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Burnout and coping among Bengaluru civil police and traffic police

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Abstract
Police profession is considered one of the toughest professions in today's world. This is because of the various tasks involved in it. Some of these tasks include trauma, human misery, pain and deviancy. Exposure to continuous stressors and sometimes life threatening situations may lead to Burnout.
This study investigates Burnout and Coping among Civil Police and Traffic Police. The objective is to study Burnout among Civil Police and Traffic Police and Coping among Civil Police and Traffic Police. It was hypothesized that there is significant difference of Burnout between Civil Police and Traffic Police and there is significant difference of Coping between Civil Police and Traffic Police. This study utilized the Maslach Burnout Inventory - Human Services Survey to assess Burnout. The Ways of Coping questionnaire (COPE) developed by Susan Folkman and Richard S Lazarus was used to identify the different ways of coping. The sample for this study was drawn from thirty Civil Police and thirty Traffic Police in Bangalore. The statistics used were mean, standard deviation and t test. The statistical analysis performed showed that there is significant difference of Burnout between Civil Police and Traffic Police and that there is no significant difference of Coping between Civil Police and Traffic Police.

Keywords: Burnout, coping, civil police, traffic police

Introduction
Burnout
Through life people spend a significant amount of time on work-related activities. One's job is of central importance to one's identity and self-worth. Therefore, it does not surprise that the job has the potential to seriously improve, but also harm a person's well-being. However, supportive and responsive supervisors/managers/team leaders may be an important buffer of the negative effects of job stressors.

The "burn-out" metaphor implies not only that somebody had to be "burning" (i.e. is strongly liked his/her job, was strongly committed, etc.) before he or she would be able to "burn-out", but also that once a fire is burning, it cannot continue to burn unless resources are provided to keep it on burning. In other words, employees' energy or capacity to work can diminish over time when the work environment does not provide resources and is especially demanding. In a terminal stage a state of physical, emotional and mental exhaustion will occur from which it is hard to recover (Schaufeli & Greenglass, 2001). There is another metaphorical meaning of burnout: Somebody could only burn out if he or she was "burning" before. Thus, engagement, enthusiasm and interest in someone's job are a necessary precursor of burnout.

Coping
Work stress is increasing with time. The concern about the manner in which stress is affecting the lives of employees is also increasing. One cannot deny that the kind of life style, working culture, growing individualism, the race of being the best in every situation at all times causing all time stress, in Individuals life and within the organizational life too.
From an organization's point of view, low or reasonable level of stress is necessary as it improves the performance of the employees. High level stress or constant low level of stress can influence the employee performance and therefore require management's attention.

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But from the employee's standpoint, even low level stress is undesirable. Therefore, the management and the employees do not have the same opinion on the matter.

Where management thinks that a moderate level of stress acts as a positive boost to the employees for working harder, the employees see it as an excessive pressure that distracts them from work. The difference of opinion regarding the condition of existence and quantum or degree of stress does not reduce the importance of stress handling strategies. They are required at all the levels of an organization-individual, group, and organization. The people do need to burst the stress by adopting a suitable mix of coping strategies.

Bengaluru city police
The Bengaluru City Police (or BCP) is the premier enforcer of law and order in the city of Bengaluru, India.

The Bengaluru City Police is one of the few police departments in India along with the Pune Police and Kochi Police to use BlackBerry devices.

Bengaluru City Police, through the year has earned a formidable reputation as a leader in innovative practices and has been at the vanguard in harnessing technology for better policing and also for initiating citizen friendly schemes. Right from its inception, City Police has worked unswervingly to ensure prompt delivery of service to the citizens of all walks of life of this great city and has earned its spurs as one of the best urban police units in the country.

Bengaluru City Traffic Branch
Bengaluru today is obviously one of the most sought after cities in the country what with the rapid growth in the IT industry and the rise in the number of job opportunities in the city. With the rising population in the city there is also a corresponding increase in the number of vehicles in the city and a huge increase in the demand on land.

