Organizational Stress And Job Performance: A Case Study Of Police Officers In District Quetta

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ABSTRACT:
Police work and professional stress never been in larger attention. Though the work of police is concern with the stress they may have facing different type of difficulty and various issues related to the stressful environment which they facing every day in their professional life. The empirical study aim for this was to examine the level of workload, work environment, nature of work and relationship with supervisor with work stress among police officers, in district Quetta Baluchistan. All the police constables were the population of the study. The research method approach for this study was mixed method. The descriptive analysis was done on 30 officers of police department, using simple random sampling technique by quantitative method through questionnaire. In qualitative method seven respondents were taken as sample by using convenient sampling and thematic analysis was done. Therefore, the findings of quantitative method show that the workload is a highest stressful factor, while life threatening, social isolation, sudden work calls, promotion,
salary issue were the major themes of the study. Present study recommends that the smart salary packages and value should be given to them.

**Keywords:** Stress, Workload, Nature of work, Work environment

**INTRODUCTION:**
Most of the countries and like our country Pakistan has spent huge amount of budget in police department for their betterment. In country like Pakistan police department mostly facing different types of criticism, like any incident. The principle of policing a nation in peacekeeping empowers police operations that are highly challenging and vital to every country's development. Pakistan is a country which is characterized by an extremely stressful work environment due to limited resources and excessive overload of work in general and particularly in Baluchistan Police have been affected adversely by stressful jobs over the last several years. Since in this country police force has a great responsibility, their happiness is therefore important for social growth. Stress is a very recent trend at everyday workplace and has become a significant influence on society. Job stress is a regular issue in every single career job that impacts the performance of work. In most situations, stress-related costs influence both the worker and the organization. Strong organizational training, Shifting Time, Extra time, nature of work, working environment, relations between colleagues and supervisors can also cause serious stress. every department have professional stress at various levels but police department of any country or specially in developing country like Pakistan facing most stress in their work, police occupation link with different life threat stress and security.

**Statement of Problem**
To find out the organizational stress of police officers of district Quetta.

**Objectives**
To find out the impact of workload and work environment on police officers.
To identify nature of work and strong relationship among police officers.

**Research Question**
What is the impact of workload and work environment on police officers?
What is the nature of work and work environment on police officer?

**Significance of the study**
The purpose of this study highlights the current condition regarding the source of the stress in the workplace among police officers that affects their daily lives. Ideally, the results have the potential to shed some impacts on police stressors, particularly in Quetta district. This study therefore
contributes knowledge of work stress and helps build a model. Many other organizations have considered this study important.

**REVIEW OF LITERATURE:**

Lipp (2009) investigated that the levels of organizational stress and quality of life in the police force in Brazilian states. The findings of the study show that police officers consider their work to be very stressful, and the common symptoms are irritability and constant tiredness, and there is a need for organizational change within the civil police institution itself. The aim of that empirical research was about examine the level of workload, work environment and personal conflict among police officers in relation to work stress. The findings of study show that workload was the most important factor influencing job stress. Therefore, workload should be less among police officers (Humayon et al., 2017). Sudarshan et al. (2014) analyzed that the police job is restless job and harder because of no holidays which cause frustration and depression in officers the findings shows that there should be corporation of human resources for better performance of police department in study region. Gyamfi (2014) explored the Influence of work stress on job satisfaction among Ghana Police officers. The research carried out analysis of Physical environment, uncertainty of responsibilities, excess of tasks, support from superiors and colleagues. Support among officers on the job. The findings of study show that there should be attention on Policemen's psychological and physiological needs boost their job performance. Bown & Compell (2007) examined that Empirical analysis of workplace tension in a broad provincial English police force. findings show that total exposure rates are highest for stressors of organization and management, rather than routine operational duties. Wiecko (2007) examined that the effects of commonly police stressors on the member of developing countries, the study indicates that organizational issues are stressful in policing. Mcvaba (2008) analyzed that the policing is stressful occupational in south Africa where high level of crime and organizational transformation govern the role of the police officers. The aim of the study was to examine workplace stress levels faced by police officers and the techniques used to cope. Ganesan et al (2013) determined that the What job activities are viewed as major sources of stress in police work. Finding indicate the stress is due more to organizational factors then the physical hardship on the job. Martin et al (2013) determined that the development of post rheumatic stress disorder related by the associated risk and protective factors which is originated from the police as officers. Litzenberger (2002) identified that the Popular stressors and the level of stress reactivity in police officers while in duty and found that the difference between physical and psycho-social performing and examined both social stress on the job as well as anticipating stress.

