

# Positive outcomes of Stress and its impact on Performance with special Reference to Women Civil police Officers in Ernakulam District

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## ABSTRACT

This Paper attempts to study the stress level of Women Civil Police Officers and its positive outcomes. Stress of women working in Law and order undergoes stress than any other profession. The stress has pros and cons as well. The positive outcome of stress is fruitful when one gets rewarded for the effort they put and initiative they take for accomplishing task. Stress in Police constitutes round the clock but it has positive impact too. It can help officers get out of dangerous situations and it can also motivate individuals to achieve. However, too much stress can affect one's emotional and physical well-being and can cause significant problems in their life at home, work etc. Research has demonstrated that policing is a stressful occupation and that this stress has a negative impact on police officers' mental and physical health, performance, and interactions with citizens. Mental health at the workplace has become a concern due to the costs of depression, anxiety, burnout, and even suicide, which is high among police officers. To ameliorate occupational health, it is therefore crucial to identify stress and burnout levels on a regular basis. However, the instruments frequently used to measure stress have not valorized the specificity of policing tasks. This study focusses to identify the fruits of stress handled by women police officers through convenience sampling method. In this study Stress is dependent variable and positive impacts are independent variable.

Women Civil police officer-Stress-positive impacts-outcome-variables

## I. INTRODUCTION

Stress is the body's physical, emotional and intellectual reaction to changes or challenges (stressors) that causes us to evaluate our capacity to respond to the challenge. It's important to note that everyone's tolerance and perception of stress are different. What may send you into a feeling of overwhelm may not be perceived as a challenge for someone else. Not only can stress boost performance, but it also increases motivation. That race against the clock feeling you get when chasing deadlines can provide a needed burst of focus and attention. Experiencing stress and responding to it in a healthy way can build up resiliency, one of the many tools that can quell fits of distress. When thinking about where stress benefits us in the workplace, stressful situations can better prepare us for future tasks. Moderate amounts of stress build confidence and problem-solving skills,

which are essential for the world of work. In general, stress is related to both external and internal factors. External factors include physical environment, your job, relationships with others, your home, and all the situations, challenges, difficulties, and expectations you're confronted with on a daily basis. Internal factors determine your body's ability to respond to, and deal with, the external stress-inducing factors. Internal factors which influence your ability to handle stress include your nutritional status, overall health and fitness levels, emotional well-being, your ability to control stress through relaxation techniques or other strategies, and the amount of sleep and rest you get. Managing stress, therefore, can involve learning tips to change the external factors which confront you or the internal factors which strengthen your ability to deal with what comes your way. Many people are unaware that there are two categories of stress: Eustress and Distress. Eustress is the good stress that motivates you to continue working. Stress can be a motivator and provide incentive to get the job done. This "good stress" is what eustress can be identified as and some people enjoy it. Everyone needs a little bit of stress in their life in order to continue to be happy, motivated, challenged and productive. It is when this stress is no longer tolerable and/or manageable that distress comes in. Bad stress, or distress, is when the good stress becomes too much to bear or cope with. Tension builds, there is no longer any fun in the challenge, there seems to be no relief, no end in sight. This is the kind of stress most of us are familiar with and this is the kind of stress that leads to poor decision making. A physiological symptom of distress includes increase in blood pressure, rapid breathing and generalized tension. Behavioural symptoms include overeating, loss of appetite, drinking, smoking and negative coping mechanisms. Stress tolerance is the power to endure stress. If you feel stress, lose against or not all depends on your stress tolerance. A person's tolerance to stress is not only different according to the person but is also influenced by time and condition. So tolerance to stress may differ largely to the same person according to the time and condition in which it is experienced. Mainly, the personality and physique, environment and condition change the strength of tolerance to stress.

Eustress, or positive stress, has the following characteristics:

1. Motivates, focuses energy
2. Is short-term
3. Is perceived as within our coping abilities
4. Feels exciting
5. Improves performance and physical problems.

### **Factors That Helps in Increasing Eustress**

There are several factors that may increase or decrease one's chances of experiencing eustress and, through eustress, experiencing flow.

1. Stress is also influenced by hereditary predispositions and expectations of society. Thus, a person could already be at a certain advantage or disadvantage toward experiencing eustress
2. If a person enjoys experiencing new things and believes they have importance in the world, they are more likely to experience flow.
3. Flow is negatively related to self-directedness, or an extreme sense of autonomy.
4. Persistence is positively related to flow and closely related to intrinsic motivation. People with an internal locus of control, or high levels of self-control, have an increased chance of flow because they believe they can increase their skill level to match the challenge.

5. Perfectionism, however, is negatively related to flow. A person downplays their skill levels therefore making the gap too big, and they perceive the challenge to be too large to experience flow. On the opposite end of perfectionism, however, there are increased chances of flow.
6. Active procrastination is positively related to flow. By actively delaying work, the person increases the challenge. Then once the challenge is matched with the person's high skill levels, the person can experience flow. Those who passively procrastinate or do not procrastinate do not have these same experiences. It is only with the purposeful procrastination that a person is able to increase the challenge.
7. Mindset is a significant factor in determining distress versus eustress. Optimistic people and those with high self-esteem contribute to eustress experiences. The positive mindset increases the chances of eustress and a positive response to stressors. Currently, the predominant mindset toward stress is that stress is debilitating. However, mindsets toward stress can be changed.

