

Structure of Different Dimensions of Organisational Role Stressors among Female Police Personnel of Haryana

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Abstract:

Although numerous scientific books, articles, and monographs have been published attesting to the importance of stress, the conceptualization of stress remains controversial. Stress is a phenomenon that has quite different meanings for the politicians, social scientists, physician, nurse, psychotherapist, physiologist, molecular biologist and psychologist. In this context, there is an obvious need for an up-to-date compendium on one of the most important social, medical, and psychological phenomena of our age, which extends well beyond the general adaptation theory of Hans Selye and the fight-or-flight response of Walter Cannon. In the current study conducted on female police personnel (N=400) of Haryana, the structure of most popular and extensively used Pareek's organisational role stress scale was examined. The factor analysis results cast doubt on the independent nature of the 10 indices of organisational role stress as revealed by the scale.

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INTRODUCTION

Although numerous scientific books, articles, and monographs have been published attesting to the importance of stress, the conceptualization of stress remains controversial. Stress is a phenomenon that has quite different meanings for the politicians, social scientists, physician, nurse, psychotherapist, physiologist, molecular biologist and psychologist. In this context, there is an obvious need for an up-to-date compendium on one of the most important social, medical, and psychological phenomena of our age, which extends well beyond the general adaptation theory of Hans Selye and the fight-or-flight response of Walter Cannon. In the context of the above assertion, stress refers to a state of the organism resulting from some interaction with the environment. Stress is the psychological and physical state that results

when the recourses of the individual are not sufficient to cope with the demands and pressure of the situation (Michie, 2002). Pestonjee (1992) has identified three important sectors in life in which stress originates. These are: Job and organization, the social sector and the intrapsychic sector.

In the context of organisational characteristics the issue of job stress is of utmost importance to the public health community and working people because it adversely impacts the work force. Strain has been considered as an environmental condition, as an appraisal of an environmental condition, as a resource to an environmental condition, and as a form of relationship between environmental demands and a person's abilities to meet these demands. Although there is a lot of controversy about the epistemology of job strain, there is an agreement about it as a complex phenomenon related to

both physical and psychological health. In considering occupation related stress, it should be recognized that stressors may occur because of individual characteristics of the worker as well as the characteristics of the environment referring to occupational setup (Overgaard, Gyntelberg, & Heitmann, 2004; Vanagas, Bihari-Axelsson, & Vanagiene, 2004; Schieman, Van Gundy, & Taylor, 2001).

Pareek (1982) explained that there are two important aspects of an individual's role that should be considered when examining role stress: (1) role set, which is the role system in an organization that defines individual roles; and (2) role space, which is the roles people occupy and perform. Quantifying these two dimensions would give a better assessment of the roles being performed by an individual in an organisational setting.

Pareek (1982) explained the concept of role stress by identifying 8 role stressors which were later improved by Pareek through factor analysis. This led to the identification of 10 role stressors which were included in organisational role stress scale (Pareek, 1983).

The evidence for the following 10 role stressors was found:

1. Inter-role distance:

It refers to the conflict between organisational and non-organisational roles.

2. Role Stagnation:

It refers to the perception that there is no opportunity for promotion and advancement in one's career, referring to lack of career progression.

3. Role Expectation Conflict:

This type of stress is generated by different expectations, by different significant persons about the same roles and the role occupant's ambivalence as to whom to please

4. Role erosion:

It refers to a perception that some roles (functions) which should properly belong to him or her are being transferred to some other role. Role erosion is experienced when a role occupant feels that some functions which he would like to perform are being performed by some other role.

5. Role Overload:

When the role occupant feels that there are too many expectations from the significant roles in his/ her role set, he or she experiences role overload (qualitative and quantitative).

6. Role Isolation:

It refers to the role distance which is different from inter-role distance in the sense that role isolation is characterized by the feeling that others do not reach out easily, indicative of the absence of the strong linkages of one's role with other roles. It refers to lack of interaction with people at work.

7. Personal inadequacy:

It refers to the feeling that he/she does not have the necessary skills and training for performing the functions expected of him/her.

8. Self-role Distance:

It refers to a conflict arising out of a mismatch between the person and his/her job.

9. Role Ambiguity:

It refers to the lack of clarity about the expectations regarding the role which may arise out of a lack of information or understanding.

