

A Study On Psychological Stress Of Police In Mumbai

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A Study On Psychological Stress Of Police In Mumbai

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Abstract: On the background of the news / articles in the media about stress among police staff and officers, the study has been undertaken for validation of real life situation. With a sample size of 30+ police persons, the endeavour has been made to find causes of the stress and perception of self-stress of police persons in Mumbai.

Key words: Stress, Police, Occupational Stress, Job Stress, Psychological Stress, Mumbai

Introduction:

Suicides among the police personnel are common, with Maharashtra having one of the highest numbers of suicides among the states, according to a report by the National Crime Records Bureau (NCRB). It is believed that suicide is the outcome of persistent stress undergone by the Police officials during discharging their duties and is not an impulsive move. Various factors experienced by the personnel over a period culminate and reach a stage the person is unable to withstand which results in the person taking the extreme decision of terminating his life. The level of suicide is more pronounced in the middle age group ie 35-45 and followed by 45-55 and then 25-35 age group.

Narayan (2013) states that in the period 2006 to 2011, Maharashtra had the highest suicide numbers (200). After which in sequence are Tamil Nadu (127), Haryana (73), Kerala (71), Andhra Pradesh (68) and West Bengal (57).

As per the Commissioner of Police for Thane, K P Raghuvanshi, different elements results into persons ending their lives. The numerous instances of occurrence are not due to just job stress. The state of being depressed is as well because of causes related to person and family. The endurance limit of the body of the persons employed in the organization has as well moved to lower level. The branches of police organization have emerged with enterprise where gyms and instruction on yoga in-group have been begun at places where police persons normally located. The body of the persons employed in the organization has been encouraged to give periods in the indoor place of sports / exercise / physical education and at instruction in-groups on yoga to lower the degree of stress.

Sandeep Nemlekar ,Kamlesh Tiku , Siddhi Jagdale , Mrinali Tikare

Earlier IPS person holding office and now the person trained to counsel or argue in cases of law, Y P Singh, stated as follow; too much job load and lack of success to achieve occupational desires can work as a principal or important cause contributing to the actions of killing oneself intentionally. Such occupational strong desires might be receiving assignment to excellent posts and normal act of moving forward in profession. Job load can be a reason, yet the larger one is act of humiliating by persons in higher rank or status in the way of daily acts of harassing or shifts inflicting punishment and assignment to punitive posts for numerous years for a honest person holding office of authority. Intolerable acts of humiliating and constant abuse related mind of this kind stimulate proneness related suicide.

It was required to make sure that the body of persons employed by police organization does not become sceptical at the time excessively shrewd persons holding positions of authority repeatedly receive excellent assignment to posts, while on the contrary honest persons are sent to inferior position / place / condition. It results into unjust treatment and mockery in groups related to friends, colleagues, fellow professionals, spouses, sons and daughters of prosperous persons holding offices many times speak with pride that causes painful loss of dignity to relatives of the persons assigned to inferior posts. It causes an emotional person holding position of authority susceptible to taking one's own life. The excellent method is to make sure that assignment to posts and shifts are carried out in a straightforward way of doing, accompanying an impartial board, and postings and transfers shall be founded on defect-free rules of act of rotating task / post.

“Who Do We Go To...?” (2017) contends that the medical practitioner specializing in the diagnosis and treatment of mental illness, Dr. Harish Shetty, arranged intense study-groups for the persons in police and stated as follows; lengthy work periods, impoverished functioning circumstances, responsibility for protecting very important persons, religious periods of celebrations and absence of improvement related to structure had enhanced degrees of stress. Recurring evaluation for psychological well-being issues in the course of examination related to body at uniform intervals is essential. The state of being depressed over classes of lifetime in the police is not effortlessly recognized and settled quickly, that results into the getting hold of extreme stages, remember effortless reach to deadly armaments. The organization has not done the improvements related to structure to deal with such problems. Appropriate examination of every police officer at the level of work place / location must be done to repair the suicidal inclination at an initial phase.