## II. LITERATURE REVIEW

Reddy et al. (2018) in their study concludes that stream wise difference in stress does exist in students. It is important to deal with stress at personal, social and institutional level. Remedies such as feedback, yoga, life skills training, mindfulness, meditation and psychotherapy have been found useful to deal with stress. To identify the main reason of stress is the key to deal with it. Professionals can develop tailor made strategies to deal with stress. The integrated wellbeing of the students is important not only for the individual but for the institute as well.

Subramani and Kadiravan (2017) revealed the link between academic stress and mental health among students. He endorsed that academic stress and mental health are correlated and that students are cramped with the academic structure. Parents and schools pressurize the students way too much for the higher grades that disheartens the students, further to add on there is not enough support from the parents and school in terms of guidance. The students are mentally healthy when they perform constructively in the academic forums. They also propounded that students from private schools are more pressurized as compared to students from government schools due to the excess of homework and other academic related assignments. Significant difference in menprivate schools have a different nurturing and vast exposure as compared to government school students who belong to poor socio economic background and lack of exposure. This is one of the reasons for the escalation of stress.

Sharma et al. (2016) in their study stated the use of various methods to curb stress. Doing one physical exercise on daily basis can address the concern of stress. One can also adopt to various time management tools and get involved with leisure activities which can benefit students. Also, it was suggested that colleges should have a conducive ambience to curtail the stress. Change in the style of delivery from teachers end and providing mentors can bring fresh air to the teaching style.

Prabu (2015) researched on the higher secondary students and iPrabu (2015) researched on the higher secondary students and implied that male students are more stressed than the female students. Urban student's academic stress is greater than the rural students. Government school student's stress is lower than the private school student's stress. Students from Science stream are more stressed than the students from Arts.

According to Agolla (2009) stress has become an important topic in academic circles. Many philosophers have carried out considerable research on stress and concluded that this topic needs way more attention. Radcliff and Lester (2003) studied the anticipated stress among final year undergraduate students and acknowledged that class assignments, not enough guidance, pressure to mingle and to get associated were the reasons for the stress

to build up. McKean et al. (2000) argue that undergraduate students experience higher stress at expected times in each semester.

Academic engagements, financial pressures and lack of time management skills lead to building up of stress. Excessive stress can affect well being, emotional attitude and academic performance. There upon it becomes essential that undergraduate students establish methods to deal with stressful situations.

### III. OBJECTIVES OF THE STUDY

The objectives of the study is to

- i) To find the stress level and the positive performances of the Women Cpo's
- ii) To assess the impact of stress of the wcpo's and their performance on the job.
- iii) To find the relationship between stress of individual and their performance.

#### HYPOTHESIS

The hypotheses are as under:

**H1:** Individuals with high stress level show lower performance.

**H2:** Individuals show better performance with the increase of stress upto an optimum level.

### IV. METHODOLOGY

The present study was conducted among Women civil police officers working in Pink Patrol, women cell and women police station of Ernakulam City. For the purpose of this study, 100 participants were administered with the questionnaire. The participants were of the age from 34 to 50 (mean age = 41 years) selected through random sampling. The executives are working in the Law and Order where the work constitutes round the clock. The individuals were administered questionnaire on level of stress and their perception about their performance.

#### LEVEL OF STRESS

This psychometric tool has Cronbach Alpha Value of 0.78. The scale has content validity. It has 14 statements to be rated by the respondents on a five-point Likert type scale.

#### JOB PERFORMANCE

This psychometric tool has Cronbach Alpha Value of 0.81. The scale has content validity. It has 11 statements to be rated by the respondents on a five-point Likert type scale.

### V. RESULTS

The Data obtained in the form of stress and performance was analysed using correlation, Results of the study are given in the Tables below:

**Table 1:** Correlation between Stress and Performance of Executives

Variables	Performance	Mean	SD
<i>Stress (Above moderate level)</i>	R(-0.378*) R <sup>2</sup> (0.14)	3.35	.71
<i>Stress (Below moderate level)</i>	R(0.436*) R <sup>2</sup> (0.19)	2.47	.63
<i>Performance</i>	-	3.43	.82

Where  $R$  = Pearson's  $r$ ,  $R^2$  = Regression value, \*  $p < .001$

Result shows that executives with high stress levels perform less. There is negative correlation between stress and performance. Therefore,

**H1:** Individuals with high stress levels show lower performance, is accepted.

Result also shows that executives perform more with increase in the stress levels provided the stress level doesn't cross the optimum level. There is positive correlation between stress and performance. Therefore,

**H2:** Individuals show better performance with the increase of stress up to an optimum level, is accepted.

## VI. CONCLUSIONS

It is evident from the study that stress among the Women CPO's working in Law and order have an impact on their productivity. Empirical evidences show that at a high level of stress, individuals are performing low. It is also observed that WCPO's with moderate and low stress level show better performance. The optimum amount of stress is important for creating an urge in the individual to perform good, that optimum level of stress is the *Eustress*. Beyond that level of stress, the performance/efficiency reduces. Organisation must muster their resources to keep the stress level of executive at the moderate. It will also help create a proper environment of team building and improve organisational effectiveness. The role of Top Authorities in Government becomes one of maintaining an appropriate level of stress by providing an optimal environment, and by doing a good job in areas such as performance planning, role analysis, work redesign/job enrichment, continuing feedback, ecological considerations, and interpersonal skill training.

## VII. LIMITATIONS

Following are the limitations of the study:

- i) The study was conducted in one District alone. Therefore, the findings cannot be generalized across all the districts.
- ii) The study proceeds with the assumption that the questionnaire on different parameters will elicit a forthright response.

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