

Occupational Stress, Personality Traits and Job Jatisfaction. the Case of Pakistani Police Officers

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Abstract

The intend of this study is to measure the personality traits (Conscientiousness, Extraversion, Openness to experience, Neuroticism and Agreeableness) and occupational stress in correlation with job satisfaction of police officers. Respondents were 300 senior police officers from Punjab, Pakistan. Job Satisfaction Survey (JSS), Police Stress Questionnaire (PSQ) and Neo Five Factor Inventory (NEO-FFI) were used as research instruments. It was concluded that conscientiousness, extraversion and agreeableness personality traits have positive relationship with job satisfaction and neuroticism is negatively correlated. No correlation was found of openness to experience with job satisfaction. Negative correlation was concluded between occupational stress and job satisfaction.

Keywords: Personality traits, Occupational stress, Job satisfaction.

1.Introductation

Maintaining law and order in a society is considered to be the main and prime aim of the police force but the worst side of the society comes across while going through crime situations. They have to deal with brutality and inhumanity in order to work for the safety of individuals in a society. In short, they go through work environments that are often negative and hard to deal with. As the negative office or work environment elevates insecurities, lower job satisfaction and less determination towards work (Blum, 2000; Crank, 1998). In Pakistan, police has challenging tasks that needs to be fulfilled by completing the demands from the society that are often conflicting. Moreover, police officers also have to deal with politics that is emerged internally in administration and they also face unkind and unpleasant attitudes of management that runs in their organization. They are also fighting with critical issues like terrorism, though they have a very limited resources to cope with such intense issues. In such life threatening situations like terrorism, cops fulfill their duties and responsibilities bravely and face dangerous incidents with determination.

According to Gershon (2000), unpleasant and threatening situations become the cause of discontent and exhaustion in police officers. Besides, personality traits also have a role that affect in overall performance and job satisfaction in police officers, as personality varies from one individual to another. This is necessary for police officers to have greater job satisfaction as ratio of crimes commitment is increasing rapidly. Considering personality traits and occupational stress is important for gaining efficiency and competence in performance of police in Pakistan.

Personality is known as a vital framework or a subsystem that is psychological in nature as it provides detailed representation of the overall functioning and mindsets of an individual (Mayer, 2007). Furthermore, personality affects one's perception, his sense of evaluation regarding work as well as the environment in which

he lives. Individual's continuous interaction to other people also contributes in shaping one's behavior. Environment and behavior goes hand in hand in society, as environment has an influence in one's behavior and at the same time behavior affects the environment or society. Additionally, personality is affected by the environment and vice versa. In short, there is a link between personality traits of an individual and his occupation which plays a role in job satisfaction. Previous researches related to relationship of personality structure of workers and level of job satisfaction have shown that individuals who have bold and flexible personalities tends to have greater job satisfaction whereas employees who have a type of personality that is unrealistic or individuals who do not set any goals regarding their jobs often face dissatisfaction in their jobs (Loveland et al., 2005; Jackson, 2006).

In recent years, the correlation of personality characteristics and both career satisfaction and job satisfaction has been expanded and recognized. A sample of 163 was taken for meta-analysis by Heller, Judge and Mount (2002), and it has found that constant forecastors were extraversion and neuroticism in job satisfaction besides personality traits had explained 17% variations in overall job satisfaction. The reasons behind occupational stress is long hours of work, absence of managerial backing, authoritative perspectives and change, lack in backing from associates or administrators and a continuous struggle towards difficulties and conflicts.

Despite the fact that cops are considered to be tougher and more resistant to stressful events than other citizens. Apart from their duties and obligations related to operational work, law enforcement officials also have to deal the conflicts that are the part of male dominated organizations known as paramilitary, for instance, paramedical supervisions, putting out fires from the buildings or management of emergency vehicles. Surprisingly, hierarchical stressors turned out to be more stressful and challenging for law enforcement officials than those of the operational stressors, as in a study, it has been concluded that

perceived stress rate is higher in police officers or cops during their routine jobs as compared to jobs that have a higher risk for community (Garbarino et al., 2011).

In Kenya, a survey concluded that occupational stress is most common among police officers. Researches have found operational as well as organizational, both sources of stressors as prevailing (Nyaga, 2006). Among all stressful professions, police profession is ranked as higher stressing occupation (Anshel, 2000). Stressors can be of various types which come across the law enforcing professionals like a suicide or a homicide, search operations or investigations that are made on crime scenes or areas, such sort of exposing incidents increases the rate of stress in police officers (Chapin et al., 2008). Likewise, other factors may also be involved in stress provoking events and are considered as predictors of stress, like a traumatic incident, extra slots or forced hours of work (Brough, 2004; Toch, et al, 2002).