Review of Literature
Decades of research have identified the nature and detrimental effects of stress, coping, and burnout on the safety and wellness police officers. To date, however, much of the extant stress scholarship has targeted front-line officers or mid-level managers, with relatively little information on the unique stressors face by police chiefs (Ercikti, *et al*., 2011; Johnson, 2012; Loo, 2004; Rainguet & Dodge, 2001; Zhao *et al*., 1999). Indeed, what is currently known about job satisfaction, burnout, and turnover behaviors among police officers is largely based upon studies that are either outdated (Rainguet & Dodge, 2001), use sampling frames of front-line or midlevel managers (Ercikti *et al*., 2011; Johnson, 2012; Loo, 2004; Zhao *et al*., 1999), or are unpublished doctoral dissertations (Balfe, 2015; Li, 2016; Rainguet, 1998; Murdaugh, 2005). Additionally, previous studies have documented the negative effects of police work on families (Gershon *et al*., 2009; Karaffa *et al*., 2014), yet very few have examined the impact of work-family conflict or family-work conflict, particularly among police chiefs.

Though several studies have documented burnout in policing, other studies suggest that burnout among police officers is no different from the stress experienced by other occupations within the criminal justice system that deal with people (Anson & Bloom, 1988). Keinan and Malach-Pines (2007), however, reported that corrections officers experience higher levels of burnout than the general population, even more so than police officers. Lambert, Hogan, Jiang, and Jenkins (2009) found that role ambiguity and role overload contributed to correctional officer burnout. They suggested that corrections officers wanted direct guidance, clearly defined roles, and a manageable workload.

In a study of 442 officers from three police departments, Hawkins (2001) found that burnout was related to job assignment and time on the job. Specifically, Hawkins reported that the longer an officer stayed in a particular assignment, the higher the probability of experiencing emotional exhaustion. Likewise, Hawkins noted that officers with more time in law enforcement were more likely to experience emotional exhaustion and have lower depersonalization scores. Paradoxically, Hawkins observed that though experienced officers were emotionally exhausted, they were still sensitive to people.

Johnson (1991) found that female police officers scored high on emotional exhaustion, but males scored higher on depersonalization. Kop *et al*. (1999), in a study of Dutch police officers, however, did not find any differences between male and female officers on the three dimensions of burnout, though the general literature on burnout has reported that women tend to score higher on emotional exhaustion and lower on depersonalization than men (Schaufeli & Enzmann, 1998) [28, 31].

In another study, Hawkins (2001) reported that female police officers had significantly lower scores for depersonalization, but no gender differences were detected for emotional exhaustion. McCarty and Garland (2007), in their study of burnout and stress among police officers in Baltimore, did not detect a significant difference between males and females for either stress or burnout.

Other researchers have suggested that employees with more education seek out higher level positions, which places them at an increased risk for burnout (Maslach *et al*., 2001; Schaufeli & Enzmann, 1998) [28, 31].

Overall, it is important to realize how stress affects officers and how they alleviate their stress. If officers are given the support they need on and off the job, there is a better chance that the officers will not exercise negative forms of coping and instead have a healthier and happier life by using positive coping mechanisms.

Methodology
AIM
To assess Burnout and Coping among the Civil Police and Traffic police

Objectives
To study Burnout among Civil police and traffic police
To study Coping among Civil police and traffic police

Hypothesis of the study
There is significant difference of Burnout between Civil Police and Traffic police
There is significant difference of Coping between Civil Police and Traffic police

Variables
Independent variables - Civil Police, Traffic Police
Dependent variables- Maslach Burnout Inventory
COPE questionnaire

Data collection
Demographic Profile of Civil Police and Traffic Police Questionnaire - Maslach Burnout Inventory (Human Services Survey) Questionnaire - COPE

Sample
Purposive sampling was adopted for this study, where the sample consisted of sixty male participants, thirty were from Civil Police and thirty were from Traffic Police, aged between 35 and 55 in Bangalore.

Research Design
A between group design with purposive sampling was opted for the study.

Criteria
Inclusion: Police from Urban areas were considered for this study

Exclusion: Police from other states were not considered for this study
Female Police were not considered for this study
Police from Rural areas were not considered for this study
Police from physical and psychological ailments were not considered for this study

Procedure
Civil Police and Traffic Police in Bangalore City were considered for this research. A brief demographic questionnaire was utilized, followed by the Maslach Burnout Inventory - Human Services Survey and Ways of Coping Questionnaire. Thirty participants from the Civil department and thirty participants from the Traffic department were considered. Effort was made to make sure that the Police personnel were clear about the instructions. They were ensured that confidentiality is maintained.

