

## **An Analysis of Occupational Stress- A Case Study of Mumbai Police**

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### **Abstract**

Mumbai Police is considered to be the second most effective police force in the world. It plays a vital role in maintaining the societal balance and law and order in the respective region. Mumbai is the highly populated city in India. It is the state capital of Maharashtra as well as economic capital of the country. Migration of people, urbanization, growing population, increasing slums, international airport, local trains, international events, corporate headquarters, Bollywood events make Mumbai a happening city with full of crowd, monetary turnover, national/international trade and commerce activities. The physical and mental health problems linked to occupational stress are not given enough consideration by Indian police employees. The study paper explores the pressures that police department employees, in particular police officers, face. The goal of the study is to verify whether the stress levels are considerably different for various designations. It also aims to learn through interviews the causes of the participants' stress, how it affects their performance, and the steps the Mumbai police department has made to combat it. Stress causes the situations at work and in the family to worsen, making the person more vulnerable. The state of the nation's law and order would be at jeopardy if higher percentages of the police forces were under intolerable amounts of stress. Therefore, it is crucial to research and frequently gauge the level of stress that police officers are exposed to. Two hundred police officers were chosen at random. Personal interviews and a self-made questionnaire were used to gather the data. The current study makes an effort to analyse the hypotheses using the appropriate statistical methods and research design.

**Keywords:** Occupational Stress, Mumbai Police, Psychological Stress, Stress Management

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### **1. Introduction**

Police plays a significant role in maintaining the societal balance and law and order in the respective region. Mumbai is the highly populated city in India. It is the state capital of Maharashtra as well as economic capital of the country. Migration of people, urbanization, growing population, increasing slums, international airport, local trains, international events, corporate headquarters, Bollywood events make Mumbai a happening city with full of crowd, monetary turnover, national/international trade and commerce activities. The unfavorable physical and profound responses that happen when the requests of the working environment don't line up with the capacities, assets, or requirements of the representatives are known as occupational stress. The difficulty at work may translate into obligations that cannot be met, leisure could translate into tiredness, and feelings of satisfaction could translate into tension (Chitra, 2018).

When there is stress at work, emotional and cognitive issues are referred to as psychological symptoms. The most common result of occupational stress is job dissatisfaction, which manifests as a worker who is unhappy with their position, dislikes going to work, and sees no motivation to perform effectively. Depression, anxiety, boredom, frustration, loneliness, and resentment are other psychological symptoms. Some of these symptoms are issues in and of themselves because they can exacerbate work-related stress. For instance, a worker who becomes more and more frustrated at work may withdraw and feel depressed, which makes it harder for him to think about issues at work in manners that would further develop his workplace and point of view (Alam Mahtab, 2010).

### **1.1. Background of the study**

Numerous studies have indicated that higher levels of job stress are regularly accompanied with lower levels of job satisfaction. Occupational stress is linked to a number of unfavourable organisational outcomes. This discovery has significant consequences for all organisations, but particularly for the police, as job satisfaction has been linked to lower levels of commitment, subpar performance, and a higher risk of quitting one's job. Police officers that are stressed out may exhibit signs such as fatigue, depression, difficulty concentrating, anger, impulsive behaviour, etc. Stress has a detrimental effect on one's physical health, and both physical and mental illnesses render a person unfit for employment. It also has an adverse effect on job satisfaction and lowers productivity. Occupational stress is now a prevalent and expensive health issue.

According to a survey by the National Crime Records Bureau, suicides among police officers are prevalent, with Maharashtra having one of the highest numbers of suicides among the states (NCRB). Suicide is thought to be a result of the ongoing stress that police officers experience while performing their responsibilities rather than an impulsive action. A combination of factors that a person experiences over time reach a tipping point that they are unable to handle, leading them to make the extreme choice to end their lives. The fatality rate was greater among police officers. National Crime Records Bureau of India (2012) reports that out of 3,759 police officers, 2,724 died naturally, 821 died while doing their duties, and 214 committed suicide in 2011, compared to 3,881 deaths in 2012.