According to Schermerhorn (1993), job satisfaction is an attitude towards one's profession. It is considered as an emotional reaction towards various factors of one's job. An individual who is more satisfied with their work or when an individual has a higher level of job satisfaction tends to have positive attitude and approach to his work life, whereas individuals who have low levels of job satisfaction are considered to have negative approach towards work (Robbins et al. 1995).

1.1. Research Objectives

To examine the relationship between job satisfaction and personality traits (Conscientiousness, Extraversion, Openness to experience, Neuroticism and Agreeableness) of police officers in Punjab.

To investigate the association of occupational stress with job satisfaction of police officers.

1.2. Research Questions

To what degree personality traits are associated with job satisfaction of police officers?

Is there any correlation between occupational stress and job satisfaction of police officers?

1.3. Hypotheses

There would be a negative relationship of Neuroticism with job satisfaction.

There would be a positive relationship of Extraversion with job satisfaction.

There would be a positive association of Openness to experience with job satisfaction.

There would be a positive connection of Agreeableness with job satisfaction.

There would be a positive association of Conscientiousness with job satisfaction.

There would be a negative correlation of Occupational stress with job satisfaction.

1.4. Research Design

To conduct present research a quantitative research design was used. Senior police officers in Punjab, Pakistan were selected as participants. Police division in Pakistan has a vast system with many police headquarters. All areas of Punjab are in range of these stations. In this study Punjab area was chosen since this is a noteworthy region and has an expansive populace when contrasted with different areas. In this study the population targeted senior police officers (senior head officer to inspector general) of Punjab, Pakistan. To conduct survey, sample was consisted of 300 participants. All participants were senior police officers from Punjab.

1.5. Research Questionnaire

Neo five factor inventory (NEO-FFI), Police Stress Questionnaire (PSQ), job satisfaction scale (JSS) and Demographic survey were used as research instruments to collect data for this study.

1.6. Hypothesis Testing

There would be a negative relationship of Neuroticism with job satisfaction.

Pearson correlation was used for assessment of this hypothesis. This hypothesis is supported as the results showed that significance level was less than 0.01 (p<0.01). r = -.218, p<0.01. So, it is concluded that the more satisfied the police officers were with their job, the less neuroticism they have.

There would be a positive relationship of Extraversion with job satisfaction.

To look into this proposition, pearson correlation was used. This hypothesis is supported. It was found that extraversion is positively correlated with job satisfaction because significance level was less than 0.01 (p<0.01) and r = .101.

There would be a positive association of Openness to experience with job satisfaction.

To look into this hypothesis, pearson correlation was used. The results supported the null hypothesis. No correlation of openness to experience with job satisfaction was concluded by the results. Significant correlation coefficient was measured at the p<0.05 level and are = -.119.

There would be a positive connection of Agreeableness with job satisfaction.

To look into this assumption, pearson correlation was used. This hypothesis is supported.

A considerable positive correlation of agreeableness with job satisfaction was concluded as r = .180, p<0.01.

There would be a positive association of Conscientiousness with job satisfaction.

The results found that this hypothesis is supported by pearson correlation analysis. A positive correlation exists between conscientiousness and job satisfaction and Significant correlation coefficient was measured at the p<0.01 level and r = .205.

Table1: Correlation Coefficient of Variables

	JSS	neuroticism	extraversion	openness	agreeableness	conscientiousness
JSS	1					
neuroticism	-.218**	1				
extraversion	.101	-.328**	1			
openness	-.119*	.161**	-.007	1		
agreeableness	.180**	-.487**	.283**	.053	1	
conscientiousness	.205*	-.609**	.474**	-.110	.409**	1

** . Correlation is significant at the 0.01 level (2-tailed).
 * . Correlation is significant at the 0.05 level (2-tailed).

There would be a negative correlation of Occupational stress with job satisfaction.

Table2: Summary of Correlation Coefficient of Variables

	JSS	PSQ
JSS	1	-.197**
PSQ	-.197**	1

** . Correlation is significant at the 0.01 level (2-tailed).

Pearson correlation was used in order to check this assumption. A less significance level was concluded ($p < 0.01$). A considerable negative association was found between occupational stress and job satisfaction, as $r = -.197$. So, this hypothesis is supported and it led to the conclusion that the police officers with higher occupational stress have less job satisfaction and vice versa.

2. Conclusion

The main target of the examination was police officers in Punjab, Pakistan. Personality traits (Conscientiousness, Extraversion, Openness to experience, Neuroticism and Agreeableness) were measured in relationship with job satisfaction. This investigation concluded a positive relationship of conscientiousness, agreeableness and extraversion with job satisfaction, while neuroticism was negatively correlated and no correspondence of openness to experience with job satisfaction was found. Another intend of present research was related to the correlation of occupational stress with job satisfaction of police officers. This study concluded that occupational stress and job satisfaction are negatively correlated.

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