| Age Group-wise Suicides in Maharashtra | | | | | | |
|--|------------|------------|------------|------------|----------|-------|
| Year | 18-25 yrs. | 25-35 yrs. | 35-45 yrs. | 45-55 yrs. | +55 yrs. | Total |
| 2006 | 1 | 9 | 20 | 15 | 0 | 45 |
| 2007 | 2 | 3 | 25 | 8 | 1 | 39 |
| 2008 | 3 | 6 | 8 | 16 | 3 | 36 |
| 2009 | 1 | 3 | 10 | 9 | 0 | 23 |
| 2010 | 1 | 10 | 6 | 10 | 3 | 30 |
| 2011 | 0 | 12 | 7 | 5 | 3 | 27 |
| Total | 8 | 43 | 76 | 63 | 10 | 200 |

A Study On Psychological Stress Of Police In Mumbai

| States | 2011 | 2010 | 2009 | 2008 | 2007 | 2006 | Total |
|----------------|------|------|------|------|------|------|-------|
| Maharashtra | 27 | 30 | 23 | 36 | 39 | 45 | 200 |
| Tamil Nadu | 31 | 19 | 17 | 12 | 16 | 32 | 127 |
| Haryana | 21 | 28 | 17 | 1 | 2 | 4 | 73 |
| Kerala | 4 | 9 | 10 | 14 | 18 | 16 | 71 |
| Andhra Pradesh | 14 | 7 | 8 | 10 | 24 | 5 | 68 |
| West Bengal | 12 | 11 | 9 | 8 | 8 | 9 | 57 |

Krishnamoorthy (2018) reports Wockhardt Hospital presents shining yellowish spherical objects with smile expression to police persons at placed at Agripada. Like a signal to celebrate World Heart Day, also to assist policepersons alleviate the tension which is a side-effect of their duty, Wockhardt Hospital on a day after Monday issued small rubber ball squeezed in the hand as a means of relieving tension amidst the police-persons placed in Mumbai Central at Agripada. The issuing event, celebrated at the policepersons workplace and surrounding area before noon on a day after Monday, was went after by a meeting related to instruction on its utilization. The spherical object, a well-liked tool of alleviating tension amidst executives, fixes in the inner surface of the hand that extends from the wrist to the bases of the fingers and, if compressed quickly for ninety seconds by every palm two times in 24 hours, assists lowering pressure of blood remarkably, as per the medical practitioner. As per Savlaram Agawane, Senior Inspector of Police, placed at Agripada, they are all the time in tension, be it because of the lengthy duty periods or the occurrences on which they spend time. Wockhardt Hospital has gifted them an effortless tension alleviator. He hopes the tension relieving spherical object assists each person undergoing into tension or worry to benefit their lives to be fruitful and joyful.

Main Issue: For lengthy period, tension has been an important factor contributing to poor well-being in the police persons in Maharashtra, amid the important sufferers of deadly heart failures due to their lengthy duty periods and harmful options about their way of life. In 2017, Deputy National Security Advisor Datta Padsalgikar, at that time the Mumbai Police Commissioner, put into effect 8-hours work-periods for each police workplaces in the large town to reduce police persons' tension. Head of Wockhardt Hospital, Dr. Parag Rindani, stated the following content. Everybody undergo a large amount of tension daily. However, the police persons undergo unexpectedly greater degree. They have investigated and examined extent of tension among the police persons and they noticed that the police persons could not control the stress of this type quite ably. In cooperation with the Maharashtra Police Family Health Plan, they initiated the objects like an easy tension breaker. The persons in police was able to utilize these spherical objects to disappear their tension at the time they were on duty. The spherical object's shining yellowish colouring in addition to the smiling expression on it, assists lowering tension. Different investigations have displayed that just a quick look at shining colouring and an expression of smile lowers extent of tension and causes persons to remember to retain a smile.