The various statistics show that among police officers, natural mortality happens at a very young age. Every year, the number of police officers who attempt suicide rises. For police officers, using drugs, smoking, and drinking is also an issue. These police officers experience detrimental physical and mental health issues when they experience excessive professional stress. According to research, police officers are more likely to experience chronic stress, heart illness, depression, stomach issues, alcohol and drug misuse, divorce, suicidal thoughts, and high divorce rates. According to a study, men police officers who were under the most stress had poorer sleep quality than female police officers. Stress has an impact on police personnel members' families as well as themselves (Collins and Gibbs, 2003). It might be argued that almost all jobs put their workers under stress. However, some jobs are actually more demanding than others than others. Police work is one such profession. Consequently, this exploration project means to feature the "Stress Remainder" and think about functional arrangements.

### **1.2. Significance of the study**

Police officers put in long hours due to the intense workload. They always put the safety of the public before the welfare of society because their own lives are on the line. It is important to acknowledge and respect them appropriately in order to accurately depict their bravery. Society shouldn't forget that the police are just another group of regular people with feelings. The department and the public are both concerned about the high rate of suicide among police officers. They are an integral part of society, so we must treat them with respect and consider them to be people. The research and analysis will enable a more accurate assessment of the needs of the police, which will facilitate the development of an environment that is both physically and mentally supportive of work. This research study analyses the various stress coping mechanisms in relation to one another, and it suggests a strategy for Mumbai city's non-gazetted police officers that better fits the situation (Das, 2017).

### **1.3. Scope of the study**

The focus of this study is only the occupational stress experienced by Mumbai district police officers. Subsequently, there might be a reach in the level of irregularity in the populace in general. Later, the scope of this research could be expanded to include all of Maharashtra or all of India. Additionally, it must be focused on comprehending the main occupational stressors, the signs of stress, and the coping mechanisms used by police officers so that researchers may recommend the best plan for efficient stress management. To determine the scale's dimensions, a sample of very small size is utilised. The stability of the results is therefore unclear. An extensive variety of police authorities, strategy creators, and specialists will track down the ongoing review helpful in grasping the degree of stress, the wellsprings of occupational stress, and what it means for police officials. It may also aid in developing a strategic vision to combat occupational stress among police personnel (He Ni, 2002).

#### **1.4. Objectives of the study**

1. To identify the major factors influencing of Mumbai police officers' poor mental health
2. To examine the causes contributing the physical discomforts and work-related problems experienced by Mumbai police officers
3. To state the connection between stressors and different stress symptoms in police officers

#### **1.5. Hypothesis of the study**

According to the study's goals, the following hypotheses were developed:

##### **Hypothesis 1**

**H1A:** The stress levels among the various Mumbai police work force designations will differ significantly.

**H1B:** The stress levels among the various Mumbai police work force designations do not differ significantly.

##### **Hypothesis 2**

**H2A:** The four types of effects (Physiological Effects, Psychological Effects, Behavioural Effects and Organisational Effects) will differ significantly from one another.

**H2B:** The four different effects categories (Physiological Effects, Psychological Effects, Behavioural Effects and Organisational Effects) do not significantly differ from one another.

## **2. Review of Literature**

The various reports, newspaper articles and other published literature indicate that Mumbai Police had a great deal of contribution during COVID-19 pandemic serving their duties beyond the limits. It includes maintaining compliance with transport restrictions, making passes available, medical emergencies, law and order, vaccine campaign etc. They were the COVID Yoddhas (warriors) on the field taking care of public health. However, they faced various mental as well as physical pressures, sacrificing families, improper hygienic food, insufficient rest etc. (Grover et al., 2022).