10. Resource Inadequacy:

This role stressor occurs when the role occupant feels that he/she is not provided with adequate resources for

performing the functions expected from his/her role. In brief it refers to lack of internal resource to meet role demands. Thus Pareek's (1983) single contribution to the study of organisational role stress lies in identifying as many as 10 types of role stress, and the development of a standardized tool to assess each of these roles. The choice of using the organisational role stress scale by Pareek (1983) was made on the fact that Gordon (2004) had branded the ORS scale as a classic inventory for the measurement of role stress in organizations.

In recent years police department have become increasingly concerned with the effect of occupational role stress on police officers. Stress has come to be viewed as a serious problem facing law enforcement and attempts to both understand and remedy the problem have undertaken. Although women in policing suffer from the same stressor as their male counterparts they are also likely to be subject to additional stressors associated with their minority status in a male dominated profession. As such female officers may be at increased risk of suffering the deleterious consequences of stress. According to research led by University of Buffalo, female police officers suffer from the stress of their job than their male counterparts, though male officers aren't getting off easy. Thus the current study was designed to examine the structure of different dimensions of organisational role stressors as operationalised in Pareek's organisational role stress scale. This was done especially in the context of female police personnel of Haryana.

Objective of the study:

- To examine the structure of different indices of organisational role stressors in female police personnel.

Hypothesis of the study:

- It is hypothesized that different indices of organisational role stressors in organisational role stress scale are structurally independent.

METHOD

Sample

The present study was conducted on female police personnel. The total sample of the study was taken from female police posted in police stations covering different districts of Haryana state and the data was collected through random sampling method.

Sample of the present study consists of 400 female police personnel from different districts of Haryana. In this research, data was taken from females that have job experience of not less than two years. The sample was collected from female police of lower rank, covering constable, head constable, assistant sub inspector and inspector rank only. In this way a total data of 400 females are collected from different districts of Haryana state.

Tools:

Organisational Role Stress Scale (Pareek, 1983), the Organisational role stress scale (ORS) is used in this study to measure ten role stresses, i.e., inter-role distance, role stagnation, role expectation conflict, role erosion, role overload, role isolation, personal inadequacy, self role distance, role ambiguity, resource inadequacy. ORS is a 5-point scale (0-4), and it contains five items for each sub dimension and there are total fifty items in this scale. The total scores on each role stress range from 0-20. To get the total scores for each role

stress, the ratings given are totalled horizontally (for five items). Retest reliability coefficients were calculated for a group of about 500 employees from three banks (Sen, 1981). All the coefficients except one are significant at .001 levels: one coefficient is significant at .003 levels. The scale has acceptable reliability.

Some evidence about validity is provided by a measure of self-consistency in an instrument. Each item was correlated with the total score on the instrument for about 500 respondents. All but two correlations were significant at .001 levels: one was significant at .002 and another at .008 levels. The results show high internal consistency of the scale.

Srivastava (1991) found a significant positive correlation of various dimensions of role stress with the symptoms of mental ill health. Stress arising from role ambiguity and role stagnation most intensively correlated with somatic concomitants of anxiety.

In a sample of 120 engineering executives, Rajagopalan and Khandelwal (1988) found total role stress had a positive correlation (.28) with avoidance and a negative correlation (-.29) with approach coping styles, both being significant at .001 level. Role expectation, role erosion, and self role distance were not correlated with each other; correlations in case of inter role distance, role isolation and role ambiguity were significant at .001 level. . This instrument gives data about the number of different role stresses experienced by a respondent.

PROCEDURE

This study was conducted with the permission of Director General of Haryana Police. The study was conducted from December 2012-to-March 2014. To achieve the objectives of the study a total sample of 400 female police personnel were taken. Pareek's Organisational role stress scale was administered in small groups comprising of 5 to

7 participants. Sincere efforts were made to establish rapport with the participants before permitting them to participate in the testing session. The participants were assured about the confidentiality of the responses given by them. The promise of privacy helped in getting meaningful responses from the participants. The responses were scored as per instructions given by the author of the test.

The results are shown in Tables 1 to 4. Table 1 includes information about mean and standard deviation on different organisational role stressors. Table 2 pertains to inter-correlations among different dimensions of organisational role stressors. Tables 3 and 4 contain information about unrotated and rotated factors. These tables are shown below:

A perusal of (Table 2) Inter-correlations reveal that the significant bivariate correlations between organisational role stressors range from .141 to .605 ($p < .01$). Inter-correlations reveal that 41 out of 45 bivariate correlations (91.11%) have emerged to be significant at .01 level of significance. The obtained substantial or marked correlations cast doubt on the multidimensional nature of the construct used for measuring different indices of organisational role stress. However, the structure of different indices of organisational role stress would become clearer in the subsequent pages where the set of correlations has been subjected to more powerful statistical technique, i.e., factor analysis.

