent with previous researches in this field.

Thus, it may be summarized that police officers do not differ on Burnout levels experienced largely because, they have been trained equally to face stressful situation. It has been found that there was no significant difference in Burnout dimensions of direct and promoted police officers, however, IPS and RPS officers differ significantly on Burnout. It may also be mentioned that RPS officers experienced moderate Burnout as compared to low Burnout of IPS officers.

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