Tucker (2015) studied that although police officers' jobs are stressful, they don't always use them to their best potential. For this study, 673 Pennsylvania police officers were contacted. Additionally, the study aims to determine the significance of willingness to use the services with an emphasis on perceived organisational support (POS). The survey clearly shows that officers who are seeking assistance from the organisation view the organisation as helpful. These officers have a desire to use services. Instead, officers who are sceptical of the services' anonymity and associated stigma are not eager to use intervention programmes to lower stress levels (Tucker, 2015).

According to Garbarino (2013), the significant objective of the ongoing review is to decide the connection between work stress and psychological wellness issues in extraordinary power police officials while adapting to socio segment, professional, and character factors. The consequences of this study show that the stress of the gig adversely affects police officials' psychological well-being. Even though the severity of the mental health issues was on the lower side, they should still be taken seriously. The Special Forces police office is given privileged access to delicate assignments. To carry out these crucial tasks, good mental health becomes a need. The study's conclusion emphasised the significance of taking preventative actions in this regard.

Jayanthy Nair (2013) discussed that stress of police officers vary depending on the gender and nature of work as well. It is monitored the coefficient of affiliation delivered from the different wellsprings of stress and the strains related with the gig. The degree of stress experienced by working women and housewives differed greatly. Compared to homemakers, working women found themselves under a great deal of strain. Women police officers reported strong associations with work load discontent across all methodologies, even higher than interpersonal relationships and lack of advancements (Kumar, 2011). As stated by female police officers, job monotony and lack of novelty are not as significant a result of job stress for male police employees as they are for female personnel. Police officers of both sexes displayed noticeable differences under various strains and stresses at the same time. By examining the incidence of various occupational stresses in police and their effects on job-related and affective strains, the research made this finding. The psychological components of the job, such as a poor public perception of them, victimisation, etc., have a

more detrimental impact on female police officers than fundamental job characteristics like role conflict, role ambiguity, overload, etc. It suggests that by making smart policy choices, many of these factors of work stress can be addressed (Nair and Joseph, 2013).

Police officers and constables were the subjects of Bhaskar's (1986) investigation into the relationship between work stress and character attributes. She mentioned that the bulk of police officers are diligent and responsible. In any case, their work causes nervousness and gentle to extreme stress because of mental stagnation, psychological weariness, character development in one heading, dehumanizing working circumstances, task pressures, an absence of adequate preparation, and expert as well as private obligations.

According to Pillai (1987), stress not only results in physical and mental illnesses but also has a negative impact on the police department's ability to operate normally and effectively. It is obvious that one of the most understudied areas of research has been issues with police officers' mental health. Bhaskar (1986) noted, in evaluating the writing on police studies, that concentrates in India have would in general focus either on police organization or on subordinate pieces of the police framework, leaving concerns relating to job stress among police employees generally unaddressed. In order to implement corrective measures, there is an urgent need for empirical research on police organisation given the rising rate of unfavourable incidents. It's crucial to get rid of stressors, lessen their impacts, and create a police-specific module to support stressed out police employees (Pillai, 1987).

According to Lewis, Heitkemper, and Dirksen's (2011) research, police officers live stressful lives and work in stressful environments and are more likely to smoke and drink excessively. Researchers from various nations have claimed that police officers and law enforcement employees are more likely to develop diabetes and coronary artery disease, and that their death age is younger than that of other occupational groups (Lewis, Medical and surgical nursing, 2011).

Mama et al. (2011) analyzed relationship between a scope of official openings and results, including stress, shift work, horrendous occurrences, way of life factors, stress biomarkers, body measures, and subclinical metabolic and cardiovascular sickness in their examination of the wellbeing impacts of stress in police officials. They reached the resolution that albeit the prologue to the extraordinary issue underlines that policing is a psychologically stressful workplace, loaded up with risk, requesting errands, equivocalness in work environment connections, human misery, and openness to excess, further research is needed to understand its effects on officers' psychological and physical health (Marchand, 2011 ).