Sandeep Nemlekar ,Kamlesh Tiku , Siddhi Jagdale , Mrinali Tikare

Das (2017) reports Inspector Kaushal Gangoli committed suicide by shooting himself in Delhi's CR Park police station. His family accused a senior police officer of humiliation and demanded a CBI inquiry but the case was transferred to the crime branch.

"Mumbai super-cop shoots himself dead" (2018) Mumbai top cop Himanshu Roy, who was known for his investigation in the 2013 IPL spot-fixing scam and the J Dey murder case, shot himself dead with his service revolver. A fitness enthusiast, Roy was suffering from cancer and his suicide note allegedly blamed depression due to the disease as the reason behind the extreme step.

Kashyap (2018) reports Just a fortnight had lapsed that the news of another police official committing suicide sent shockwaves across the country. Rajesh Sahni, additional superintendent of police ATS, UP Police, who was known for his role in cracking the Korasan terror module in Kanpur, shot himself in his office with his service pistol. The list of such incidents, however, does not end here. According to Delhi Police's data, four police officials had committed suicide in six months by June 12 this year. Last year, nine police officials committed suicide. While the UP Police do not have a separate data, this year at least three police officials took the extreme step. According to a report, Tamil Nadu records the highest suicide cases among police officials, followed by Maharashtra and Kerala. The report, which collected data from 2010 to 2014, revealed that 166 police officials committed suicide in Tamil Nadu, 161 in Maharashtra and 61 in Kerala. But, what drives tough cops to take such an extreme step?

Talking to News18, Rahul Srivastava, Additional SP, UP Police, stated that their job is such that they are supposed to act tough and deal with negativities like crime, listen to complainants, their agony and misery. They are uncovered largely of misery related to humankind. There is no denying that police officers of all ranks are uncovered largely of apathy of humankind as they come face-to-face with brutal crimes daily.

A medical test conducted for the police force in Uttar Pradesh recently revealed that most of the officers suffered from high blood pressure, hypertension and diabetes among other diseases. This analysis is true for other states too. A research conducted by RML Hospital, Delhi, on behalf of the Bureau of Police Research and Development (BPRD) suggested that police officials face multiple stress-induced problems such as increased blood pressure, diabetes, higher triglyceride and obesity among others. The reasons for these diseases are multi-pronged.

According to Srivastava, police officials get very few leaves, there is a lack of empathy, the force has a high degree of hierarchy and communication is absent. Echoing the sentiment, clinical psychologist Rajat Mitra said that some police officers had told him privately that in their work they reach a point where they felt like ending their life. Mitra, who has counselled several police officers, believes that cops witness the underbelly of society and the dark side of human nature every day, which makes it difficult for them to retain their sanity. If it is coupled with personal issues, which they are unable to tell anyone, it becomes a major problem and they (police officers) feel a sense of hopelessness, as per Mitra, who has worked with the police force for 20 years. Recalling an incident during his work with the inmates of Tihar Jail, Mitra said he came across a DG who would call him regularly to talk about the prison. While the psychologist thought the call was to know about the inmates and their improvement, it turned out to be a counselling session for the then DG himself. When Mitra asked him the reason for the same, as per the DG, every day, he have to see faces that no one wants to see.

A Study On Psychological Stress Of Police In Mumbai

After a certain period, it affects the mind. That is why he takes a session with the psychologist before leaving for home so that he speaks normally to his family. The psychologist feels it is time cops are given sessions on channelling their emotions.

The Delhi Police recently launched a program to analyse the mental health of its staff. The exercise began with the staff of the Police Control Room (PCR) as they are the first respondents to a crime. Those found with severe stress symptoms will be given a detailed psychological screening. The Uttar Pradesh Police are planning to sign an MoU with universities that have a psychology department. They will also rope in psychologists to help and counsel cops.