**METHODOLOGY:**

The present study used mix method approach. For qualitative analysis seven respondents were taken as sample through interview protocol, convenient sampling technique was used, and quantitative data was collected from 30 constables through questionnaire, a simple random technique was used. The data was analyzed by descriptive analysis and thematic analysis.
RESULTS
Quantitative analysis

Table 1

Comparison of organization stress on the basis of age groups

<table>
<thead>
<tr>
<th>Age</th>
<th>Environment Mean</th>
<th>Workload Mean</th>
<th>Work nature Mean</th>
<th>relation Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-30</td>
<td>-2.0000</td>
<td>1.6000</td>
<td>.4000</td>
<td>1.2000</td>
</tr>
<tr>
<td></td>
<td>N 10</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Std. Deviation .0000</td>
<td>.51640</td>
<td>.51640</td>
<td>1.03280</td>
</tr>
<tr>
<td>31-35</td>
<td>-1.4545</td>
<td>.7273</td>
<td>1.0000</td>
<td>.5455</td>
</tr>
<tr>
<td></td>
<td>N 11</td>
<td>11</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Std. Deviation .93420</td>
<td>.46710</td>
<td>.00000</td>
<td>.93420</td>
</tr>
<tr>
<td>36-40</td>
<td>.00000</td>
<td>.0000</td>
<td>1.0000</td>
<td>2.0000</td>
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<td></td>
<td>N 9</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Std. Deviation .00000</td>
<td>.00000</td>
<td>.00000</td>
<td>.00000</td>
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<tr>
<td></td>
<td>N 30</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Std. Deviation .99655</td>
<td>.76112</td>
<td>.40684</td>
<td>.99655</td>
</tr>
</tbody>
</table>

Above table show that the sample comprises of 10 respondents in age group of 25-30 and this age group was facing higher difficulty in terms of work load (M = 1.6) then in their relationship with their supervisors (M = 1.2), then in work nature (M = .40) and they were facing little issues regarding environment (M = -2.00)

Above table show that the sample comprises of 11 respondents in age group of 31-35 and this age group was facing higher difficulty in terms of work nature (M = 1.0), then in workload (M = 72), then in their relationship with their supervisors (M = .54), 40) and they were facing little issues regarding environment (M = -1.4)
Above table show that the sample comprises of 9 respondents in age group of 36-40 and this age group was facing higher difficulty in their relationship with their supervisors ($M = 2.0$), then in work nature ($M = 1.0$), and little issues in terms of environment and workload ($M = .00$).

**Qualitative analysis**

1. **Sudden work calls**

Traditionally, the effects of police officers' careers are felt close to home, long hours, rotational shifts and canceled leave are facts of life in police work. Balancing the law enforcement career with responsibility forces officers to miss milestones in family life the sudden calls destroyed the connection of life with family and closer ones.

2. **Social Isolation**

The importance of becoming a police officer makes itself known in a variety of keyways. The demand to fit into the culture of a specific department makes it difficult for officers to balance work and family obligations. Long hours and inconsistent timetable lead to a great deal of social isolation, as officers are most likely to be About their peers. Peeling under human suffering has led officers to shut down their emotions.

3. **Salary Issues**

Working as a police officer can be an impressive work but the smart salary and retirement benefits cannot come without paying price. They can get through Quick recruiting procedure and it can be difficult to get good pay packages from different training academies. This salary packages don’t fulfill the necessities of life.

4. **Promotion issues**

Being police officer, it is hard to say that they should think about promotion. There are no opportunities for police officer as regard of promotion. They put their lives in the way of sacrifice, but they cannot be pay well. They put all efforts to save the lives of others, but they cannot be awarded. They don’t have any chance of promotion and they feel disappointed which is stressful act.

5. **Life Threatening**

Becoming police officer is largely about sacrificing life. No one should enter the job with selfish motives, and most likely they would be easily disappointed. Police officers are scrutinized by the public and they create issues for police officers. Police officers put their lives on the line every day. They routine duty of a beginning police officer is disappointing, or they feel terrifying life nevertheless few officers to leave the professions to save his life.

**DISCUSSION**
This study is aim to answer the question organizational stress and job performance in the police department to identified the various variables such as work load, work environment, nature of work and relationships with their supervisors so the majority of the respondents think that the work load creates more stress on job of police officers moreover, the sudden work calls, salary issue, promotions, and life threatening is also leads towards stress. The present study results similar, with the findings of (Humayon et al., 2017) The study show that Working load was the most important factor impacting stress at work. Therefore, workload should be less among police officers.

CONCLUSION

The present study addressed issues and problems regarding police employees work stress and exposed the situation around complexity. The study conducted in district Quetta of Baluchistan at police department. Majorities said that the workload had a high impact on their stress in their daily lives, sudden work call, life threatening, social isolation promotion issue, salary issue assessed in this study therefore, proper stress management, training academies, smart salary packages and Promotion opportunities can also make an essential contribution to being an ideal work place for police officers.

FUTURE PROSPECTS

This study is related to law and order departments which are more responsible jobs to manage the peace in the society, these jobs are more stressful and difficult jobs, so this study is also recommend to Frontier core Baluchistan, Levies Baluchistan and urban areas should be in parity to overcome the work load and give suitable and conducive environment to do their best performance.

REFERENCES


Organization stress effect the police officer’s job performance and less of them satisfied with their job (Manzoni & Eisner, 2006)