### **3. Research Methodology**

#### **3.1. Research Design**

Quantitative examination plan, specifically survey design, is the methodology used in this study. The main goal of using this strategy is to investigate the relationship between stressors and their results. This is the most ideal way to accumulate data from countless respondents from the picked test populace to construct a speculation of the relationship. The legitimacy, dependability, and measurable meaning of the instrument can be tried with the guide of different standard factual methods. Due to the standardised survey instrument, they are relatively error-free, simple to govern, and cost-effective (Kar, 2015). This survey is a descriptive-cross sectional study because it aids in gathering the desired information all at once. This investigation is a descriptive one. It discusses the factors that police officers perceive as contributing to their occupational stress and how that stress affects both their personal and professional lives. This study examines stress sources and how they affect police officers.

#### **3.2. Sampling Framework**

The police officers in the district of Mumbai are the subject of this study. The study's samples were chosen using a multistage random sampling procedure. The researcher employed a cluster-based random sampling procedure (probability) to identify the overall population area represented by different police stations. Later, the researcher used convenience sampling techniques to gather the primary data required for the study. Convenience sampling was the method used to acquire the sample, and a well-organized interview schedule made data collection easier. The sample size of the study is 200 police officers of Mumbai police.

### 3.3. Methods of data collection

**3.3.1. Primary data:** A structured, closed-ended questionnaire was employed as one of the primary methods of data collecting for this study. Utilizing a defined irregular testing procedure, tests were haphazardly browsed police office worker records for the purpose of mailing. All dynamic police officials in the Mumbai locale, from which the review test is drawn, are completely recorded in the worker records. Contact data, including email locations and office telephone numbers, was gathered from the work force postings. For those who provided email addresses, the survey was distributed via Google Form on Google Drive, and the police were given access to the Google Form link. Additionally, during individual meetings with groups of police officers at various police stations and police chowkies, the officers received information about the significance and goal of the study as well as instructions on how to complete the questionnaire.

**3.3.2. Secondary data:** The scientist has accumulated optional data about stress from books, diaries, relative propositions, PC (Web), reports, magazines, papers, and clinical diaries. The scientist has accumulated a lot of optional information from diaries on stress the executives, human asset the board, brain research, human way of behaving, and hierarchical way of behaving, articles distributed in papers, the web, and official Mumbai Police sites.

### 3.4. Tools for Data Analysis

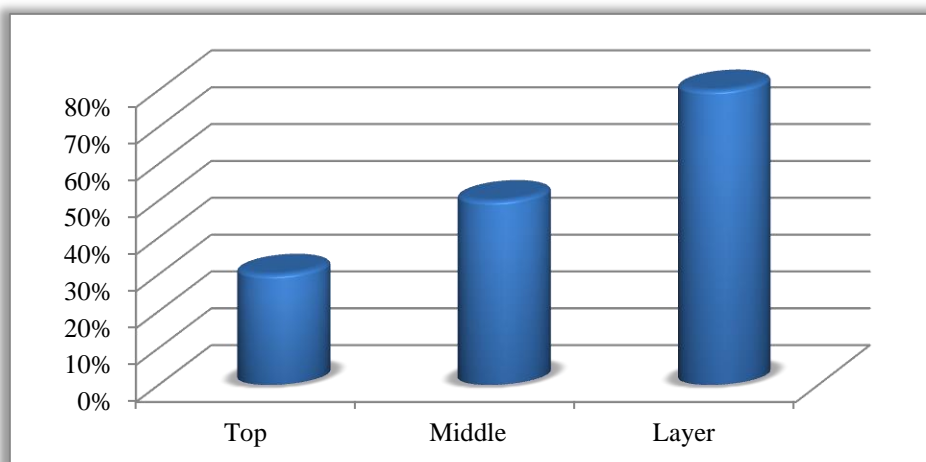
**3.4.1. Descriptive analysis:** It is used to highlight the key characteristics of study data. It provides information on different samples and measurements in an organised manner. It outlines the basis for practically any quantitative study of data, including graphical analysis. The frequency and percentage distribution, mean, and standard deviation are used to represent the Likert scale (Interval) data.