Mitra suggests that there is a need to talk about post-traumatic stress disorder (PTSD) and how to handle it. PTSD is described like a state of consistent tension relating to mind and emotion happening like an outcome of mental wound or serious blow, usually including disruption of rest and consistent graphic remembrance of the exposure, accompanied by lessened reactions to different persons and the external sphere.

Former Delhi Police commissioner TR Kakkar says there is a need to introduce stress management. According to Kakkar, every profession is stressful but in the police force, the pressure is always high due to strict deadlines. As per him, every investigating officer in this city (Delhi) is handling at least three times the number of cases he should be handling. In his times, they might be handling 80 cases but now a sub-inspector handles 200 cases. A force like the Delhi Police must have at least eight to 10 psychologists.

So, what other steps can be taken to lend a helping hand to the force? As suggested by Srivastava, the senior officers should promote dialogue, be empathetic to their subordinates and in a scenario of restricted leaves, give one weekly off to all the police officials. In February, OP Singh, the present DGP of UP Police, called ahead constable named Bhupen Singh Tomar posted in Saharanpur. Tomar was attending a call regarding a stabbing when he was informed about his daughter's death. Sticking to his duty, the head constable first rushed the victim to a hospital and then went home. Tomar was hailed as the hero of the department for his professionalism and sacrifice.

Many state police chiefs and district heads have now started appreciating and recognizing the work of the lower constabulary. Officials often complain that they are pulled up if found guilty, but their good work is never recognized, which demotivates the force. Data shows it's mostly lower-rank officials who end their life due to professional and personal issues. What adds to the stress is the fact that police officials are often expected to pitch in for jobs beyond their mandate. The work of a police officer is to register an FIR, arrest the accused and maintain law and order but often, they go beyond the call of duty — for instance, going deep into a drain to save a life.

Recently, there was much brouhaha over police officials asking the family of a deceased to stitch his body up after probe in an accident case. While the officials were punished for the same, no rulebook mentions that it's the job of the force to stitch up a body. Keeping in mind the on-field issues, the UP Police are trying to seek professional help and are equipping their teams with body wrappers and stretchers so that cops don't hesitate in lifting bodies. The need of the hour is to clear overdue promotions, recognize the good work being done by the force and provide them a platform to start a dialogue and vent out their frustration so that they can be motivated. A year later, police said they

Sandeep Nemlekar ,Kamlesh Tiku , Siddhi Jagdale , Mrinali Tikare

found nothing substantial in the inquiry. They will be submitting the findings of the probe to the Delhi commissioner of police.

Panigrahi (2017) reports the program for coaching intellect related to emotions assists policepersons to recognize and manage sentiments and keep away from tension and wrong communication. The coaching assists policepersons realize their characteristics related to behaviour, psychology, and the same of the persons they have to interact with.

In the last 240 days, the Maharashtra Industrial Development Corporation police workplace at Nagpur has come into being quieter. Officials and their assistants carefully and conscientiously deal with grievances, sometimes providing upset persons water / tea in a drinking container for soothing them. This was not all the time similar situation. The same as in policepersons' other work-locations, infuriated acts / instances amid claimants and policepersons would reverberate in this police station also. Sometimes cases would finally reach to HRC discomfoting superior officials. As per Sunil Mahadik, inspector and station-in-charge, the Human Rights Commission or the courts has not drawn up any person from there for number of months then.

What was at the back of that recently established development? Special skills Sunil and his persons gained in the course of a recent coaching method in the program for tutoring intellect related to emotions. Although the persons were admitted to the police organization before several periods of ten years, they had at no time gone through similar coaching. As per Sunil, prior to it, they trusted in the ancient saying: terror causes terror. It was a past standard in work of police. The program assisted him and his persons recreate themselves to look out on the demands of recent era police duty. As per Sunil, policepersons are not able to pay for being arrogant any longer. Society requires officers serving the community shall be skilful. Sunil and his persons were amid the four hundred officials and their more than six thousand deputies from Maharashtra who were the portion of the program.