Instrumentation
Maslach Burnout Inventory (Human Services Survey): It was prepared by Maslach and Jackson (1981); Maslach and Pines (1980) consists of 22 items that are divided into three sub scales (Emotional exhaustion, depersonalization and personal accomplishment). Each item is rated on both intensity and a frequency dimensions on a 7-point rating scale ranging from never to every day. Scores on each subscale appear to be very reliable, Alpha coefficients ranging from .71 to .90 for these subscales has been observed (Maslach & Jackson, 1981).

Cope Questionnaire
The Ways of Coping Checklist (WCCL) is a measure of coping based on Lazarus and Folkman's (1984) stress and coping theory. The WCCL contains 66 items that describe thoughts and acts that people use to deal with the internal and/or external demands of specific stressful encounters. Usually the encounter is described by the subject in an interview or in a brief written description saying who was involved, where it took place, and what happened.

Procedure
Civil Police and Traffic Police in Bangalore were considered for this research. A rapport was established and the participants were made comfortable. A brief demographic questionnaire was utilized, followed by the

Burnout questionnaire and Ways of Coping Questionnaire. Thirty subjects from the Civil Police and thirty subjects from Traffic Police were considered. Effort was made to make sure that the Policemen were clear about the instructions. They were ensured that confidentiality is maintained.

Data Analysis
The SPSS was used to analyze the following:
Descriptive statistics was used to obtain mean and standard deviation, t test was calculated in order to compare the difference of Burnout between Civil Police and Traffic Police, t test was calculated in order to compare the difference of Coping between Civil Police and Traffic Police

Discussions
The present study aims to study Burnout and Coping among Civil police and Traffic police. The age of the participants ranged between 35 and 55 working in the Civil department and Traffic department. The participants who fulfilled the inclusion criteria were considered for the study. The participants coming under exclusion criteria were not considered for the study. With prior concern of the participants the scales - Maslach Burnout questionnaire and Coping questionnaire were administered. The responses were scored according to the author's norms and scoring key.
The mean, standard deviation and t ratio were calculated to compare the differences of Burnout between Civil Police and Traffic Police and Coping between Civil Police and Traffic Police.

Table 1: Showing the Demographic details of the Civil police and Traffic police

	Civil police	Traffic police
Age	35-55	35-55
Under Graduate	20	25
Post Graduate	10	5
Hinduism	22	26
Muslim	2	1
Christianity	6	3
General	5	4
ST/SC	18	22
Others	7	4
Urban	30	30
Married	28	29
Unmarried	2	1
Less than 5 years	0	0
6-10 years	24	26
11-15 years	6	4
Two	12	15
Three	5	6
Four	11	9
Five	2	0

Table 2: Showing Mean, SD and t test value for Burnout and Coping among Civil police and Traffic Police

Scale	Civil Police			Traffic Police		
	Mean	**SD**	**T**	**MEAN**	**SD**	**T**
Burnout	80.23	13.219	-.424	82.03	19.109	-.424*
Coping	116.67	25.054	.770	112.13	20.324	.770

Analyzing the results, the obtained t value for Burnout among Civil police and Traffic police is -.424 which is

significant showing that there is significant difference of Burnout among Civil police and Traffic police at 0.01 level. Therefore the hypothesis is accepted as it is in accordance which states that there is significant difference of Burnout among Civil police and Traffic police.

Analyzing the results, the obtained t value for Coping among Civil police and Traffic police is .770 which is not significant showing that there is no significant difference of Coping among Civil police and Traffic police at 0.01 and 0.05 levels. Therefore the hypothesis is rejected as there is no significant difference of Burnout among Civil police and Traffic police.

Conclusion

The results of Burnout questionnaire among civil police and Traffic police shows that there is significance difference of Burnout among Civil police and Traffic police.

Therefore it is proved that there is significant difference of Burnout among Civil police and Traffic police. The results of coping questionnaire among civil police and Traffic police shows that there is no significance difference of Coping among Civil police and Traffic police.

Therefore it is rejected that there is significant difference of Coping among Civil police and Traffic police.

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