**3.4.2. One-Way ANOVA:** To determine whether there is measurable help that the connected populace implies are genuinely significantly unique, one-way ANOVA ("examination of change") looks at the method for at least two free gatherings. A parametric test is one-Way ANOVA.

**3.4.3. T-Test:** A factual test called a t test is utilized to look at the method for two gatherings. It is habitually utilized in speculation testing to lay out whether a technique or treatment really influences the number of inhabitants in interest or whether two gatherings contrast from each other.

## 4. Data Analysis and Results

The primary approach for gathering data was the questionnaire method, as specified in the research design. 200 samples were selected in advance. 200 properly completed surveys were therefore collected as data. The distribution of this information among police officers at the highest, medium, and lowest levels was unbalanced. The data was divided into three levels: the top level (30%), middle level (50%) and bottom level (80%).



**Figure: 1. Histogram of level wise sample distribution**

**Table: 1. Demographic profile of respondents**

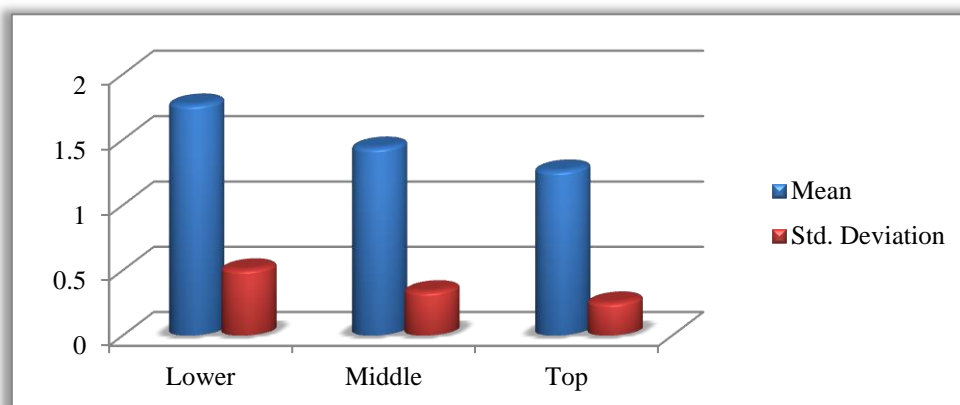
		Frequency	Percent
<b>Gender</b>	Male	139	139%
	Female	61	61%
<b>Age</b>	18-25	21	21%
	26-35	74	74%
	36-50	46	46%
	50 and above	59	59%
<b>Duration of Service</b>	Upto 15 yrs	80	80%
	More than 15 yrs	120	120%
<b>Marital status</b>	Married	158	158%
	Unmarried	42	42%

#### 4.1. Between the Levels

Depending on the hierarchy in the police station, the sample was split into three major categories. The top level, middle level, and lower level were these three groups. Each of these three levels' average stress level was calculated. It was reported as being rather higher. However, compared to the top and lower levels, the medium level experienced more stress.

**Table: 2. Mean stress level between the three levels**

Levels	N	Mean	Std. Deviation
Lower	100	1.768	.5062
Middle	70	1.439	.3387
Top	30	1.264	.2524