The program has been an essential portion of coaching related to business enterprises and in past it assisted senior managers in developing the ability of relations between persons and managing. But, like coaching for low-ranking policepersons was not heard up-to the time of Sr. Indian Police Service officer K Venkatesham initiated the concept twelve months before at the time he was serving as a head of the facilities to train policepersons in Maharashtra. As per him, he perceived the significance of like coaching at the instance of signing up for the program at the Hyderabad institute prior to some periods of 12 months.

He talked to Par Excellence, major human resources service provider, and ISB, Indian School of Business, that runs a compact and refreshing the program for coaching intellect related to emotions for senior Indian Police Service officers of higher ranking at the institute at Hyderabad. As per Venkatesham, who afterwards taken the position of commissioner of police of Nagpur, skilful professionals from the above mentioned places were involved and requested for work out a different unit in Marathi.

As per additional DGP training, S Jagannathan, an assisting team was arranged to support them carry out a state-wide study of policepersons to perceive the fine distinctions of police work and draw up a plan of study correspondingly.

A Study On Psychological Stress Of Police In Mumbai

As per Mahadik, the plan of study assisted him to recognize and control his feelings and aided him in keeping away from wrong communication and distress. As per him, they examined instances, like portion of their coaching, in that the policepersons dealt with circumstances badly and they discovered that the indicated issues could have been kept away in case they had moved with added skill and expertise. As per him, prior to it, at the time an intoxicated individual requested to register a grievance, policepersons would consider him lightly due to his drunken condition. The individual would afterwards begin yelling, annoying officials, who would thereafter use to power to make him quiet. This would occasionally boom-rang as the hurt person would protest.

At that time, the program for coaching intellect related to emotions has educated officials the way to manage like circumstances. Afterwards they pay attention to like persons with tolerance and attempted to settle their issues. As per Gajanan Rajmane, Deputy Superintendent of police, the coaching has assisted him effectively deal with tension and job-associated issues at the Malegaon police department, generally an explosive area in the state about the respect for and obedience to the rules of a society. As a high ranking and old-timer official, he has to control several hundred police persons and look after the common people every day. Previously, duty load would annoy him and he would be caused by tiny problems. Subsequent to the coaching, he could sense a difference inside. He coached four hundred plus police persons.

Jagannathan planned to extend the range of this coaching to Maharashtra's 5 police areas, those have more than sixty thousand police persons, in the coming half year. Prior to that, they would carry out an appraisal study to view the extent of effectiveness the initiative and fill any gaps.

'Balance related to emotions converts into a clearness of thinking, achievement in general' Additional Director General (Training), Jagannathan, told Hindustan Times about the program of coaching of intellect related to emotions and reasons for its significance.

His statement to HT about the program for coaching intellect related to emotions. The coaching assisted police officials understand their characteristics related to behaviour and psychology and those of the public they have to behave with. It has been founded in the category related to corporations that an accomplishment of the person managing is reliant on his intellect ratio and level of his intelligence related to emotions.

The extent to which this experimentation related to corporations capable of being applied to police work. It was in equal manner, alternatively even extra capable of being applied to policepersons. Frequently, the public in pain contact the officials or their deputies. They wish the policepersons to handle them with humanity and settle their issues with efficiency. In like circumstances, bare imposition of the regulations is inadequate. It is additionally significant to accomplish the anticipations of the person making complaint. The official must hold his feelings in control. Further, he must be capable to perceive the psychological condition of the person making complaint. Balance of emotions converts to a clearness of thinking and show in general.