RESULTS AND DISCUSSION

The current study has revealed meaningful information about the structure of organisational role stress scale by Pareek (1983). Table 4 reveals that 8 indices of organisational role stress namely inter-role distance, role stagnation, role

Table 1
Means and Standard Deviations (N = 400)

Name of the Variable	Code	Mean	SD	Skewness	Kurtosis
Inter-role distance	A	8.15	3.77	.236	-.764
Role Stagnation	B	7.44	3.54	.219	-.283
Role Expectation Conflict	C	6.03	3.66	.367	-.429
Role Erosion	D	7.40	3.70	.236	-.764
Role Overload	E	6.87	4.13	.367	-.624
Role Isolation	F	7.55	3.38	.174	-.353
Personal Inadequacy	G	7.73	3.94	.219	-.307
Self-role Distance	H	6.40	3.34	.291	-.364
Role Ambiguity	I	6.96	3.61	.282	-.195
Resource Inadequacy	J	7.72	3.79	.135	-.197

Table 2
Inter-Correlations among Different Dimensions of Organisational Role Stress:

	A	B	C	D	E	F	G	H	I	J
A	1.00	.56**	.34**	.03	.53**	.43**	.08	.41**	.41**	.46**
B		1.00	.37**	.14**	.50**	.44**	.31**	.46**	.44**	.53**
C			1.00	.15**	.38**	.40**	.23**	.32**	.36**	.28**
D				1.00	.04	.27**	.32**	.23**	.11*	.20**
E					1.00	.38**	.14**	.50**	.44**	.51**
F						1.00	.36**	.43**	.45**	.51**
G							1.00	.29**	.40**	.32**
H								1.00	.47**	.60**
I									1.00	.56**
J										1.00

expectation conflict, role overload, role isolation, self role distance, role ambiguity and resource inadequacy have shown substantial loadings on factor I. It is equally interesting to emphasize that variance attributable to these indices completely exhausts on this factor. It suggests a common core of stress running across these indices. The factor structure also casts

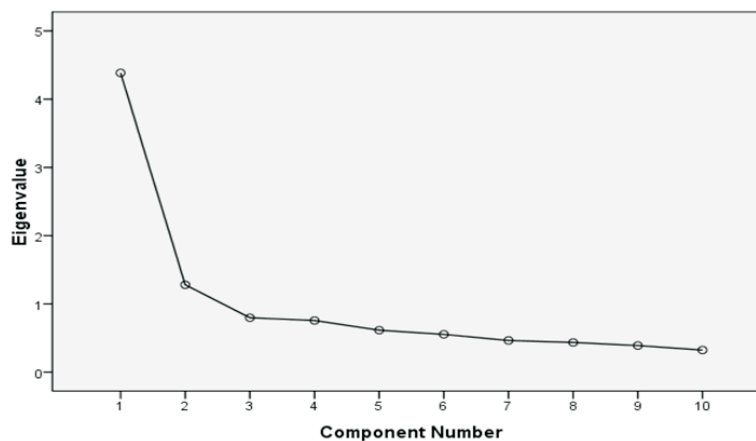
doubt on the independent nature of these indices of organisational role stresses, especially in female police personnel.

It can also be noted that role erosion (role erosion is experienced when a role occupant feels that some functions which he would like to perform are being performed by some other role) and personnel inadequacy (not

Table 3
Unrotated Component Matrix

Variables	Factors	
	I	II
Inter-role distance	.68	-.42
Role Stagnation	.75	-.14
Role Expectation Conflict	.58	-.01
Role Erosion	.29	.73
Role Overload	.71	-.36
Role Isolation	.72	.17
Personal Inadequacy	.48	.63
Self-role Distance	.74	.01
Role Ambiguity	.73	.02
Resource Inadequacy	.73	-.01

Scree Plot



possessing necessary skills and training for performing the functions expected from him or her) splits away from factor I which was found to be a factor of general organisational role stress. These two indices appear to be structurally different from the 8 indices of organisational role stress, having shown significant loading on factor 1. However, the current results need replication in order to reach more valid conclusion about the structure of most popular Pareek's organisational role stress scale.

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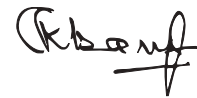
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