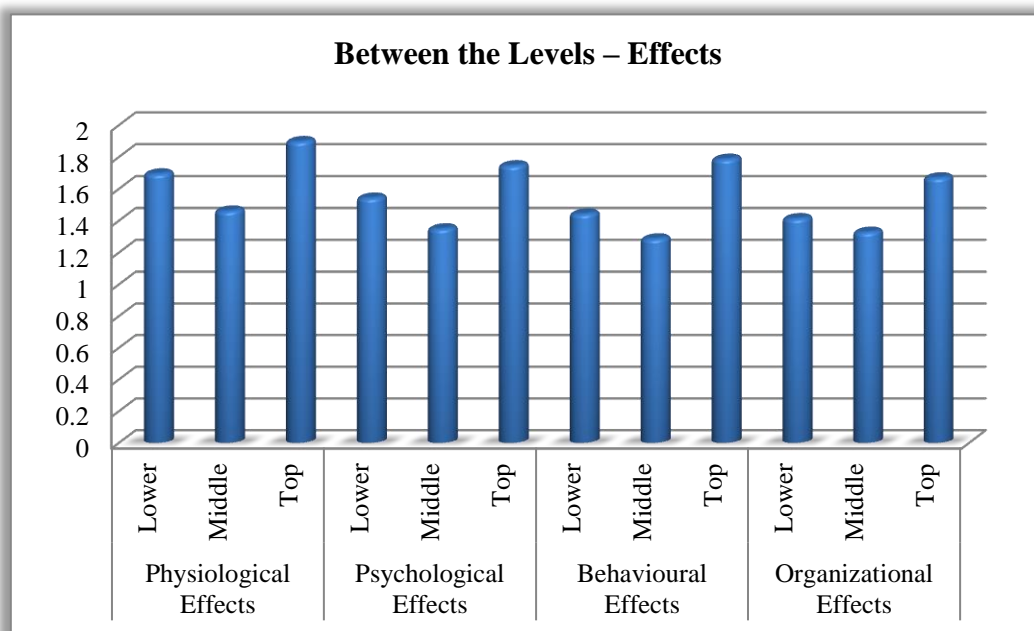
**Figure: 2. Graphical representation of Mean and Std. Deviation of the three levels comparison**

#### 4.2. Between the Levels – Effects

In a similar manner, statistical calculations were also done to determine the near implies between the levels connected with the 4 significant classes of effects of stress. Physiological Effects, Psychological Effects, Behavioural Effects, and Organizational Effects were the four categories.

**Table: 3. Comparison of the levels in relation to the four major stress-related categories**

Effects	Levels	N	Mean	Sig.
Physiological Effects	Lower	128	1.694	.001**
	Middle	50	1.461	
	Top	12	1.897	
Psychological Effects	Lower	130	1.542	.326
	Middle	46	1.349	
	Top	24	1.745	
Behavioural Effects	Lower	130	1.442	.75
	Middle	48	1.286	
	Top	22	1.786	
Organizational Effects	Lower	130	1.413	.201
	Middle	49	1.328	
	Top	21	1.669	



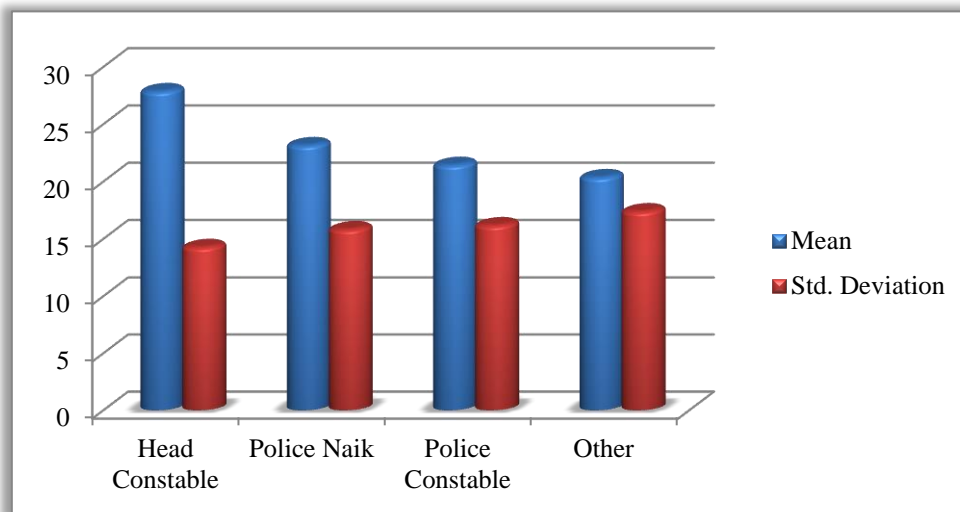
**Figure: 3. Graphical representation of the comparison of means of four major stress-related categories**

At the 0.00 level, there is a considerable difference between the three levels.