The way and timing of the decision to coach the policepersons: High-ranking Indian Police Service officials have been committing for the program at the police institute at Hyderabad for several years. But, subordinate state police service officials did not have like alternative. Around before 12 months, high-ranking Indian Police Service officer, K Venkatesham, who subsequently

Sandeep Nemlekar ,Kamlesh Tiku , Siddhi Jagdale , Mrinali Tikare

become the police commissioner of Nagpur, recommended a like drive at the time he was leading training of police in Maharashtra. They invited specialists arising out of the Indian School of Business (ISB) at Hyderabad, and also Par Excellence, famous Human Resources firm, to draw up this path. The specialist were told of police needs and carried out an area survey covering police work locations in Maharashtra prior to the path was drawn.

Program Coverage: The program assisted officials to perceive intellect related to emotions. It included an appraisal about their characteristics of behaviour and psychology and a perception of the rule. It as well considered the study of minds of persons complaining. Surprisingly large number (fifty three) officers out of the ten schools for coaching policepersons and the institute of policepersons at Nashik were provided a 5-day coaching. On the occasion, they learned the cords, they were officially recognized. They thereafter carried out the program at their corresponding academies / schools, for beginners, and at movable coaching programs for old-timers. The program was initiated at the educational establishments and the Nashik institute like a constituent of the aggregate of courses of study. It was contained in the fundamental coaching curriculum for the body of constables. It consumed seven days, consisting thirteen 13 periods, to coach officials.

Number of officials and constables coached till that time: Around four officials and their six thousand deputies were coached. A division manner program was being developed to coach minimum 5 officials out of every region.

The revived deputy officer's statement about her near mental collapse: Hardly 26 weeks succeeding appointment of twenty six years old deputy officer, Katkade Mukta Eknath's appointment in countryside of Aurangabad, she was preparing to resign from the police after joining in 2016. She was having a daughter of 6 years of age. So, she was discovering difficulty to balancing her job and household duties. She nearly experienced a mental collapse. She gave up a job from non-public-sector to enter Maharashtra police with insufficient knowledge about the future. He initial work place was exhausting. Lengthy and unpredictable duty periods caused suffering her physically and mentally. She began to fail to take care of her household. She was shattered because she had no hours for her spouse working for non-public enterprise as well for her girl/child. She felt constant irritation and experience depression many times after short intervals. She would become very angry in absence of any act provoking her and begin quarrelling on duty. Her feelings and conducts were the same in the family. Exactly at the time she was considering of resigning, she caught of the program for coaching intellect related to emotions. She willingly and promptly offered to participate and was coached at Nagpur. She could then remain in peace on duty and in family. Then, she knew the way to maintain tension in check, despite the fact that the load is consistent. She was not any more in a consistent condition of annoyance. She could then have greatly improved communication among her peers, seniors and also persons came to make complaints. While her spouse is however becoming familiar with her altered collection of qualities, her girl-child is greatly more delighted.