The top level has slightly higher stress than the other levels, according to all 4 areas of effects.

**Table: 4. Mean and Standard Deviation of One-way ANOVA for Total Stress in % of Police**

Designation	No.	Mean	Std. Deviation
Head Constable	176	27.855	14.2632
Police Naik	82	23.149	15.8168
Police Constable	126	21.429	16.1636
Other	104	20.358	17.3816



**Figure: 4. Graphical representation of Mean and Standard Deviation of different police designation**

Based on the statistical analysis and interpretation, below inferences can be drawn:

- 1) The factual investigation and translation have supported and undeniably established the hypothesis. To grasp the nuances of the data, numerous permutations and combinations were used. On the subject of the causes and effects of stress, a clear picture has now become apparent.
- 2) The police force has been subjected to extreme and ongoing stressors. A high mean stress level might have highly negative effects. The physical and mental well-being of police officers is in jeopardy, and the burden of that is borne primarily by the family. But the hidden effects are just as damaging. They may be more likely to make mistakes, overreact, and be ruthless while under stress. The public's safety may be jeopardised, and they may come under fire for the wrong reasons. The valid example is the media-revealed events of third-degree torment and passing in care in police stations. These occurrences appear to be a result of the high stress level. The middle level is the most stressed out of the three levels, compared to the top and lower levels. Another significant aspect of policing is brought to light by the intermediate level's relatively high degree of stress. The top and lower levels are sandwiched by the centre level. In addition, most of the police officials in the example who were from the centre levels were more youthful and had shorter service histories than those from the top and bottom levels. It must have been difficult to adjust to the rigorous nature of the job.
- 3) The vast majority of responders unqualifiedly concurred that stress was a necessary component of their life. Their jobs caused this tension, which naturally transferred into their personal life. Sadly, they were powerless to alter the situation. As a result, they were stuck in a losing situation on both a professional and personal level.
- 4) The police are tasked with maintaining law and order. Therefore, any shortcomings receive a lot of criticism. The police force's considerable exposure is to blame for the attention it has received. The root cause of stress is the enormous expectations placed on the few by the many.



## 5. Conclusion

Police officers experience a lot of occupational stress. Younger age groups, police officers with lesser ranks, and women are more likely to experience stress. Issues with physical and mental health are more prevalent among them and demand immediate attention from the relevant authorities. An important part of the Executive branch of the government is the police force. It must therefore be disciplined, effective, and idealistic. The police force is under a lot of pressure from society as the system that upholds law and order. The current state of society is harmed by rising crime rates along with insufficient manpower, rising public expectations, and a growing emphasis on efficiency. Because of this, the work schedules of police officers are frenetic, demanding, and difficult. According to the report, stress is having a negative mental and physical impact on police officers. Additionally, it has an impact on their interpersonal interactions. Equal distribution of workload can aid in reducing occupational stress caused by frequent evaluation by superiors (Simonnet, 2000). There are more sources of stress than there are signs of stress. This fact makes it obvious that stress sources need to be controlled immediately and seriously. Stress-related symptoms can spiral out of control and create dangerous situations if they are not managed. If it spreads widely and affects the majority of people, even the management and the authority cannot handle it. From the analysis it is clear that the stress levels among the various Mumbai police work force designations will differ significantly and the four types of effects will differ significantly from one another i.e. our hypothesis H1A and H2A is accepted.

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