A Study On Psychological Stress Of Police In Mumbai

Analysis of Data

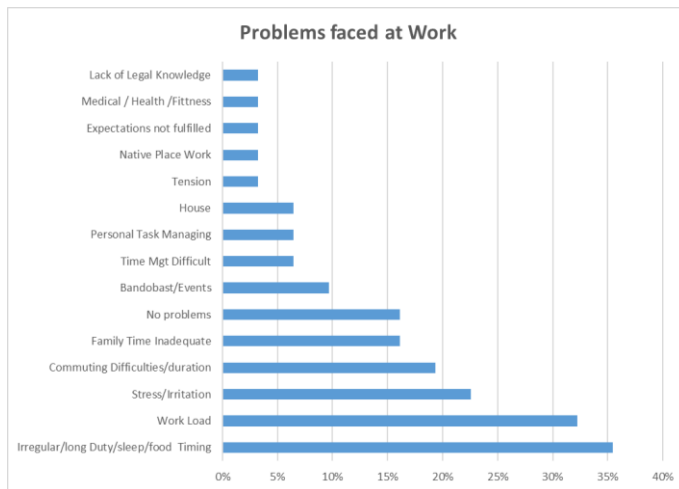
| Sr. No | Age | Experience | N R S O A | | | | | Stress Value |
|--------|-----|------------|-----------|---|----|---|---|--------------|
| | | | 1 | 2 | 3 | 4 | 5 | |
| 1 | 54 | 32 | | | 1 | | | 3 |
| 2 | 53 | 29 | | 1 | | | | 2 |
| 3 | 53 | 30 | | | | 1 | | 4 |
| 4 | 51 | 30 | | | | 1 | | 4 |
| 5 | 51 | 30 | | | 1 | | | 3 |
| 6 | 43 | 19 | | 1 | | | | 2 |
| 7 | 55 | 30 | | | | 1 | | 4 |
| 8 | 31 | 9 | | 1 | | | | 2 |
| 9 | 43 | 18 | 1 | | | | | 1 |
| 10 | 40 | 19 | | | 1 | | | 3 |
| 11 | 46 | 26 | | 1 | | | | 2 |
| 12 | 46 | 23 | | | 1 | | | 3 |
| 13 | 30 | 9 | | | 1 | | | 3 |
| 14 | 37 | 12 | 1 | | | | | 1 |
| 15 | 53 | 33 | | | | | 1 | 5 |
| 16 | 28 | 7 | | | 1 | | | 3 |
| 17 | 42 | 21 | 1 | | | | | 1 |
| 18 | 27 | 8 | | | | 1 | | 4 |
| 19 | 50 | 30 | | | | | 1 | 5 |
| 20 | 30 | 7 | | | | | 1 | 5 |
| 21 | 30 | 6 | | | | 1 | | 4 |
| 22 | 34 | 10 | | 1 | | | | 2 |
| 23 | 39 | 18 | | | 1 | | | 3 |
| 24 | 57 | 32 | | | 1 | | | 3 |
| 25 | 53 | 19 | | | 1 | | | 3 |
| 26 | 30 | 9 | | 1 | | | | 2 |
| 27 | 51 | 27 | | 1 | | | | 2 |
| 28 | 34 | 14 | | 1 | | | | 2 |
| 29 | 43 | 21 | | 1 | | | | 2 |
| 30 | 25 | 6 | | | 1 | | | 3 |
| 31 | 44 | 19 | | | 1 | | | 3 |
| Total | | | 3 | 9 | 11 | 5 | 3 | 89 |

- N:** Never
- R:** Rarely
- S:** Sometimes
- O:** Often
- A:** Always

Sandeep Nemlekar ,Kamlesh Tiku , Siddhi Jagdale , Mrinali Tikare

| | | |
|---|---|--------|
| 1 | Correlation between Age & Stress | 0.124 |
| 2 | Correlation between Experience & Stress | 0.180 |
| 3 | Always under stress & 30+ exp(2/3) | 66.67% |
| 4 | Often under stress & 30+ exp(3/5) | 60.00% |

Commented [a1]:



Observations and Findings:

1. About 35% of personnel felt that Irregular and long duty hours were causing stress and they also could not have proper sleep at times. Their meals timing were also affected due to their requirements of duty
2. Nearly 32% of police personnel felt strain due to overwork or stress caused due to work
3. The other key factors causing stress were commuting to workplace, bando-bast duties, not able to devote enough time to family
4. 16% of the force managed to cope up with their work pressure and were not feeling any problems
5. There was no correlation between stress felt by the personnel and his age. This signifies that age has nothing to do with work-related stress
6. No correlation was noticed between work experience and age and stress. Again stress does not get influenced by the work experience

A Study On Psychological Stress Of Police In Mumbai

Recommendations:

1. Adequate personnel should be employed by the police authorities so that long duty hours can be avoided which can help in reducing stress
2. Meditation or yoga sessions should be made necessary to cope up with stress
3. They should be encouraged to take periodic leave to release stress
4. Counselling sessions for easing stress should be provided
5. Sessions on time management should also be done
6. Accommodation problems should be looked at

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